**Service Area Outcomes**

**Phase II: Assessment of Service Area Outcomes**

**In this section, please re-state each outcome and indicate the method(s) of assessment, provide a summary of the results, and tell how your program will use this information to improve student learning. Each Goal should have at least one Method of Assessment. To encourage collaboration and the sharing of ideas, you are encouraged to share your outcomes, assessment data, and findings with all available members of your department or program. Please list the names of all faculty, staff, and students who were involved in summarizing or evaluating the data. The names may differ from those on Section I.**

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| **Date:** | **SAO Fall 2012 Submitted: December 10, 2012** |  |  |

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| **Contact Person/Others Involved in Process:** | **Lead: Olga Artechi, EOPS/CARE Coordinator Others: Mirella Cital, Office Asisstant** |

**Outcome #1 (please repeat here): Increase the number of EOPS students who complete three appointments per semester by providing e-mail reminders prior to the deadline for each of the three appointments.**

1. **First Method of Assessment:**
   1. Assessment is based on the comparison of completed appointments between Fall 2011 and Fall 2012.
   2. The number of students completing their third appointment for Fall 212 increased over Fall 2011 by 21%.
   3. All active EOPS students will be sent an e-mail reminder prior to each appointment deadline.
   4. The deadlines for the Spring 2013 appointment deadlines are February 15th, March 22nd, and May 3rd. E-mail reminders will be sent out two weeks prior to each of these dates.
2. **Second Method of Assessment**: None
3. **Third Method of Assessment**: None

**Outcome # 2 (please repeat here): None**

**Outcome # 3 (please repeat here): None**

**Once Section II is completed, please send e-copy & mail hard copy to SLO Coordinator. Thank you very much for taking part in outcomes and assessments.**