**Service Area Outcomes (SAOs)**

**Program Outcomes Assessment Report – Phase I (form in progress Oct 2009)**

**“Department Mission Statement or Program Description & Identification of Outcome(s)”**

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| --- | --- | --- | --- |
| **Date:** | 10/03/10 |  |  |
| **The Department Name:** | Transfer Center and Articulation Services |  |  |

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| **Contact Person & Others Involved in Process:** | **2009-10 AY****Lead:** Carol E. Lee**Others:** Beatriz Avila, Kristen Gomez and JoAnn Green |

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| The mission of the Transfer Center and Articulation Services area is to provide quality professional services that are responsive to students’ individual needs for transfer and articulation information to achieve their educational goals.  |

**Mission Statement or Description of the Department or Program:**

**Institutional Learning Outcomes Supported: Please check the ISLOs that are supported by your program:**

**\_X\_\_\_ISLO1** = communication skills; \_**X**\_\_\_I**SLO2** = critical thinking skills; \_**X**\_\_\_**ISLO3** = personal responsibility;

\_**X**\_\_\_I**SLO4** = information literacy; \_**X**\_\_\_I**SLO5** = global awareness

**Program-level Outcomes and ways to assess: (Please choose 1-3)**

**Please identify at least one outcome and assessment method, and estimated date for the completion of Section II. Please keep in mind the Comprehensive Program Review Schedule.**

**Service Areas (Student Services, Financial Aid, Student Affairs, etc.): Please analyze at least one Outcome per year.**

**1.Outcome #1:** Student(s) will demonstrate the ability to navigate and complete admission application(s) to transfer institution(s) online.

Increased use of the Transfer Center facilities and need for more staffing to assist students seeking to transfer is evident by the 157% increase of students seeking assistance with university applications. Because the Transfer Center staff provides counseling/transfer services to all students at Imperial Valley College, in addition to prospective returning university students, access to services may become limited and less timely. Additionally, we expect an increased demand on our services with the projected California budgetary problems for the next couple of years. The latest information states that for this Fall 2009 a total 12,300 freshman students from the CSU & UC systems are being redirected to the community colleges due to lack of space.

**Assessment:**

Online Only - Student Usage: Since Fall 2003 there has been an increase of student use from 77 students to 212 students as of this Fall 2009. This reflects a **157%** increase in participation in the application workshops offered in the Transfer Center.

Facilities Usage/Workshops Offered: From Fall 2005 there were 27 workshops offered as opposed to 37# offered this Fall 2009. This reflects a **37%** increase in application workshop offerings.

**APPLICATION WORKSHOPS - ATTENDANCE TALLIES ONLY**

|  |  |  |  |
| --- | --- | --- | --- |
| **TERM** | **STUDENT ATTENDANCE** | **WKSHPS** | **TYPE** |
| **Wkshps****Offered** | **CSU** | **UC** | **BOTH** | **Priv &****Out/State** | **UNKN** | **TOTAL** | **Amount****Offered** | **ALL** |
|  |  |  |  |  |  |  |  |  |
| Fall 2009 | 179 | 12 | 8 | 13 | 0 | 212 | 64 | 64 |
| Fall 2008 | 153 | 21 | 13 | 11 | 0 | 198 | 37 # | 37 |
| Fall 2007 | 92 | 14 | 8 | 3 | 9 | 117 | 32 | 32 |
| Fall 2006 | 89 | 5 | 4 | 5 | 13 | 116 | 30 | 30 |
| Fall 2005 | 85 | 14 | 8 | 2 | 11 | 120 | 27 | 27 |
| Fall 2004 | 104 | 9 | 3 | 2 | 14 | 132 | 31 | 31 |
| Fall 2003 \* | 61 | 8 | 1 | 1 | 6 | 77 | 33 | 33 \* |

# = 40 Workshops were offered - three (3) were cancelled due to CSUMentor (CSU Application Center being down).

\* = Commencing Fall 2003 Application Workshops were combined for ALL systems (CSU, UC, Private & Out-of-State) and offered "On-line Only."

An additional assessment was conducted through an online survey of the admission applicants. Out of 212 students 84 students responded back to the survey. Some of the results are:

 96.5% - Transfer Center Students

 51.8% - Female

 88.2% - Had an education plan

 71.4% - Understood their transfer requirements

**Est. Completion Date: 10/01/10 Way(s) to assess: Tallies and Surveys**

**2.Outcome #2:**

Est. Completion Date: Way(s) to assess:

**3.Outcome #3:**

Est. Completion Date: Way(s) to assess:

**Once Section I is completed, please send e-copy & mail hard copy to SLO Coordinator. Then at the end of the data collection/assessment period, please analyze data with co-workers and other members of the IVC community, and complete Section II.**

**Service Area Outcomes**

**Program Outcomes Assessment Report – Phase II**

**“Assessment of Program-level Learning 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:** | **10/03/10 – 2009-10 REVIEW** |  |  |

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| **Contact Person/Others Involved in Process:** | **Lead: Carol Lee Others: Beatriz Avila, Kristen Gomez and JoAnn Green** |

**Outcome #1 (please repeat here):** Student(s) will demonstrate the ability to navigate and complete admission application(s) to transfer institution(s) online.

1. **First Method of Assessment:**
	1. How did you assess Outcome #1? Collected information on the students and transfer information via request cards and tallies on student attendance at application workshops.
	2. Provide a summary of results:

|  |  |  |  |
| --- | --- | --- | --- |
| **TERM** | **STUDENT ATTENDANCE** | **WKSHPS** | **TYPE** |
| **Wkshps****Offered** | **CSU** | **UC** | **BOTH** | **Priv &****Out/State** | **UNKN** | **TOTAL** | **Amount****Offered** | **ALL** |
|  |  |  |  |  |  |  |  |  |
| Fall 2009 | 179 | 12 | 8 | 13 | 0 | 212 | 64 | 64 |
| Fall 2008 | 153 | 21 | 13 | 11 | 0 | 198 | 37 # | 37 |
| Fall 2007 | 92 | 14 | 8 | 3 | 9 | 117 | 32 | 32 |
| Fall 2006 | 89 | 5 | 4 | 5 | 13 | 116 | 30 | 30 |
| Fall 2005 | 85 | 14 | 8 | 2 | 11 | 120 | 27 | 27 |
| Fall 2004 | 104 | 9 | 3 | 2 | 14 | 132 | 31 | 31 |
| Fall 2003 \* | 61 | 8 | 1 | 1 | 6 | 77 | 33 | 33 \* |

* 1. How will your program use this information to improve student learning or services? The Transfer Center program will has used this information to increase our workshop offerings for 2010-11, added additional topic specifics workshops, and contact all students via email only.
	2. What is your Timeline for Program Modifications or Response to Data? Review data in summer term and implement for next Fall term.
1. **Second Method of Assessment:** IVC Transfer Center Student Satisfaction Survey 2009-10
	1. How did you assess Outcome #1? Conducted a survey of all admissions applicants (212) and transfer center students regarding the above services and other services provided by the transfer center.
	2. Provide a summary of results: Student’s were highly satisfied with the services provided by the transfer center
	3. How will your program use this information to improve student learning or services? The Transfer Center is using this information to increase our sharing of knowledge on the general education patterns, transfer options to out-of-state schools, new scholarship workshops, and, that of the response’s the majority appeared to be very satisfied with the services provided by the Transfer Center.
	4. What is your Timeline for Program Modifications or Response to Data? Review data in summer term and implement for next Fall term.
2. **Third Method of Assessment**:
	1. How did you assess Outcome #1?
	2. Provide a summary of results:
	3. How will your program use this information to improve student learning or services?
	4. What is your Timeline for Program Modifications or Response to Data?

**Outcome # 2 (please repeat here):**

1. **First Method of Assessment**:
	1. How did you assess Outcome # 2?
	2. Provide a summary of results:
	3. How will your program use this information to improve student learning or services?
	4. What is your Timeline for Program Modifications or Response to Data?
2. **Second Method of Assessment**:
	1. How did you assess Outcome # 2?
	2. Provide a summary of results:
	3. How will your program use this information to improve student learning or services?
	4. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
	1. How did you assess Outcome # 2?
	2. Provide a summary of results:
	3. How will your program use this information to improve student learning or services?
	4. What is your Timeline for Program Modifications or Response to Data?

**Outcome # 3 (please repeat here):**

1. **First Method of Assessment**:
	1. How did you assess Outcome # 3?
	2. Provide a summary of results:
	3. How will your program use this information to improve student learning or services?
	4. What is your Timeline for Program Modifications or Response to Data?
2. **Second Method of Assessment**:
	1. How did you assess Outcome # 3?
	2. Provide a summary of results:
	3. How will your program use this information to improve student learning or services?
	4. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
	1. How did you assess Outcome # 3?
	2. Provide a summary of results:
	3. How will your program use this information to improve student learning or services
	4. What is your Timeline for Program Modifications or Response to Data?

**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.**