

II. **SERVICE AREA OUTCOMES** (use the attached form to identify outcomes, methods, assessment process, results, decisions & recommendations)

1. Outcome: To increase the efficiency of the Hector L. Lopez Student Services building
 - a. Methods: A 5-year observation of the number of students that are serviced either a regular appointment or “drop-in” appointment by the Counseling Department.
 - b. Implementation: The SARS Software, utilized by Imperial Valley College for scheduling counseling appointments, produces statistical reports of students in hourly, daily, weekly, and annually formats.

III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)

Full Academic Year

	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
Drop-in's	1609	2436	2296	2977	2954
Appointments	3681	4470	4199	4191	4023
Total Drop-ins and Student Appointments	5290	6906	6495	7168	6977

