**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:** | **7-7-2011** |  |  |

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| **Contact Person/Others Involved in Process:** | **Lead: Jan Magno Others: Lisa Seals, Carey Fristrup, Bertha Ortega, Maria Trejo, Kandy Algravez, Sergio Gaytan, Gail Parish, Marissa Izarraraz, Leti Santiago, Alma Orozco, Genia Maciel.** |

**Outcome #1 (please repeat here):** Students will successfully complete the on-line FAFSA

1. **First Method of Assessment:**
   1. How did you assess Outcome #1? Federal Report entitled “FAFSA Data By School” comparing submission of FAFSA’s by all Title IV receiving institutions.
   2. Provide a summary of results: Through March 31, 2011, the number of 2010-11 applications submitted increased 12.7% over the number submitted during the same time in 2009-10.
   3. How will your program use this information to improve student learning or services? The Department is pleased with the overall number of applications being completed by students on-line and will continue to offer this service through the Student Services Computer Lab on campus.
   4. What is your Timeline for Program Modifications or Response to Data? A new financial aid year begins January 1, 2012. We will make necessary changes to our application process and procedures at that time.

**Outcome # 2 (please repeat here):** Financial Aid students will demonstrate knowledge and understanding of Student Academic Probation policies.

1. **First Method of Assessment**:
   1. How did you assess Outcome # 2? Analyzed data regarding content, success and completion of the SAP Workshop which became an on-line process beginning this past year.
   2. Provide a summary of results: In 2009-2010, a total of 1650 students took the face-to-face SAP Workshops presented by the counseling staff. At the end of 2011-2010, 2583 students were on probation. In 2011-10, a total of 2681 students took the new on-line SAP Workshop. All students demonstrated knowledge of satisfactory academic progress rules and procedures through successful completion of the final exam. More time is necessary to track these students in order to determine if completion of the new on-line workshop has any correlation to future success or non-success in school.
   3. How will your program use this information to improve student learning or services? A few more years will be required to determine if a correlation exists given that the method of workshop delivery has changed and the fact that SAP rules have changed significantly for 2011-12. We will compare face-to-face vs. on-line results and in the future, content of the workshop and standards for completion of the final exam will be modified in accordance with results.
   4. What is your Timeline for Program Modifications or Response to Data? Once enough data is collected, modifications to the workshop and final exam will be made for the following academic year.

**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.**