**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:** | **July 18, 2010** |  |  |
| **The Department Name:** | **Student Affairs** |  |  |

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| **Contact Person & Others Involved in Process:** | **Lead: Sergio A. Lopez Others: Saria Cardoza, Josefat Trejo, Emily Bill** |

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| Student Affairs shall afford a co-curricular learning environment that fosters intellectual, ethical, and personal development while promoting a sense of individual and civic responsibility by offering opportunities to participate in activities such as student government, clubs, shared governance, and cultural events. Student prepares our students to deal with a diverse society by encouraging them to understand, be sensitive to, and become educated on issues dealing with race, religion, sexual preference, and disabilities. |

**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; \_\_\_\_I**SLO2** = critical thinking skills; **\_\_X\_\_ISLO3** = personal responsibility;

**\_\_X\_\_**I**SLO4** = information literacy; \_\_\_\_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: *Students will develop an understanding of Student Health resources available at IVC.*

Est. Completion Date: June 3, 2011 Way(s) to assess: SAO will assess student awareness of Student Health Center Service Offering by completing surveys at the Bi-annual Student Health Fair.

2. Outcome #2: *SAO will uphold student code of conduct and college & district policies*

Est. Completion Date: June 3, 2011 Way(s) to assess: Student Affairs records the number of students found

responsible for violations (*discipline, academic dishonesty & smoking)* of the Student Code of Conduct.

**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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**Outcome #1 (please repeat here):** *Students will develop an understanding of Student Health resources available at IVC.*

1. **First Method of Assessment:**
   1. How did you assess Outcome #1?

*The SA staff surveyed 184 students on their knowledge of the services being provided by the Student Health Center.*

* 1. Provide a summary of results:

*I am aware that IVC has a Student Health Center: Yes-156 No-28*

*I am aware of the health services that the IVC nurse provides: Yes-132 No-51*

*I am aware of the personal counseling services at IVC therapist provides: Yes-133 No-45*

*I have used the health services from the nurse in the past: Yes-43 No-139*

*I would consider using the health services from the nurse in the future: Yes-172 No-10*

*I have used the personal counseling services in the past: Yes-26 No-156*

*I would consider using the personal counseling services in the future: Yes-148 No-34*

* 1. How will your program use this information to improve student learning or services?

*Utilizing the data collected from the survey, a plan to increase the number of mental health counselors is being developed. Fall of 2011 efforts will be made to recruit interns to assist with the current caseload of the Mental Health Counselor.*

* 1. What is your Timeline for Program Modifications or Response to Data?

*The projected date for recruitment is the Fall 2011 semester.*

1. **Second Method of Assessment**:
   1. How did you assess Outcome #1?

*55 students were screened for services with the Mental Health Counselor. Students accepted on clinician’s caseload will be assessed for understanding of the scope and type of services offered by the Student Health Center’s Counseling Services program. Outcome will be assessed following the student signing of the informed consent form and a brief orientation of services.*

* 1. Provide a summary of results:

*27 of the students received ongoing services the Mental Health Counselor.*

*246 one hour sessions were provided.*

*27 signed the informed consent form*

*27 participated in a brief orientation of services*

*Following the initial Counseling Services intake appointment, 27 students completed 4 yes or no questions, assessing understanding of services offered 100% of student checked “yes” to the questions asked.*

* 1. How will your program use this information to improve student learning or services?

*It is evident that additional Mental Health Counselors are needed to handle the demand. Efforts will be made to recruit interns to assist with the current caseload of the Mental Health Counselor.*

* 1. What is your Timeline for Program Modifications or Response to Data?

*The projected date for recruitment is the Spring 2011 semester.*

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

1. **First Method of Assessment**:
   1. How did you assess Outcome # 2?

*Student Affairs records the number of students found responsible for violations (discipline, academic dishonesty & smoking) of the Student Code of Conduct.*

* 1. Provide a summary of results:

*Numbers from August 2010 until June 30, 2011*

*Students referred for Discipline: 33*

*Academic Dishonesty: 13*

*Repeat offenders Academic Dishonesty: 0*

*Smoking: 80*

*Repeat offenders smoking: 8*

* 1. How will your program use this information to improve student learning or services?

*Coordinate presentations at department & division meetings with faculty on minimizing and responding to class disruptions and academic dishonesty.*

* 1. What is your Timeline for Program Modifications or Response to Data?

*These presentations will take place in the Fall of 2011*

**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.**