**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:** | **September 4, 2012** |  |  |
| **The Department Name:** | **Matriculation and General Counseling Services** |  |  |

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| **Contact Person & Others Involved in Process:** | **Leads:** Norma Núñez  Trinidad Argüelles |

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| **The mission statement of Counseling Services at Imperial Valley College is to provide services to enhance and enrich the personal development of all students by providing an accepting and non-evaluative environment in which various educational alternatives are developed with counseling professionals in order to facilitate student decision-making.** |

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

**Institutional Learning Outcomes (ILO) Supported: Please check the ILOs that are supported by your program:**

**✓ ILO1 –** Communication Skills **✓ ILO2 –** Critical Thinking Skills **✓ ILO3 –** Personal Responsibility

**✓ ILO4 –** Information Literacy **✓ ILO5 –** Global Awareness

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

**SERVICE AREA OUTCOMES – GOAL 1.0**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Institutional Goal 1.0:** | | |  | **To Increase Student Success** | | | | |
| **Student Services Goal 1.0:** | | |  | **To improve student success at Imperial Valley College** | | | | |
| **Institutional Student Learning Outcomes (ISLO) Matches:** | | |  | **ILO1, ILO2, ILO3, ILO4 and ILO5** | | | | |
| ***Communication Skills – Critical Thinking Skills – Personal Responsibility – Information Literacy – Global Awareness*** | | | | | | | | |
| **Matriculation and General Counseling Services Goal 1.0:** | | **To increase student success through early access programs at Imperial Valley College** | | | | | | |
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| **SERVICE AREA OUTCOMES (SAOs)** | | **STRATEGIES/ACTIVITIES** | | | **RUBRIC**  **MEASUREMENT TOOL(S)** | **TIME**  **FRAME** | **RESOURCES**  **NEEDED** | **ISLOs** |
| **S1.0** | Incoming first time High School student(s) will demonstrate an understanding of the Early Access Program (1st STEP) and complete the four steps necessary to be eligible and submit all signed documentation by the deadline. | The Matriculation counselors will go to the six regular high schools and assess all high school seniors who plan to attend Imperial Valley College and give an orientation about the 1st STEP program. The District counselors will follow-up with advising and reinforce the importance of following the 4 steps to be eligible for the Early Access Program:  1) Assessment  2) Orientation  3) Advising  4) Admission Application to IVC | | | Record number of high school students who submit their 1st STEP applications by the stipulated deadline. | June 6, 2012 | Clerical Support Staff to assist with data entry. | ILO1  ILO2  ILO3  ILO4 |
| **S1.1** | Students will demonstrate an understanding and awareness of graduation and transfer requirements through the use of Degree Works Planner. | The counselors will develop a comprehensive plan using Degree Works (aka Educational Plan) that will divide the required courses into well balanced semester for all students who make a counseling appointment to discuss their major and transfer aspirations. | | | SEP document in student file and/or available in Degree Works. Write notes in SARS.  . | End of Academic Year | More counselors to assist students. | ILO1  ILO2  ILO3  ILO4 |

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| **S1.2** | Students will be able to demonstrate a comprehension of transfer requirements by attending counseling appointments, transfer presentations, and by participation in coordinated transfer counseling services and activities. | ASPIRE - Tracking Freshman Cohort(s)  (**A**cknowledging **S**tudents **P**repared **I**n **R**ecognized **E**xcellence) | ASPIRE Program - tracking of students by academic year and conducting an exit survey. | End of Academic Year | Unknown at this time | ILO1  ILO2  ILO3  ILO4  ILO5 |

**SERVICE AREA OUTCOMES – GOAL 2.0**

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| **Institutional Goal 2.0:** | | |  | **To Increase Student Retention** | | | | |
| **Student Services Goal 2.0:** | | |  | **To increase the retention level of Imperial Valley College Students** | | | | |
| **Institutional Student Learning Outcomes (ISLO) Matches:** | | |  | **ILO1, ILO2, ILO3, ILO4 and ILO5** | | | | |
| ***Communication Skills – Critical Thinking Skills – Personal Responsibility – Information Literacy – Global Awareness*** | | | | | | | | |
| **Matriculation and General Counseling Services Goal 2.0:** | | **To improve student retention** | | | | | | |
|  | | | | | | | | |
| **SERVICE AREA OUTCOMES (SAOs)** | | **STRATEGIES/ACTIVITIES** | | | **RUBRIC**  **MEASUREMENT TOOL(S)** | **TIME**  **FRAME** | **RESOURCES**  **NEEDED** | **ISLOs** |
| **S2.0** | Students will be able to identify and use educational planning resources that will apply to their academic and career goals and thus take more responsibility in their educational choices. | Conduct classroom presentations in the Counseling 100 and Counseling 120 classes. | | | Administer a pre and post survey to gauge student knowledge. | Beginning of each semester. | Counselors to do classroom visits and administer surveys. | ILO1  ILO2  ILO3  ILO4  ILO5 |
| **S2.1** | Students who are referred to counselors through the Early Alert Program will understand the importance of following through with their instructors recommendations in order to succeed in their classes. | An e-mail will be sent to all instructors reminding them of the Early Alert Program. Students who are referred will be contacted by a counselor and an immediate appointment will be made to make a plan for remediation. | | | Record all referrals and remediation plans. | End of each semester | Counselors to meet with students. | ILO1  ILO2  ILO3  ILO4  ILO5 |

**SERVICE AREA OUTCOMES – GOAL 3.0**

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| **Institutional Goal 3.0:** | | |  | **To Increase Institutional Effectiveness** | | | | |
| **Student Services Goal 3.0:** | | |  | **To enhance the development of recruitment strategies for Imperial Valley College** | | | | |
| **Institutional Student Learning Outcomes (ISLO) Matches:** | | |  | **ILO1, ILO2, ILO3, ILO4 and ILO5** | | | | |
| ***Communication Skills – Critical Thinking Skills – Personal Responsibility – Information Literacy – Global Awareness*** | | | | | | | | |
| **Matriculation and General Counseling Services Goal 3.0:** | | **To enhance the development of recruitment strategies** | | | | | | |
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| **SERVICE AREA OUTCOMES (SAOs)** | | **STRATEGIES/ACTIVITIES** | | |  | **TIME**  **FRAME** | **RESOURCES**  **NEEDED** | **ISLOs** |
| **S3.0** | Students, faculty, and community members will be able to demonstrate their knowledge and understanding of and be able to assess current and accurate information regarding the 1st STEP Program, ASPIRE, and other priority groups. | The Matriculation Director and counselors will provide current and accurate information regarding these programs. | | | Flyers will be distributed to all high school seniors who plan to attend IVC. Local high schools will be given the information and it will be on the IVC website. | End of Academic Year | Unknown at this time | ILO1  ILO2  ILO3  ILO4  ILO5 |
| **S3.1** | High School students will be informed about their educational options at Imperial Valley College while still in high school. | In partnership with the GEAR-UP Program and the senior class counselors at each high school information will be disseminated through personal appointments, flyers and workshops. | | | Documentation of services provided to students at each school through attendee rosters. | End of Academic Year | Unknown at this time | ILO1  ILO2  ILO3  ILO4  ILO5 |
| **S3.2** | Students will be able to make informed decisions about specific transfer institutions. | Provide the services of baccalaureate institutional personnel to connect and inform transfer students of campus specific educational opportunities. | | | Track campus representative’s services provided and student contact. | End of Academic Year | Unknown at this time | ILO1  ILO2  ILO3  ILO4  ILO5 |

**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:** | **September 4, 2012** |  |  |
| **The Department Name:** | **Matriculation and General Counseling Services** |  |  |

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| --- | --- |
| **Contact Person & Others Involved in Process:** | **Leads:** Norma Núñez  Trinidad Argüelles |

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| **Institutional Goal 1.0:** | | |  | **To Increase Student Success** | | | | |
| **Student Services Goal 1.0:** | | |  | **To improve student success at Imperial Valley College** | | | | |
| **Institutional Student Learning Outcomes (ISLO) Matches:** | | |  | **ILO1, ILO2, ILO3, ILO4 and ILO5** | | | | |
| ***Communication Skills – Critical Thinking Skills – Personal Responsibility – Information Literacy – Global Awareness*** | | | | | | | | |
| **Goal 1.0:** | | **To increase student success through use of the** | | | | | | |
|  | | | | | | | | |
| **SERVICE AREA OUTCOMES (SAOs)** | | **STRATEGIES/ACTIVITIES** | | | **RUBRIC**  **MEASUREMENT TOOL(S)** | **TIME**  **FRAME** | **RESOURCES**  **NEEDED** | **ILOs** |
| **S1.0** | Incoming first time High School student(s) will demonstrate an understanding of the Early Access Program (1st STEP) and complete the four steps necessary to be eligible and submit all signed documentation by the deadline. | The Matriculation counselors will go to the six local mainstream high schools and assess all high school seniors who plan to attend Imperial Valley College and give an orientation about the 1st STEP program. District counselors will follow-up with advising and reinforce the importance of following the 4 steps to be eligible for the Early Access Program:  1) Assessment  2) Orientation  3) Advising  4) Admission Application to IVC | | | Record number of high school students who submit their 1st STEP applications by the stipulated deadline. | June 6, 2012 | Clerical Support Staff to assist with data entry. | ILO1  ILO2  ILO3  ILO4 |

**ASSESSMENT OF STRATEGIES/ACTIVITIES**

The Matriculation Director scheduled testing dates with local high schools to assess students for IVC English and math placements during the Spring 2012 term. Testing began in March and was completed at the end of May. Several testing sessions were conducted concurrently using the available labs at each high school. Before the testing sessions began the Matriculation counselors provided the seniors with an orientation of the new procedures for the Early Access Program (1st STEP). Each step of the process was discussed and the importance of submitting the form with the required signatures in a timely manner was emphasized.

Simultaneously, the District lead counselor set up advising dates with each high school in which students were assessed. At the conclusion of testing at each high school the Matriculation Director supplied the counseling support staff with a list of students who tested in order for them to prepare materials for each student. The District lead counselor set up advising schedules with the high schools for each of the students that were assessed. In the advising sessions, students were advised which courses to enroll into that includes both general education and program of study (major) courses. They were also given a 1st STEP form and signed off on the steps that the students had completed, such as assessment and advising. Students were directed to Imperial Valley College’s website to access the online orientation. They were informed that once they completed the orientation and answered 100% of the questions correctly they would be able to print the online form and submit it with other required documentation. The last step would be to complete the admission application to Imperial Valley College on the designated dates open to incoming freshman. Once all the steps were taken and completed they could take the documentation in person to the Counseling Center or mail it by the deadline.

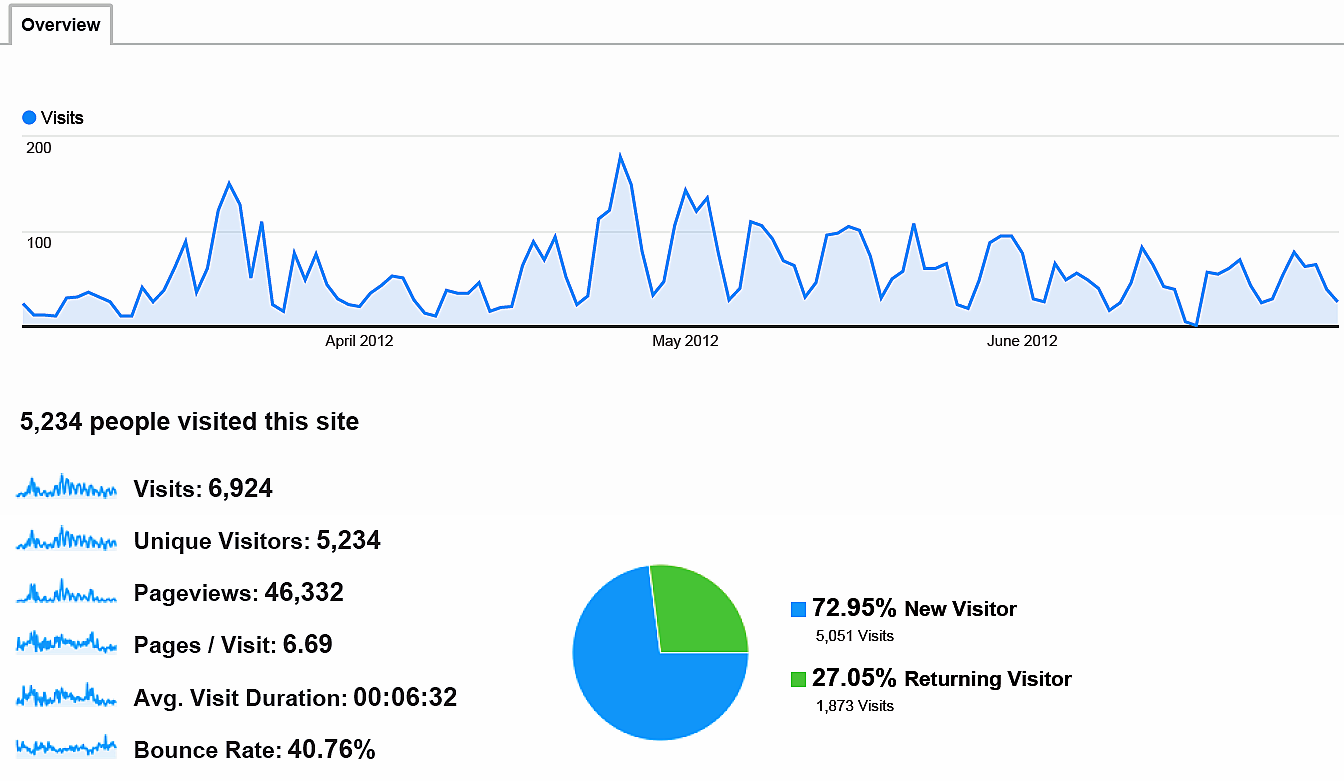
A total of 1,704 students were assessed at the local high schools. The chart below illustrates the number of students, their placements and the schools were testing took place.

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| **IMPERIAL VALLEY COLLEGE** | | | | | | | | | | | | | | | |  | |  | |  | |  | |
| **MATRICULATION HIGH SCHOOL ASSESSMENT REPORT** | | | | | | | | | | | | | | | |  | |  | |  | |  | |
| **SPRING 2012** | | | | | | | | | | | | | | | |  | |  | |  | |  | |
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| **HIGH SCHOOL PLACEMENT SCORES For Writing Classes** | | | | |  |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
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|  |  |  | | **COURSE PLACEMENT** | |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **HIGH SCHOOL** | **STUDENTS TESTED** | **ENGL 008** | | **ENGL 009** | **ENGL 101** | **ESL 4001** | **ESL 4002** | **ESL 4003** | **ESL4004** | | **ESL 4005** | | | **LINE TOTAL** | |  | |  | |  | |  | |
| Brawley Union | 197 | 56 | | 73 | 46 | 1 | 0 | 4 | 5 | | 12 | | | 197 | |  | |  | |  | |  | |
| Calexico | 462 | 118 | | 176 | 92 | 5 | 6 | 10 | 25 | | 30 | | | 462 | |  | |  | |  | |  | |
| Calipatria | 58 | 15 | | 28 | 13 | 0 | 0 | 0 | 1 | | 1 | | | 58 | |  | |  | |  | |  | |
| Central Union | 336 | 91 | | 132 | 77 | 2 | 4 | 3 | 10 | | 17 | | | 336 | |  | |  | |  | |  | |
| Desert Valley | 31 | 16 | | 6 | 2 | 2 | 0 | 2 | 0 | | 3 | | | 31 | |  | |  | |  | |  | |
| Holtville | 55 | 12 | | 25 | 12 | 0 | 0 | 1 | 1 | | 4 | | | 55 | |  | |  | |  | |  | |
| Imperial | 167 | 31 | | 65 | 61 | 0 | 0 | 1 | 0 | | 9 | | | 167 | |  | |  | |  | |  | |
| Southwest | 398 | 88 | | 152 | 99 | 4 | 5 | 7 | 12 | | 31 | | | 398 | |  | |  | |  | |  | |
| **COLUMN TOTALS** | **1704** | **56** | | **657** | **402** | **14** | **15** | **28** | **54** | | **107** | | | **1704** | |  | |  | |  | |  | |
|  |  |  | |  |  |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **English 101** - College level freshman English (Transferable UC/CSU; Degree Applicable) | | | | | | |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **English 009** - Basic English Composition I (Nontransferable, Non-degree Applicable) | | | | | | |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **English 008**- Basic English Composition II (Nontransferable; Non-degree Applicable) | | | | | | |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **ESL 4001**- First Level | | |  |  |  |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **ESL 4002**- Second Level | | |  |  |  |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **ESL 4003** - Third Level | | |  |  |  |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **ESL 4004** - Fourth Level | | |  |  |  |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **ESL 4005** - Fifth Level | | |  |  |  |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
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| **HIGH SCHOOL PLACEMENT SCORES For Reading Classes** | | | | |  |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
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|  |  |  | | **COURSE PLACEMENT** | | | |  |  | |  | | |  | |  | |  | |  | |  | |
| **HIGH SCHOOL** | **STUDENTS TESTED** | **ENGL 018** | | **ENGL 019** | **ENGL 111** |  |  |  |  | |  | | |  | |  | | **LINE TOTAL** | |  | |  | |
| Brawley Union | 197 | 56 | | 73 | 46 |  |  |  |  | |  | | |  | |  | | 175 | |  | |  | |
| Calexico | 462 | 115 | | 158 | 113 |  |  |  |  | |  | | |  | |  | | 386 | |  | |  | |
| Calipatria | 58 | 14 | | 22 | 20 |  |  |  |  | |  | | |  | |  | | 56 | |  | |  | |
| Central Union | 336 | 87 | | 118 | 95 |  |  |  |  | |  | | |  | |  | | 300 | |  | |  | |
| Desert Valley | 31 | 16 | | 2 | 6 |  |  |  |  | |  | | |  | |  | | 24 | |  | |  | |
| Holtville | 55 | 13 | | 19 | 17 |  |  |  |  | |  | | |  | |  | | 49 | |  | |  | |
| Imperial | 167 | 30 | | 50 | 77 |  |  |  |  | |  | | |  | |  | | 157 | |  | |  | |
| Southwest | 398 | 84 | | 137 | 118 |  |  |  |  | |  | | |  | |  | | 339 | |  | |  | |
| **COLUMN TOTALS** | **1704** | **415** | | **579** | **492** |  |  |  |  | |  | | |  | |  | | **1486** | |  | |  | |
|  |  |  | |  |  |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **\*Students who scored at ESL level are placed in ESL reading classes within their level.** | | | | | | | |  |  | |  | | |  | |  | |  | |  | |  | |
| **English 111** - Analytical and Critical Reading (Transferable CSU; Degree Applicable) | | | | | | |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **English 018** - Reading I : Basic Development (Nontransferable; AA/AS Degree only) | | | | | | |  |  |  | |  | | |  | |  | |  | |  | |  | |
| **English 019** - Reading II: Intermediate Development (Nontransferable; Non-degree Applicable) | | | | | | | |  |  | |  | | |  | |  | |  | |  | |  | |
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| **HIGH SCHOOL PLACEMENT SCORES For Mathematics Classes** | | | | | |  |  |  |  | |  | | |  | |  | |  | |  | |  | |
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|  |  |  | | **COURSE PLACEMENT** | | | | | | |  | | |  | |  | |  | |  | |  | |
| **HIGH SCHOOL** | **STUDENTS TESTED** | **MATH 061** | | **MATH 071** | **MATH 081** | **MATH 091** | **MATH 110,112/119/140/150** | | | **MATH 170/190/ 192** | |  |  | |  | |  | |  | |  | | **LINE TOTAL** | |
| Brawley Union | 197 | 74 | | 18 | 35 | 62 | 6 | | | 2 | |  |  | |  | |  | |  | |  | | 197 | |
| Calexico | 462 | 130 | | 24 | 72 | 198 | 22 | | | 16 | |  |  | |  | |  | |  | |  | | 462 | |
| Calipatria | 58 | 17 | | 2 | 14 | 25 | 0 | | | 0 | |  |  | |  | |  | |  | |  | | 58 | |
| Central Union | 336 | 87 | | 12 | 74 | 135 | 16 | | | 12 | |  |  | |  | |  | |  | |  | | 336 | |
| Desert Valley | 31 | 20 | | 2 | 7 | 2 | 0 | | | 0 | |  |  | |  | |  | |  | |  | | 31 | |
| Holtville | 55 | 9 | | 1 | 8 | 33 | 2 | | | 1 | |  |  | |  | |  | |  | |  | | 54 | |
| Imperial | 167 | 15 | | 3 | 15 | 99 | 18 | | | 17 | |  |  | |  | |  | |  | |  | | 167 | |
| Southwest | 398 | 121 | | 9 | 77 | 159 | 18 | | | 14 | |  |  | |  | |  | |  | |  | | 398 | |
| **COLUMN TOTALS** | **1704** | **473** | | **71** | **302** | **713** | **82** | | | **62** | |  |  | |  | |  | |  | |  | | **1703** | |
|  |  |  | |  |  |  |  | | |  | |  |  | |  | |  | |  | |  | |  | |
| \* One completed math course at IVC | | | |  |  |  |  | | |  | |  |  | |  | |  | |  | |  | |  | |
| **Math 192 -** Calculus I - (Transferable CSU/UC credit limited, Degree Applicable) | | | | | | |  | | |  | |  |  | |  | |  | |  | |  | |  | |
| **Math 190** - Pre-Calculus - (Transferable CSU/UC credit limited; Degree Applicable) | | | | | | |  | | |  | |  |  | |  | |  | |  | |  | |  | |
| **Math 170** - Introductory Calculus with Applications (Transferable CSU/UC credit limited; Degree Applicable) | | | | | | | | | | | |  |  | |  | |  | |  | |  | |  | |
| **Math 110** - Number systems in elementary mathematics (Transferable CSU/UC credit limited; Degree App) | | | | | | | | | | | |  |  | |  | |  | |  | |  | |  | |
| **Math 119** - Introductory Statistics with Applications (Transferable CSU/UC; Degree Applicable) | | | | | | | | | |  | |  |  | |  | |  | |  | |  | |  | |
| **Math 91** - Intermediate Algebra (Nontransferable; AA/AS degree only) | | | | | |  |  | | |  | |  |  | |  | |  | |  | |  | |  | |
| **Math 81** - Beginning Algebra (Nontransferable; Non-degree Applicable) | | | | | |  |  | | |  | |  |  | |  | |  | |  | |  | |  | |
| **Math 71** - Pre-Algebra (Nontransferable; Non-degree Applicable) | | | | |  |  |  | | |  | |  |  | |  | |  | |  | |  | |  | |
| **Math 61 -** Basic Mathematics (Nontransferable; Non-degree Applicable) | | | | | |  |  | | |  | |  |  | |  | |  | |  | |  | |  | |

Of the 1,704 students who participated in the assessment process and orientation to 1st STEP 618 high school students submitted their documentation by the deadline and were given priority registration for Fall 2012. Twenty–three eligible high school students participated in the ASPIRE program for Fall 2012.

The online orientation is essential in the matriculation of new and returning students. The comprehensive orientation format ensures that new students are aware of the services and resources that are available at Imperial Valley College. It is available on the IVC website and is accessible by all who visit the link. Below is a chart that shows the usage of the orientation





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

The Matriculation and Counseling unit of Student Services is constantly striving to make sure students have access to their classes and are aware of their educational opportunities. California is struggling with budget woes and the educational opportunities for IVC students are becoming unaffordable and more challenging. It is critical for students to take advantage of programs like 1st STEP to get a head start on their education. We will strive to give this opportunity to more students in the years to come by promoting the program earlier in the students’ high school career and continue to emphasize it through our partnership with the high schools and other programs that work with high school students.

09/04/12

**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.**