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Service Area Outcome Report System

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Service Area

Academic Year: 2009-2010

Admissions & Records

SAO #1 -

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

Paperless grades & drops.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

✓ Assessment Strategy Defined

Will track the number of instructors and students that take advantage of online processes. Will submit regular requests for feedback, and evaluate the success, as well as the need for improvements. We estimate that we will no longer be required to provide paper documentation to instructors by the end of 2009-2010 academic year. At that time will be able to determine the reduction in the costs of paper, maintenance, and imaging of documents.

Reflection Status:✓ Reflection *Findings* Defined

Winter 2009 first quarter online grades were open to all instructors. 432 instructors submitted grades online for 1160 classes. 43 instructors submitted positive attendance hours online for 99 classes. Will work with IR to determine the means by which students dropped.

✓ Reflection *Changes to be made* Defined

We will continue to advertise online grades & drops. Will set up a training work station in Admissions & Records for instructors who bring in paper grades.

✓ Reflection *Resources needed* Incomplete

Assessment

SAO #1 -

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

Upon completion of testing the student will recognize the next step in their matriculation process.

Institutional Learning Outcome(s):

- 2. Creative, critical and analytical thinking

✔ Assessment Strategy Defined

Survey questions posed as part of student testing looking for one or more of the following:

- 1. Register for classes
- 2. Met with a Counselor
- 3. Come back for re-testing
- 4. Took departmental challenge

Reflection Status:

- ✔ Reflection *Findings* Incomplete
- ✔ Reflection *Changes to be made* Incomplete
- ✔ Reflection *Resources needed* Incomplete

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #2 -

The student found the testing process clear.

Institutional Learning Outcome(s):

- 1. Communication

✔ Assessment Strategy Incomplete

Reflection Status:

- ✔ Reflection *Findings* Incomplete
- ✔ Reflection *Changes to be made* Incomplete
- ✔ Reflection *Resources needed* Incomplete

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #3 -

The student found the placement results well defined.

Institutional Learning Outcome(s):

- 1. Communication

✔ Assessment Strategy Incomplete

Reflection Status:

- ✔ Reflection *Findings* Incomplete
- ✔ Reflection *Changes to be made* Incomplete
- ✔ Reflection *Resources needed* Incomplete

Career Center

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

What number of student will know how to write a career resume.

Institutional Learning Outcome(s):

3. Computation

✓ Assessment Strategy Defined

Career Center Director and Coordinator will record the number of career resumes completed.

Reflection Status:✓ Reflection *Findings* Defined

Students are seeking assistance outside the traditional workshop format. One-to-one drop-in career advising, Internet, and personal resources are common resources used by students who seek help writing a resume. Students are busy and cannot always commit to a workshop offered one a specific day and time.

✓ Reflection *Changes to be made* Defined

The Career Center will continue to develop social media and marketing techniques, continue to expand our marketing efforts (virtually), and learn new technology to advertise to students. We will develop more web based video workshops using Camtasia and Youtube that will be available on the Career Center's web page.

✓ Reflection *Resources needed* Defined

The Career Center would like to purchase new technology, such as a scanner and Camtasia software which is currently borrowed from FGA.

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #2 -

Students will use at least one Career Center web 2.0 resources to research careers and/or major.

Institutional Learning Outcome(s):

3. Computation

✓ Assessment Strategy Defined

Track number of workshops addressing career resumes to students.

Reflection Status:✓ Reflection *Findings* Defined

Students utilize EUREKA and YouTube videos to learn information about majors and careers. The Career Center has improved online resources available on the web site, such as a How to Choose a Major video as well as PDFs. Students also utilize online job boards, such as Plaksa.com to find a job or internship.

✓ Reflection *Changes to be made* Defined

Offer online webinars, podcasts, career assessments, and job board to reach more students through a virtual Career Center that's accessible 24/7 from home, work, or school.

✓ Reflection *Resources needed* Defined

Funding for EUREKA at a cost of \$2,200 per year that supports student learning and supports Putting Access into Action.

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #3 -

Students will identify possible careers that would match their personality type, strengths, interest, skills, and/or values.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

✓ Assessment Strategy Defined

Survey students to determine how useful the process is for writing the resume.

Reflection Status:

✓ Reflection *Findings* Defined

The Career Guidance Software program called EUREKA was the most popular resource used by students followed by one-on-one drop-in career advising. Within EUREKA, students found TRUE COLORS to be the most valuable assessment. Students are accessing the Internet and YouTube for help with career research.

✓ Reflection *Changes to be made* Defined

The Career Center will look at ways to formulate workshops or 1:1 student appointments using TRUE COLORS. The Career Center will continue to create and publish handouts and materials as PDFs that can be downloaded off the Career Center's web site. We will move forward to create mini-movies and video clips because students prefer online resources.

✓ Reflection *Resources needed* Defined

The Career Center needs a FUND 14 budget to match the expenses required to purchase EUREKA and pay for supplies and materials. The yearly site license fee for EUREKA software and online site code for 1500 students is over \$2,000. In the past, the Career Center's budget of \$900 does not cover this expense, and it has been paid using Perkins grant money.

Counseling

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

Student will recognize the steps to reach their educational goals.

Institutional Learning Outcome(s):

1. Communication

✓ Assessment Strategy Defined

Complete student educational plan.

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #2 -

Disqualified students will identify their barrier(s) to their educational success.

Institutional Learning Outcome(s):

- 2. Creative, critical and analytical thinking

- ✓ Assessment Strategy Defined
Meet with a Counselor to complete a Student/Counselor Agreement.

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #3 -

Student will identify college and community resources to attain their goals.

Institutional Learning Outcome(s):

- 4. Community/global consciousness and responsibility

- ✓ Assessment Strategy Defined
Counselor will document on SIS 148 screen the students progress.

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

EOPS

SAO #1 -

- ✓ Service Outcome Defined in Submissions and Published databases.
To increase the recruitment and retention of educationally disadvantaged and low-income students through outreach activities and educational awareness.

Institutional Learning Outcome(s):

- 1. Communication

- ✓ Assessment Strategy Incomplete

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

SAO #2 -

- ✓ Service Outcome Defined in Submissions and Published databases.
To enroll students in the EOPS CNSL 275 (course # has changed from CNSL 175) course to provide information about EOPS services, study skills and retention strategies.

Institutional Learning Outcome(s):

- 2. Creative, critical and analytical thinking

- ✓ Assessment Strategy Incomplete

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

SAO #3 -

- ✓ Service Outcome Defined in Submissions and Published databases.
To increase the amount of direct aid to students in the way of book services, grants and/or other educationally related expenses (i.e. cap and gown expenses, student fee's, etc.)

Institutional Learning Outcome(s):

- 4. Community/global consciousness and responsibility

- ✓ Assessment Strategy Incomplete

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

Evaluations**SAO #1 -**

- ✓ Service Outcome Defined in Submissions and Published databases.
Students will use the form "Equivalence of Non-California Community College coursework for IGETC/CSU" early in their career at Foothill College.

Institutional Learning Outcome(s):

- 4. Community/global consciousness and responsibility

- ✓ Assessment Strategy Defined

A survey was conducted of counselors and students who have used the process in the past.

Reflection Status:

- ✓ Reflection *Findings* Defined

The turn around time from when students submit their request to when it is processed needs to decrease. The current review time impacts students on the class the need to register for.

✓ Reflection *Changes to be made* Defined

Work on decreasing the turn around time to review the requests.

✓ Reflection *Resources needed* Defined

Increase the staff in the evaluations office.

SAO #2 -

✓ Service Outcome Defined in Submissions and Published databases.

Students will use the IGETC/CSU request form for General Education certification to a four-year institution.

Institutional Learning Outcome(s):

4. Community/global consciousness and responsibility

✓ Assessment Strategy Defined

A log is kept of requests from previous years, which will allow us to compare the number of requests received in past to the number of requests currently received.

Reflection Status:

✓ Reflection *Findings* Defined

That the number of requests have decreased from 2005-2006 when 645 were processed; to last year when 457 certificate requests were processed.

✓ Reflection *Changes to be made* Defined

The counselors will continue to inform students of the benefits of certification and will continue to encourage students to request the certificate.

✓ Reflection *Resources needed* Defined

none at this time.

Financial Aid

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

To determine if our students have ability to apply their knowledge to obtain funding for their education and follow the rules established by the Department of Education.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

✓ Assessment Strategy Defined

Survey method - a 9 question multiple choice survey inquiring about basic and intermediate information about the application process.

Reflection Status:

✓ Reflection *Findings* Defined

While the bulk of those surveyed understand how to apply, they do not understand when and how often they need to apply for financial aid. The majority also understood what documents they needed to use to apply for financial aid, however they did not understand the intricacies that may require Financial Aid Office assistance instead of forging forward on their own.

✓ Reflection *Changes to be made* Defined

The Financial Aid Office needs to do a better job advertising the timelines for when to apply/reapply for financial aid and encouraging students to come in for free assistance with their FAFSA application process.

✓ Reflection *Resources needed* Defined

More attention to outreach within our own campus and more posted documents advertising the timelines and frequency. This could be achieved by maintaining the staffing levels within the FA Outreach team.

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #2 -

To determine if our students have ability to navigate the new financial aid system for 10-11 – MyPortal. This is a major and significant change from 09-10.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

✓ Assessment Strategy Defined

Survey method – a 10 question multiple choice survey inquiring about student knowledge in regards to navigating the MyPortal site. First 3 questions were basic demographic information.

Reflection Status:

✓ Reflection *Findings* Defined

The majority of those surveyed, all of whom were continuing students, understood how to sign in to MyPortal, with only half knowing how to navigate to the financial aid information. While this is a little concerning, just clicking around in MyPortal will get them to the financial aid information - it is not buried. 100% of those polled knew how to obtain the proper documentation with 88% understanding what the 'red flags' mean in their MyPortal. Finally, we learned that we would need to conduct this survey again in the future when our new students start to arrive.

✓ Reflection *Changes to be made* Defined

I believe some of this knowledge is skewed due to the students who completed our survey being more 'experienced' with the FH Fin Aid Office. More advertising should be conducted to let students know what they should be seeing in the MyPortal to optimize their ability to navigate and complete their files. Additionally, this survey was administered too closely after launching MyPortal and too far ahead of our new students arriving on campus. A reevaluation in the fall would give us a better picture of their abilities.

✓ Reflection *Resources needed* Defined

For the most part the same as the previous SAO - maintained staffing levels on the FA Outreach team. I will be losing 1 person come 7-1-10 and am not sure if I have the funding to fill it. We will need to rely more on posted information instead of personal contact.

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #3 -

To determine if our students know the rules, both governmental and Foothill specific, of maintaining financial aid eligibility throughout the year and apply it to their specific situations.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

✓ Assessment Strategy Defined

Survey method - a 10 question multiple choice survey inquiring about basic and intermediate information about the application process.

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

Health Services

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

Students will increase their awareness/census of Foothill College Health Services.

Institutional Learning Outcome(s):

✓ Assessment Strategy Defined

American College Health Survey-National College Health Assessment. Administered Spring 2010 (every two years).

Reflection Status:

- ✓ Reflection *Findings* Defined

1) What were the most important findings from your data?

#II Health Services 2007-08 statistics revealed:

1,899 Family Planning visits

1,749 Primary Care visits

3,649 Total clinical visits in 2007-08

ACHA-NCHA 2008 statistics revealed:

FH college students reported health factors affecting their academic performance

(received an incomplete, dropped a course, received a lower grade in class, on an

exam or important project).

29.6% Stress

24.9% Cold/flu/sore throat

23.2% Internet use/computer games

21.9% Sleep difficulties

19.8% Concern for a troubled friend or family member

Students reported experiencing the following within the last school year >11 times

19.7% Feeling exhausted (not from physical activity)

18.8% Feeling overwhelmed

13.2% Feeling things were hopeless

9.1% Feeling so depressed, it was difficult to function

1.7% Seriously considered suicide

3.8% Attempted suicide (1-10 times in past school yr)

Thirty day prevalence use reported by students of alcohol, tobacco and other drug use.

39.5% Alcohol

8.9% Tobacco

2.1% Marijuana

Consequences occurring in the last school year as a result of drinking:

17.4% Doing something they regretted

9.4% Forgetting where they were or what they had done

7.2% Having unprotected sex

2) Given the results of this assessment, describe what changes will be made, if any.

#I Formulate a response plan to the NCHA Survey and contact visits results.

Key points to address:

a) Continue class presentations and orientations

b) Pilot Student Health 101 Newsletter to all students/staff 2009-10.

c) Tabling at Health/ campus fairs: Great American Smoke Out, Environmental fair, Volunteer fair, Club Day, Transfer/Career Fair, Welcome Week

d) Continue Health Screenings (Depression, Suicide, Alcohol and other Drugs, Domestic/Relationship Violence & Eating Disorders)

e) Sponsor speakers on health and psychological issues

f) Establish Health Services Advisory Board

g) Work with District Wellness Committee and advocate for employee Health maintenance programs.

h) Marketing with LCD in Dining Lounge, large banners, T-shirt campaign, web site, Fusion and Student Health 101 Newsletter, Student handbook, FH catalogue.

- i) Apply for grants when available.
- j) Increase census for 2009-10

3) Can you identify any resources you need to implement any suggested changes?

#1 Network with:

ACHA (American College Health Assoc)

HSACCC (Health Services Assoc for Calif. Community College), CYAN (Calif Youth Advocacy Network)

Campus bargaining units (FA, ASFC, Classified Senate, SEIU, Academic Senate)

Educate/mentor students: Allied Health at FH and Dental Hygiene

Advocate support of preventative health services local/State wide and legislation

Target International students, foster care, Veteran's and Middle College students and educate Health Services on specific health issues of each group.

- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

Judicial Affairs

OTI

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

Upon completion of intake and orientation CalWORKs students will be able to demonstrate their ability to identify and access services available through the Financial Aid system.

Institutional Learning Outcome(s):

- ✓ Assessment Strategy Defined

Provide every CalWORKs client with a FAFSA application during intake and orientation.

Include in the orientation packet an information sheet to be read, signed and a copy returned to the student, explaining the various services available through Financial Aid.

Schedule a Financial Aid adviser during orientation to explain the Financial Aid process and assist CalWORKs clients to complete the FAFSA.

Reflection Status:

- ✓ Reflection *Findings* Defined

Review CalWORKs and DeAnza/Foothill College Financial Aid databases to cross match the number of students who filed the FAFSA. Information will demonstrate that 80% of eligible students who

received information filed for Financial Aid.

- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #2 -

Upon completion of intake and orientation CalWORKs students will be able to demonstrate their ability to identify and access resources and services available to them in Foothill College and surrounding community.

Institutional Learning Outcome(s):

- ✓ Assessment Strategy Defined
Provide information in orientation, or one-on-one, on how to access each need listed on the survey below by means of guest speakers and OTI/CalWORKs Coordinators. Each CalWORKs student will then fill out a Nedds Assessment Survey covering the items below:

Reflection Status:

- ✓ Reflection *Findings* Defined
Proof that students are aware and able to access resources will be a copy of a Need Assessment Survey in the student file. Students will either check "none of the above", or items checked will indicate what services are needed and students are aware how to access them. The completion date will be noted on the survey by the student's OTI program coordinator.

- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

Outreach & Retention

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

Succeed in college level English course !a (transfer level).

Institutional Learning Outcome(s):

1. Communication

- ✓ Assessment Strategy Defined
Matriculation and course completion data will be extracted from reports Hyperion and SIS.

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

SAO #2 -

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

Increase social awareness and develop leadership skills.

Institutional Learning Outcome(s):

4. Community/global consciousness and responsibility

- ✓ Assessment Strategy Defined

Student actively participates in BSU or Heritage month activities and enrolls in and successfully completes leadership course CNSL 86.

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

SAO #3 -

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

Utilize campus resources for transfer preparation or career exploration.

Institutional Learning Outcome(s):

3. Computation

- ✓ Assessment Strategy Defined

Student completes education plan, able to calculate GPA, demonstrates use of student services and enrolls in and transfer preparatory course CNSL 85H.

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

Pass the Torch**SAO #1 -**

- ✓ Service Outcome Defined in Submissions and Published databases. Students will develop and enhance their study skills.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

- ✓ Assessment Strategy Defined

Experience Paper at the end of quarter.

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

SAO #2 -

- ✔ Service Outcome Defined in Submissions and Published databases.
Students will create effective and useful interactions in conferences with their instructor(s).

Institutional Learning Outcome(s):

1. Communication

- ✔ Assessment Strategy Defined
Member-Instructor Conference Form.

Reflection Status:

- ✔ Reflection *Findings* Incomplete
- ✔ Reflection *Changes to be made* Incomplete
- ✔ Reflection *Resources needed* Incomplete

SAO #3 -

- ✔ Service Outcome Defined in Submissions and Published databases.
Students will meet with counselor to develop an Individualized Education Plan (IEP).

Institutional Learning Outcome(s):

1. Communication

- ✔ Assessment Strategy Defined
Member-Counselor Conference Form.
Individual Education Plan Form.

Reflection Status:

- ✔ Reflection *Findings* Incomplete
- ✔ Reflection *Changes to be made* Incomplete
- ✔ Reflection *Resources needed* Incomplete

Playtime

- This Service Outcome is defined in the Submission databases only.
Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

test 1

Institutional Learning Outcome(s):

1. Communication

- ✔ Assessment Strategy Incomplete

Reflection Status:

- ✔ Reflection *Findings* Incomplete
- ✔ Reflection *Changes to be made* Incomplete
- ✔ Reflection *Resources needed* Incomplete

- This Service Outcome is defined in the Submission databases only.
Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #2 -

test 2

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking 3. Computation

✓ Assessment Strategy Incomplete

Reflection Status:

✓ Reflection *Findings* Incomplete

✓ Reflection *Changes to be made* Incomplete

✓ Reflection *Resources needed* Incomplete

Puente

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

Succeed in college level English course (transfer Level).

Institutional Learning Outcome(s):

3. Computation

✓ Assessment Strategy Defined

Matriculation and course completion data will be extracted from reports Hyperion and SIS.

Reflection Status:

✓ Reflection *Findings* Incomplete

✓ Reflection *Changes to be made* Incomplete

✓ Reflection *Resources needed* Incomplete

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #2 -

Understand transfer process and utilize campus resources that aid in transfer.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

✓ Assessment Strategy Defined

Student successfully completes CNSL course geared towards the transfer process.

Reflection Status:

✓ Reflection *Findings* Incomplete

✓ Reflection *Changes to be made* Incomplete

✓ Reflection *Resources needed* Incomplete

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #3 -

Each student must attend one cultural event and one college campus visit and reflect on the significance of this event in the development of their academic and personal goals.

Institutional Learning Outcome(s):

4. Community/global consciousness and responsibility

 Assessment Strategy Defined

Student completes reflection and survey about the influence or impact of the event on learning or personal development.

Reflection Status:

-  Reflection *Findings* Incomplete
-  Reflection *Changes to be made* Incomplete
-  Reflection *Resources needed* Incomplete

Student Affairs & Activities

 This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

Communicate effectively in a variety of settings within a diverse community, through an understanding and appreciation of cultural diversity, student organizations, and community.

Institutional Learning Outcome(s):

1. Communication

 Assessment Strategy Defined

Internal focus groups with current student leaders and club representatives.

Reflection Status:

-  Reflection *Findings* Incomplete
-  Reflection *Changes to be made* Incomplete
-  Reflection *Resources needed* Incomplete

 This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #2 -

Provide leadership with an understanding of group dynamics including conflict resolution and group decision making processes.

Institutional Learning Outcome(s):

1. Communication

 Assessment Strategy Defined

Internal focus groups with current student leaders and club representatives.

Reflection Status:

-  Reflection *Findings* Incomplete

- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #3 -

Develop and manage annual organizational budgets and events.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

- ✓ Assessment Strategy Defined

Internal focus groups with current student leaders and club representatives.

Reflection Status:

- ✓ Reflection *Findings* Defined

Processes and procedures for developing and managing organizational budgets and events, while published, need greater dissemination and continuous training. Expenditures for ongoing programs & activities need review to determine appropriateness and/or applicability to current students.

- ✓ Reflection *Changes to be made* Defined

Provide training to individuals authorized to expend funds from accounts. Perform a cost/benefit analysis of ongoing programs & activities.

- ✓ Reflection *Resources needed* Defined

The volume of transactions in the Student Activities area warrants additional staffing. Current staff levels allow cursory review of transactions while a more thorough review is needed.

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #4 -

Demonstrate an awareness of one's community, and the role and responsibility that he or she plays within the community.

Institutional Learning Outcome(s):

4. Community/global consciousness and responsibility

- ✓ Assessment Strategy Defined

Internal focus groups with current student leaders and club representatives.

Reflection Status:

- ✓ Reflection *Findings* Incomplete
- ✓ Reflection *Changes to be made* Incomplete
- ✓ Reflection *Resources needed* Incomplete

Transfer

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #1 -

Drop-in TAG students will complete a TAG Agreement.

Institutional Learning Outcome(s):

1. Communication

- ✓ Assessment Strategy Defined

Assessment: At least 75% of TAG drop-in students complete a TAG agreement which is properly executed and signed by the Transfer Director. (April 2009)

Reflection Status:

- ✓ Reflection *Findings* Defined

TAG drop-in counseling was added to increase the visibility of the TAG program and to assist students in creating a successful educational plan. A total of 126 students used the service and of the 126, 92 (or 73%) wrote an acceptable TAG.

- ✓ Reflection *Changes to be made* Defined

We feel this was very successful. Even though it was a little short of the 75% goal, we do feel that it increased the visibility of the program and more students than ever came in to complete a TAG or TAA. Next year, we plan to offer TAG and TAA eligibility workshops for students.

- ✓ Reflection *Resources needed* Defined

Increased Transfer Center Director time and increased staffing will ensure that students receive adequate resources.

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #2 -

Students will identify resources available in the Transfer Center.

Institutional Learning Outcome(s):

3. Computation

- ✓ Assessment Strategy Incomplete

Reflection Status:

- ✓ Reflection *Findings* Incomplete

- ✓ Reflection *Changes to be made* Incomplete

- ✓ Reflection *Resources needed* Incomplete

- This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #3 -

Transfer Students will use information about university applications deadlines and process.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

✓ Assessment Strategy Incomplete

Reflection Status:

✓ Reflection *Findings* Incomplete

✓ Reflection *Changes to be made* Incomplete

✓ Reflection *Resources needed* Incomplete

● This Service Outcome is defined in the Submission databases only. Use the **Publish Outcomes** button to make this SAO available to the public.

SAO #4 -

Transfer Center will offer workshops to underrepresented transfer students.

Institutional Learning Outcome(s):

4. Community/global consciousness and responsibility

✓ Assessment Strategy Defined

Transfer Center will track number workshops offered.

Reflection Status:

✓ Reflection *Findings* Defined

Workshops were delivered to Puente and Mfumo students in Spring Quarter when the transfer courses are offered. Students appreciated the workshops, but we need to work with an institutional researcher to track the data.

✓ Reflection *Changes to be made* Defined

When an institutional researcher is hired, we will be able to set up a report request.

✓ Reflection *Resources needed* Defined

An institutional researcher to assist us with tracking underrepresented students that use the resources of the Transfer Center.

Totals: 16 of 18 (88.89%) Areas have Learning Outcomes defined.

Totals: 13 of 18 (72.22%) Areas have Strategies defined.

Totals: 8 of 18 (44.44%) Areas have Reflections defined.

SAO Development Statistics

2 Incomplete or Unassigned SAO's for 2009-2010.

Area	Development	Public
Admissions & Records	✓	✓
Assessment	✓	✓

Career Center	✓	✓
College Orientation	✓	✓
Counseling	✓	✓
Disability Resource Center	✓	✓
EOPS	✓	✓
Evaluations	✓	✓
Financial Aid	✓	✓
Health Services	✓	✓
Judicial Affairs	✓	✓
OTI	✓	✓
Outreach & Retention	✓	✓
Pass the Torch	✓	✓
Psychological Services	✓	✓
Puente	✓	✓
Student Affairs & Activities	✓	✓
Transfer	✓	✓

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Service Area Outcome Report System

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