



[Home](#) / [Student Services \(/services/\)](#) / [Student Services Student Learning Outcomes](#)

[About Us \(/about/\)](#)

[Career & Academic Pathways \(/caps/\)](#)

[Apply & Register \(/reg/\)](#)

[Costs & Financial Aid \(/cost-fa/\)](#)

[Counseling & Student Services \(/services/\)](#)

[Athletics & Campus Life \(/studentlife/\)](#)

[International Students \(/international/\)](#)

Student Services Student Learning Outcomes

The Student Support Services division regularly identifies and assesses learning support outcomes for our student population. We aim to provide appropriate student support services and programs to achieve those outcomes. Our division has developed mission statements for each area that align with the college-wide mission. Outlined below are each Student Support Services departments' mission statements, Service Area Outcomes, and Student Learning Outcomes.

[Admissions & Records](#) ▲

Admissions & Records Mission Statement

We are committed to providing high-quality services to support students in achieving their educational and career goals. By applying advanced technology, we effectively guide students through the application and registration processes while adhering to Title V and Education Code standards. We promote an equitable learning environment for the diverse community of students, faculty, and staff in which we serve.

Service Area Outcomes

What are the service area outcomes/strategic objectives for the coming year?

1. To evaluate A&R's ability to provide college-wide information to students by Fall of 2020.
2. To better inform faculty and staff of A&R policies and procedures by Fall 2020.
3. To create 18 workflow documents for all the major A&R policies and procedures by Spring 2021.
4. To conduct an analysis of students who complete the 5 step enrollment process (all students, race, first gen, gender) and create an action plan by Fall 2020.
5. To improve student response time by Fall 2020.
6. To apply improved technology for better processing of student and faculty forms by Spring 2021.
7. To ensure website/communication (email/FAQ) are clearly understood by students by Fall 2020.
8. To better inform staff of Title 5, California Education Code and Admissions and Records Policies and Procedures by Fall 2020.

Student Learning Outcomes

Application:

Students will demonstrate an understanding of how to complete & submit online application.

Repeating a Course:

Students will know how to complete the 3rd Attempt Release Form, understand that it's the final attempt and know how to file a petition.

Auditing a Class:

Students will demonstrate an understanding of the process, timeline, and forms that must be completed to audit a class.

Parking Permits:

Students will know how and where to purchase a parking permit. Refund Deadline Process: Students will understand when and how they can qualify for a refund and know the procedure to follow.

Pass/No Pass Grading:

Students will understand the policies and process for how to request a pass/no pass grade. [About Us \(/about/\)](#)

Enrollment Verification:

Students will understand the process, form and timeline for obtaining enrollment verification. [Career & Academic Pathways \(/caps/\)](#)

[Apply & Register \(/reg/\)](#)

Ordering Transcripts:

Students will know how to navigate our transcripts website and/or my portal to easily request transcripts. [Costs & Financial Aid \(/cost-fa/\)](#)

[Counseling & Student Services \(/services/\)](#)

Petitions/Academic Policies:

Students will understand when, how and what is needed to complete the correct petition timely. As a result, the number of incorrect petitions will drop. [Athletics & Campus Life \(/studentlife/\)](#)

[International Students \(/international/\)](#)

Counseling ▶

Disability Resource Center ▶

E. O. P. S. ▶

Financial Aid ▶

Psychological Services ▶

Student Affairs & Activities ▶

Veterans Resource Center ▶

[Student Services Team Directory](#) ↻ [\(/services/contacts.html\)](#)

Language Translation Help

BY PHONE OR EMAIL
[\(/SERVICES/LANGUAGES.HTML\)](#)

WEBSITE TRANSLATION [\(/REG/GOOGLE-TRANSLATE.HTML\)](#)

[IN CASE OF EMERGENCY \(/EMERGENCY/\)](#)

[STUDENT HANDBOOK \(/HANDBOOK/\)](#)

[OUR VIRTUAL CAMPUS \(/VIRTUALCAMPUS/\)](#)

[INSTRUCTIONAL DIVISIONS & DEPARTMENTS \(/DIVISIONS/\)](#)

[CAMPUS MAP & TRANSIT \(/MAP/\)](#)



[About Us \(/about/\)](#)

[Career & Academic Pathways \(/caps/\)](#)

[Apply & Register \(/reg/\)](#)

[Cost & Financial Aid \(/cost-fa/\)](#)

[Counseling & Student Services \(/services/\)](#)

[Athletics & Campus Life \(/studentlife/\)](#)

[International Students \(/international/\)](#)

New Student Fall Enrollment Days & Taco Party

Join our Foothill Student Services teams on Friday, Sept. 8 at 8 a.m–5 p.m. or Tuesday, Sept. 12 at 5–8 p.m.

Attend either day to complete priority registration steps and get the classes you need and want for fall quarter!

**REGISTER TO ATTEND
(/SOAR/ENROLLMENT-DAYS.HTML)**

Black Lives Matter Student Services Statement

In Student Services, we acknowledge our role in not serving our Black students adequately. Please [read full statement of our commitment \(/services/blm-statement.html\)](#) to alter our course of action with a quarterly updated public plan.

**BLACK LIVES MATTER ACTION PLAN APRIL
2022 UPDATES (/SERVICES/BLM-ACTION-
PLAN.HTML)**

CAMPUS INFORMATION

SECURITY

[Traducir la Página al Español](https://translate.google.com/translate?hl=es&sl=auto&tl=es&u=https://foothill.edu/ctr/01/Dir/01/01/TitleIX) (<https://translate.google.com/translate?hl=es&sl=auto&tl=es&u=https://foothill.edu/ctr/01/Dir/01/01/TitleIX>)

[Maps & Locations \(/map/\)](#) ([/titleix/](#))

[Sunnyvale Center \(/sunnyvale/\)](#) [Clery/Crime Statistics \(/titleix/clery.html\)](#)

[Bookstore \(/bookstore/index.html\)](#)

[Directory \(/directory/\)](#)

[A-Z Index \(/directory/site.html\)](#)

[Accreditation \(/accreditation/\)](#)

STUDENT RESOURCES

[Student Success Metrics](#)

(<https://www.calpassplus.org/LaunchBoard/Student-Success-Metrics.aspx>)

[Ask Foothill \(/ask-foothill/\)](#)

CONTACT

[Contact Us \(/directory/contact.html\)](#)

[Feedback \(/web-support/\)](#)

[Accessibility \(/marketing/accessibility.html\)](#)

[Nondiscrimination Policy \(/handbook/discriminationprotection.html\)](#)

Connect With Us



(<https://www.facebook.com/foothillcollege>)



(<https://twitter.com/FoothillCollege>)



(<https://www.instagram.com/foothillcollege/>)



(<https://foothillcollege.smugmug.com/>)



(<https://www.youtube.com/user/FoothillCollege>)



(<https://www.linkedin.com/school/foothill-college/>)

[About Us \(/about/\)](#)

[Career & Academic Pathways \(/caps/\)](#)

[Apply & Register \(/reg/\)](#)

[Costs & Financial Aid \(/cost-fa/\)](#)

[Counseling & Student Services \(/services/\)](#)

[Athletics & Campus Life \(/studentlife/\)](#)

[International Students \(/international/\)](#)

[Krause Center for Innovation \(KCI\) \(/https://krauseinnovationcenter.org/\)](#)

[Foothill-De Anza District \(/https://www.fhda.edu/\)](#)

[FHDA Board of Trustees Agendas/Minutes \(/https://www.fhda.edu/about-us/board/index.html\)](#)

[Giving/Foundation/Alumni \(/https://foundation.fhda.edu/\)](#)

[Employment \(/employment/\)](#)