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Service Area Outcome Report System

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Detail Report - Outcomes, Strategies & Reflections


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Service Area

Academic Year: 2010-2011

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.

Students that come to A&R to add classes will leave understanding how to utilize the online add code process.

Institutional Learning Outcome(s):

1. Communication

 Assessment Strategy Defined

Decrease the number of students waiting in line to add classes and increase the use of technology. This will be measured by comparing the number of students that enroll online vs in person from Fall to Winter.

Reflection Status:


 Reflection *Findings* Defined

While the data is still being analyzed. A&R saw a decrease in the number of students that we served in person.

 Reflection *Changes to be made* Defined

A&R will continue to instruct students that come to A&R in person, on how to perform the same functions on-line.

 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 -

Students are able to easily navigate the online transcript ordering system.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

 Assessment Strategy Defined

Streamline the transcript ordering process and increase student satisfaction. This will be measured by monitoring student

communications regarding transcripts

Reflection Status:

✔ Reflection *Findings* Defined

In general students had a good understanding of the online transcript ordering process; however, students shared some concerns about having to go the extra step of faxing the signature page.

✔ Reflection *Changes to be made* Defined

As a result of the concerns noted, the signature page has been nearly eliminated by funneling students through their portals to order transcripts. With the portal single sign on acting as a signature.

✔ 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 -

New students that attend Day on the Hill will be educated on the registration process

Institutional Learning Outcome(s):

- 2. Creative, critical and analytical thinking

✔ Assessment Strategy Defined

Students will understand the application and registration process. This can be measured by the number of students that apply and register on that day.

Reflection Status:

✔ Reflection *Findings* Defined

) Of the 418 attendees 316 applied and registered for at least 1 unit on the day of the function. In addition 83 applied prior to the function.

✔ Reflection *Changes to be made* Defined

This experience educates students in the use of web technology to apply, register and access their records on line in the future. Successful matriculation process is essential to student success as well as retention.

✔ Reflection *Resources needed* Incomplete

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 plan and clarify their personal, career and/or transfer 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 -

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 -

Students 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 SPACMNT screen the students progress.

Reflection Status:

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

Disability Resource Center

SAO #1 -

- ✔ Service Outcome Defined in Submissions and Published databases.
Students will identify the appropriate accommodations for their individual educational needs.

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 #2 -

✓ Service Outcome Defined in Submissions and Published databases.
Students will utilize disability related accommodations and services effectively

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

SAO #3 -

✓ Service Outcome Defined in Submissions and Published databases.
Articulate their disability needs and become effective self-advocates

Institutional Learning Outcome(s):

1. Communication

✓ Assessment Strategy Incomplete

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
An additional Evaluations position.

SAO #3 -

- ✓ Service Outcome Defined in Submissions and Published databases.
Students will submit paperwork for graduation by deadline dates.

Institutional Learning Outcome(s):

1. Communication 4. Community/global consciousness and responsibility

- ✓ Assessment Strategy Defined
A database is kept of petitions submitted for each year; this allows us to compare the number of petitions received each year to previous years. Students are informed of the graduation deadlines in the schedule of classes, on the website calendar, and encouraged to apply for the Spring graduation date with an email targeting those students who may be eligible to graduate.

Reflection Status:

- ✓ Reflection *Findings* Defined
The number of students requesting to graduate has declined slightly. This could be the result of the elimination of the transfer degree.
- ✓ Reflection *Changes to be made* Defined

The counselors will continue to encourage students to petition to graduate. The state has just passed a new law mandating transfer degrees, encourage the faculty at large to consider creating transfer degrees.

✓ Reflection *Resources needed* Defined

The addition of another Evaluations position.

Financial Aid

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.

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* 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 -

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* 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 -

To determine if students seeking additional funding to help pay college costs can find the scholarship offerings, identify scholarships which match their academic qualifications, and successfully complete a scholarship application for consideration.

Institutional Learning Outcome(s):

2. Creative, critical and analytical thinking

✓ **Assessment Strategy Defined**

Survey method - a 15 question multiple choice survey seeking feedback on the experiences of the online scholarship application process.

Reflection Status:

✓ **Reflection *Findings* Defined**

While the highest percentage of students (47%) heard about scholarships via our website, a majority (53%) heard through a combination of 6 different other pathways with the second highest category through their support programs (23%). The majority of students (71%) did not know what scholarships to apply to when beginning the process, but found the appropriate scholarships via the advertising section of our webpage. The majority of students (66%) had completed a 09-10 FAFSA before applying for a scholarship – showing they were aware of all the major pathways for educational funding. While the ethnicity section of the survey was optional, of those who filled it out we had 32% Asian, 27% White, and 16% Latino/a as the three highest served populations.

✓ **Reflection *Changes to be made* Defined**

Overall we determined that our online scholarship process is favored over the previous paper process (78% Vs 22%). Secondly we learned what pathways of informing students were most effective and which we might consider revising or eliminating. We will adjust our advertising and try to also reach other less represented populations.

✓ **Reflection *Resources needed* Defined**

For the most part the same as the previous 2 SAOs - maintained staffing levels on the FA Outreach team. Since the bulk of the online system development is done, the rest is staffing and advertising. With our current staffing levels will need to rely more on posted information instead of personal contact.

Health Services**SAO #1 -**

✓ **Service Outcome Defined in Submissions and Published databases.**

#1 Students will be aware of the college smoking policy and cessation services.

Institutional Learning Outcome(s):

1. Communication

✔ Assessment Strategy Defined

* American College Health Association (ACHA)—National College Health Assessment Survey (NCHA) administered Fall 2010 (every 2 yrs) to 139 Postsecondary College campuses (95,712 students).

* Foothill College Health Services administered the same survey Spring 2010 (1,102 students)

* FHDA Smoking Survey—Fall 2010

* The NexGen electronic medical system will be able to collect data on appointments and services utilized for the Smoke Cessation visits.

Reflection Status:✔ Reflection *Findings* Defined

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

#1 FHDA 2010 survey revealed:

78% were aware of current policy

57% want a 100% smoke free campus

36% were aware of the Smoke Cessation Program

30% encounter second hand smoke regularly on campus

69% are affected by secondhand smoke on the campus

93% are bothered by cigarette butts litter

50% believe that a smoke free environment would improve their learning/working environment

59% state that needs better signage

1% have used e-cigarettes

3% have used tobacco from a water pipe

30% encountered 2nd hand smoke on campus

✔ Reflection *Changes to be made* Defined

a) Improved signage on campus, floor signage

b) Explore grants with Santa Clara County

c) Explore smoke free workplace options with District/campuses with Administration/District

d) Continue class presentations and campus orientation

e) Continue Student Health 101 Newsletter to all students/staff 2010-11.

f) Tabling at Health/ campus fairs: Great American Smoke Out, Environmental fair,

Volunteer fair, Club Day, Transfer/Career Fair, Welcome Week

g) Continue Smoke Cessation Program (Free one-to-one counseling, free nicotine gum/patches)

h) Sponsor speakers on smoking addiction

i) Host every 2 yrs Smoke Cessation counselor workshops for HSACCC and CYAN

- j) Continue District-wide Non-Smoking Policy Committee
- k) Work with District Wellness Committee and advocate for inclusion of smoke cessation for employees.
- l) Marketing with LCD in Dining Lounge, large banners, T-shirt campaign, web site, Fusion and Student Health 101 Newsletter Student handbook, FH catalogue.
- m) Apply for grants when available.
- n) Continue to monitor citations.

✔ Reflection *Resources needed* Defined

Necessite:

- Increased signage on the campus
- Increased butt receptacles
- Increased personnel to monitor and enforce the current District Smoking Policy

Network with:

- ACHA (American College Health Assoc)
- HSACCC (Health Services Assoc for Calif. Community College),
- CYAN (Calif Youth Advocacy Network)
- Breathe California
- American Lung Association
- Santa Clara County Tobacco Prevention and Education Program (TPEP)
- Campus bargaining units (FA, ASFC, Classified Senate, SEIU, Academic Senate)
- Educate/mentor students: Allied Health, Respiratory Therapy Club, and Dental Hygiene
- Advocate support of smoke cessation services local/State wide and legislation

SAO #2 -

✔ Service Outcome Defined in Submissions and Published databases.

#II Students will increase their utilization/census of Foothill College Health Services.

Institutional Learning Outcome(s):

1. Communication

✔ Assessment Strategy Defined

American College Health Survey—National College Health Assessment administered Fall 2010 (every 2 yrs) results revealed

FHDA Smoking Survey-Fall 2010 with 7,441 student (including 49 employees)

The NexGen electronic medical system will be able to collect data on appointments and services utilized for each program

Reflection Status:✔ Reflection *Findings* Defined

ACHA-NCHA 2010 statistics revealed:

Foothill College (1,102 students) received information on campus concerning:

Cold and flu 59.1%

Nutrition 36.4%

Pregnancy prevention 37.3%

Sexually transmitted diseases 40%

Health Services statistics revealed:

Family Planning Visits

2007=1,348

2008=1,170

2009=1,161

2010=4,634

General Medicine Visits

2007=1,346

2008=2,348

2009=2,600

2010=3,189

FHDA Smoking Survey revealed:

- 26% of students reported they know that Health Services at FHDA currently have a

- tobacco cessation program

- * 53% of employees reported knowledge of a tobacco cessation program.

✔ Reflection *Changes to be made* Defined

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

Key points to address:

a) Continue class presentations and orientations

b) Continue Student Health 101 Newsletter to all students/staff .

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 CPR Saturday, 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 2010-11

✔ Reflection *Resources needed* Defined

Needed increase personnel, as follows
 Full time Nurse Practitioner
 Part-time Psychologist (for supervision)
 Part-time Psychiatrist (for supervision of clinical services)
 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.

SAO #3 -

- ✓ Service Outcome Defined in Submissions and Published databases.
 #III Students will receive information and influenza vaccines for the
 Pandemic
 Education and Prevention Program.

Institutional Learning Outcome(s):

1. Communication

- ✓ Assessment Strategy Defined
- 1) Record the approximate number of class orientations, tabling,
 campus outreach
 efforts at the Foothill campus.
 - 2) Record the number of H1N1 and Seasonal vaccines given by the
 Health
 Services.
 - 3) Record the number of hits on the website for the H1N1 PEP Talk
 (Pandemic
 Education and Prevention) video co-produced by Foothill Health
 Services
 and Toucan Ed for the California Community College State
 Chancellor's
 Office and the student produced youtube "Get Healthie".

Reflection Status:

- ✓ Reflection *Findings* Defined
- What were the most important findings from your data?
 * 914 Seasonal Flu vaccines (2010)
 * PEP Talk video "hits" to the website:
 5,596 hits 2010:
 • New Youtube (student production) "Get Healthie"
www.youtube.com/fhvpc (launched 1/11)
 Will measure hits.

- ✓ Reflection *Changes to be made* Defined

) The Center for Disease Control predicts several years of health care vigilance is necessary concerning the H1N1/Seasonal flu affecting our high risk college population. Therefore, concerted preventive education and vaccination campaigns will be the focus of college health for several years.

2) Increased expenditures for vaccines and educational materials will be needed.

✓ Reflection *Resources needed* Defined

Increase need for adequate vaccines, personnel to administer vaccines, educational materials, hand sanitizers and clinical supplies. Need full-time Nurse Practitioner.

- With the State budget crisis and the loss of access to free vaccines and cost of vaccines doubling in price. Providing low cost to no cost vaccines means subsidizing these vaccines in our efforts to prevent disease. Students hesitate to protect themselves if it means paying for a preventive vaccine vs food on the table. The Health Services will attempt to subsidize vaccines during the economic crisis

SAO #4 -

✓ Service Outcome Defined in Submissions and Published databases.

#IV Students will increase their awareness/census of Planned Parenthood/Mar Monte Services at Foothill College Health Services.

Institutional Learning Outcome(s):

1. Communication

✓ Assessment Strategy Defined

1) Record the approximate number of class orientations, tabling, campus outreach efforts at the Foothill campus.
2) Record the number and categories of reproductive services offered at Planned Parenthood and Health Services through the NexGen electronic medical system.

Reflection Status:

✓ Reflection *Findings* Defined

Health Services statistics revealed:

Family Planning Visits

2007=1,348

2008=1,170

2009=1,161

2010=4,634

General Medicine Visits

2007=1,346
 2008=2,348
 2009=2,600
 2010=3,189

- ✓ Reflection *Changes to be made* Defined
 - a) Continue class presentations and orientations
 - b) Continue 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 (HIV testing, Chlamydia) and Health Fairs (Hepatitis B vaccines, Tetanus/diphtheria/Pertussis, Lipid Screening, Optometry, Skin Cancer, HPV vaccines)
 - 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

- ✓ Reflection *Resources needed* Defined

Needed increase personnel, as follows
 Full time Nurse Practitioner
 Part-time Clinical Psychologist
 Part-time Psychiatrist

With the State budget crisis and the loss of access to free vaccines and cost of vaccines doubling in price. Providing low cost to no cost vaccines means subsidizing these vaccines in our efforts to prevent disease. Students hesitate to protect themselves if it means paying for a preventive vaccine vs food on the table. The Health Services will attempt to subsidize vaccines during the economic crisis.

Judicial Affairs

SAO #1 -

- ✓ Service Outcome Defined in Submissions and Published databases.

Students who utilize the services of Judicial Affairs will be able to articulate how their actions will impact their relationship with the college, other students and faculty and staff.

Institutional Learning Outcome(s):

1. Communication
2. Creative, critical and analytical thinking

- ✓ Assessment Strategy Defined

Exit interviews

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 who experience the Hearing process will be able to explain how the process works, the role of each individual in the process and the potential outcomes.

Institutional Learning Outcome(s):

1. Communication 2. Creative, critical and analytical thinking 4. Community/global consciousness and responsibility

- ✓ Assessment Strategy Defined
Pre-hearing interviews, exit interviews

Reflection Status:

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

Psychological Services

SAO #1 -

- ✓ Service Outcome Defined in Submissions and Published databases.
Provide counseling services to students within one week of appointment request.

Institutional Learning Outcome(s):

- ✓ Assessment Strategy Defined
Manually track and count students receiving services and identify date of appointment request to date of actual intake appointment.

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 demonstrate improvement in mood and ability to function.

Institutional Learning Outcome(s):

- ✓ 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.
The program will identify students at risk for suicide and violence towards others.

Institutional Learning Outcome(s):

- ✓ Assessment Strategy Incomplete

Reflection Status:

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

SAO #4 -

- ✓ Service Outcome Defined in Submissions and Published databases.
Students will demonstrate familiarity about the existence of mental health services on campus.

Institutional Learning Outcome(s):

- ✓ Assessment Strategy Incomplete

Reflection Status:

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

Student Affairs & Activities**SAO #1 -**

- ✓ Service Outcome Defined in Submissions and Published databases.
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

SAO #2 -

- ✓ Service Outcome Defined in Submissions and Published databases.
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

SAO #3 -

- ✓ Service Outcome Defined in Submissions and Published databases.
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.

SAO #4 -

- ✓ Service Outcome Defined in Submissions and Published databases.
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

Totals: 10 of 18 (55.56%) Areas have Learning Outcomes defined.

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

Totals: 5 of 18 (27.78%) Areas have Reflections defined.

SAO Development Statistics

8 Incomplete or Unassigned SAO's for 2010-2011.

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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