The Student Services Student Learning Outcomes

**Technological Competence**
Students will be able to access/navigate support services.

**Civic Responsibility**
Students will be able to demonstrate civic responsibility.

**Ethics**
Students will be able to uphold the district standards of student conduct.

**Communication**
Students will be able to effectively articulate and/or demonstrate the ability to read, comprehend and follow written and verbal instructions.

**Critical Thinking**
Students will be able to analyze problems, marshal evidence and reasoning to develop persuasive arguments and implement solutions.

**Self-Awareness/Interpersonal**
Students will be able to apply self-assessment strategies to meet their educational and career objectives.
ADMISSIONS & RECORDS SLOs

**Technological Competence**
As the result of Admissions & Records pushing the application exclusively online, students will access timely online support services.

Measure
Incomplete/Contradictory applications

**Civic Responsibility**
As the result of students participating in orientation, students will be able to demonstrate civic responsibility.

Measure
Percentage and number of students who participate in orientation

**Ethics**
As the result of notification through college schedule and catalog, students will be able to uphold the district standards of student conduct.

Measure
Number of discipline cases

**Communication**
As the result of notifications about academic and progress probation and dismissal, students will be able to effectively articulate and/or demonstrate the ability to read, comprehend and follow written and verbal instructions.

Measure
Percentage of students who follow instructions for appealing academic and progress dismissal.

**Critical Thinking**
As the result of being exposed to clear instructions regarding the academic appeals process, students will be able to analyze problems, marshal evidence and reasoning to develop persuasive arguments and implement solutions.

Measure
Percentage of appeals that have evidence attached

**Self Awareness/Interpersonal**
As the result of the capacity to register for classes online, students will be able to apply self-assessment strategies to meet their educational and career objectives.

Measures
Sample students to see if they register for classes on their appointment date.
ASSOCIATED STUDENTS ORGANIZATION SLOs

**Technological Competence**
As the result of exposure of how to prepare proposals, ASO officers and senators will be able to navigate the internet to prepare comprehensive proposals.

Measure
Rubric

**Civic Responsibility**
As the result of participating in student government, students will be able to demonstrate civic responsibility by representing the needs of their constituents.

Measure
Survey of what students want from their ASO leaders; Additional measurement the following semester to see if student leaders implemented what their constituents wanted to see at West.

**Ethics**
As the result of exposure to the student codes of conduct, student conference attendees will uphold the district standards of student conduct while they represent the college at off-campus events.

Measure
Student violations

**Communication**
As the result of exposure to parliamentary procedure, students will be able to effectively understand the flow of meetings, make motions and discuss agenda items.

Measure
Rubric

**Critical Thinking**
As the result of exposure of how to prepare proposals, ASO officers and senators will be able to think about the critical components needed to prepare comprehensive proposals.

Measure
Rubric

**Self-Awareness/Interpersonal**
As the result of exposure to parliamentary procedure and leadership training, students will be able to self-assess their performance as ASO officers and senators.

Measure
Self assessment
INTERCOLLIGATE ATHLETICS SLOs

**Technological Competence**
As the result of student athletes attendance at annual eligibility seminar, students will be able to access support services.

Measures
Focus group; Number of hits on webpage

**Civic Responsibility**
As the result of student participation in intercollegiate athletics, students will be able to demonstrate civic responsibility.

Measures
Team play; Number of students who adhere to the rules and regulations; Survey on fair play, teamwork, and cooperation

**Ethics**
As the result of student participation in intercollegiate athletics, students will be able to uphold the district standards of student conduct.

Measures
Number of violations, penalties, personal fouls, etc.

**Communication**
As the result of students pre-season eligibility seminar, students will be able to effectively articulate and/or demonstrate the ability to read, comprehend and follow written and verbal instructions related to maintaining athletic and academic eligibility.

Measures
Correctly and fully completed CCCAA forms (required paperwork); Questions and Answers

**Critical Thinking**
As the result of student athletes meeting with counselors and completing their student educational plans (SEPs), second year students will be able to analyze transfer and career options.

Measure
Second year students who successfully transfer

**Self-Awareness/Interpersonal**
As the result of student interaction with Athletics faculty and staff, students will be able to apply self-assessment strategies to meet their transfer goals.

Measures
End of season survey
CHILD DEVELOPMENT CENTER SLO

**Technological Competence**
As the result of students following promotional instructions on how to apply to the CDC, students will be able to access/navigate support services.

Measure
Survey questions added on how students heard about the CDC, etc.

**Civic Responsibility**
As the result of participating in CDC events and fundraising, students will be able to demonstrate civic responsibility.

Measure
# of parents involved; # of parent volunteers

**Ethics**
As the result of completing the CDC enrollment documents and participating in the intake/orientation, students will adhere to the CDC handbook.

Measure
Violations of the handbook.

**Communication**
As the result of continuing students completing the renewal application by the posted dates, students will be able to effectively demonstrate the ability to read, comprehend and follow written and verbal instructions.

Measure
Complete and incomplete renewal applications by the deadline

**Critical Thinking**
As the result of students participating in parent conferences, students will be able to analyze problems and implement solutions.

Measure
Whether or not parents followed instruction on the corrective action plan

**Self-Awareness/Interpersonal**
As the result of participating in the parenting enrichment training, students will be able to apply self-assessment strategies to enhance their parenting skills.

Measure
Pre and post test; # of parents who participate in more than one workshop; focus group
COUNSELING SLO

Technological Competence
As the result of interaction with counselors, students will be able to access and navigate a variety of counseling related websites as a resource tool.

Measures
Focus Group; Survey

Civic Responsibility
As the result of students attending satisfactory academic progress workshops, students will be able to understand satisfactory academic progress needed in future semesters.

Measure
Focus group; Survey

Ethics
As a result of students participating in counseling related workshops/events, students will adhere to the Student Code of Conduct.

Measure
Student violations

Communication
As the result of students completing counseling contacts, students will be able to demonstrate the ability to read, comprehend and follow written and verbal instructions on IGETC, CSU GE, Plan A and B GE.

Measure
Focus group

Critical Thinking
As a result of students meeting with counselors, students will be able to analyze problems and implement solutions for their overall educational success.

Measures
Focus group; Survey

Self-Awareness/Interpersonal
By attending various counseling workshops, students will be able to navigate and self-assess for their academic and career objectives.

Measure
Survey
DSPS SLOs

**Technological Competence**
As the result of using adaptive software in the high tech center, students will be able to access/navigate computer applications to complete assignments.

Measure
# of students who log on to the computers, time spent on computers

**Civic Responsibility**
As the result of participating in student activities, students will be able to demonstrate civic responsibility by advocating for the needs of students with disabilities.

Measure
Focus group

**Ethics**
As the result of students attending DSPS orientation, students will be able to uphold the DSPS Department standards of student conduct and adhere to the accommodations contract.

Measure
# reported violations of the contract, # reported for discipline

**Communication**
As the result of students meeting with a counselor to adapt an accommodation contract, students will be able to effectively articulate their educational needs to be successful in class.

Measure
# complaints from faculty

**Critical Thinking**
As the result of students enrolling in DSPS sponsored learning skills courses, students will be able to analyze problems, marshal evidence and reasoning to develop clear thought and study habits.

Measure
# students who enroll in and completed classes, pre/post

**Self-Awareness/Interpersonal**
As the result of participation in disability related activities, students will be able to apply self-assessment strategies to meet their educational and career objectives

Measure
Survey
EOPS/CARE SLO’s

**Technological Competence**
As the result of students utilizing EOPS online services, students will be able to access/navigate support services.

Measure
Number of video conferences
Number of students making appointments online

**Civic Responsibility**
As the result of complying with the EOPS contract, students will be able to demonstrate civic responsibility.

Measures
Number of exits per semester for non-compliance
Focus group
Paid ASO memberships

**Ethics**
As the result of attending the EOPS orientation, students will be able to uphold the district standards of student conduct.

Measure
Focus group
Students who comply will be allowed back into the program on appeal.

**Communication**
As the result of attending various EOPS workshops, EOPS students will be able to effectively articulate and/or demonstrate the ability to read, comprehend and follow written and verbal instructions.

Measures
Focus group – students’ ability to articulate their educational goals
Survey after each workshop

**Critical Thinking**
As the result of meeting with counselors, students will be able to analyze problems, marshal evidence and reasoning and develop persuasive arguments to meet with educational objectives.

Measures
Survey
Exit interviews

**Self-Awareness/Interpersonal**
As the result of students attending EOPS workshops, students will be able to apply self-assessment strategies to meet their educational and career objectives.

Measure
Focus group of students participating in CARE Program
FINANCIAL AID SLO's

**Technological Competence**  
As the result of students utilizing the online FAFSA application, students will be able to apply for financial aid.

**Measure**  
Compare single and multiple transactions in the FAFSA System

**Civic Responsibility**  
As the result of students participating in the book loan program, students will be able to demonstrate civic responsibility by fulfilling their contractual obligation.

**Measure**  
Number of students who paid and did not pay

**Ethics**  
As the result of students completing the loan entrance counseling, students will be able to uphold the financial aid standards of ethical conduct.

**Measure**  
Number of cases reported for fraud

**Communication**  
As the result of financial aid application process, students will be able to effectively demonstrate the ability to read, comprehend and follow written instruction.

**Measure**  
Number of applications

**Critical Thinking**  
As the result of income reduction or a change in a students’ financial aid status, students will be able to analyze problems, marshal evidence and reasoning to develop persuasive arguments for their petition.

**Measures**  
Change in financial aid as the result of income reduction; Change in dependency status

**Self-Awareness/Interpersonal**  
As the result of students applying for financial aid on time, students will be able to purchase books in time for the first day of school.

**Measures**  
Number of students who apply by the financial aid priority date; Reduction in overpayments/defaults
INTERNATIONAL STUDENTS SLO’s

**Technological Competence**
As the result of email advising, echat advising and orientation, students will be able to access/navigate support services.

Measure
Percentage of students enrolled in 12 units or more

**Civic Responsibility**
As the result of students participating in ASO activities and International Student Club, international students will be able to demonstrate civic responsibility.

Measures
Survey
Percentage of ASO members
Percentage of students in international club
Club growth

**Ethics**
As the result of advising and students signing the International Student Agreement, students will be able to uphold the Student and Exchange Visitor Information System (SEVIS) standards.

Measures
Number of students subject to discipline action
# of students who fell out of status

**Communication**
As the result of advising through International Students Office, students will understand the advantages of taking online orientation before arriving to the US.

Measure
Number of students who took online orientation before arriving to campus

**Critical Thinking**
As the result of participation in the OPT workshops, certificate students will be able to navigate OPT government application process and convince US employees to hire them.

Measures
Number of students who attend OPT workshop
# of students who apply for OPT

**Self-Awareness/Interpersonal**
As the result of academic counseling and international student advising, students will be able to apply self-assessment strategies such as degree works to meet their educational and career objectives.

Measures
Percentage of Students who have an SEP
Survey on use of assist.org and Degree Works
MATRICULATION SLO’s

Technological Competence
As the result of students attending orientation, students will be able to access Matriculation Services online.

Measure
Focus group
Survey

Civic Responsibility
Students will have access to information through Matriculation Services to make informed decisions.

Measure

Ethics
Students will have access to guidelines, rules and regulations concerning Assessment testing, Orientation, and Counseling.

Measure

Communication
As the result of students going through the matriculation process, students will be able to understand how to access orientation and counseling services.

Measure
Focus group

Critical Thinking
As the result of students taking the pre-assessment test, students will know if they are ready for the assessment test.

Measure
Comparison of dates for the pre-assessment test and assessment test

Self-Awareness/Interpersonal
As the result of students taking the assessment test and knowing their placement scores, students will be able to apply self-awareness strategies to enroll in the correct English and Math courses.

Measure
Sample
OUTREACH SLO’s

**Technological Competence**
As a result of participation in a field trip and subsequent individual/group advisement, students will be able to access/navigate support services.

Measures
Focus group
Pre-post tracking sheet

**Civic Responsibility**
As a result interactions with Outreach staff, students will be able demonstrate civic responsibility.

Measure
Focus Group

**Ethics**
As a result of participation in a field trip and subsequent individual/group advisement, students will be able uphold the district standards of student conduct.

Measures
Focus group
Pre-post tracking sheet

**Communication**
As a result field trip and subsequent individual/group advisement, students will be able effectively articulate and/or demonstrate the ability to read, comprehend and follow written and verbal instructions.

Measures
Focus group
Pre-post tracking sheet

**Critical Thinking**
As a result interaction with the Outreach staff, students will be able analyze problems, marshal evidence and reasoning to develop persuasive arguments and implement solutions.

Measure
Focus group

**Self-Awareness/Interpersonal**
As a result interaction with the Outreach staff, students will be able apply self-assessment strategies to meet their educational and career objectives.

Measure
Focus Group
TRANSFER CENTER SLO’s

**Technological Competence**
As the result of student visiting the Transfer Center, students will be able to access and navigate a variety of transfer related websites as a resource tool.

Measures
Focus Group
Survey

**Civic Responsibility**
As the result of Transfer Honors students signing the Transfer Honors contract, students will be able to adhere to the academic standards in the contract.

Measure
Successful completion of contracts for each class

**Ethics**
As a result of students participating in transfer related workshops/events, students will adhere to the Student Code of Conduct.

Measure
Student violations

**Communication**
As the result of students completing transfer applications and personal statements to 4 year universities by the posted dates, students will have demonstrated the ability to read, comprehend and follow written and verbal instructions.

Measure
Focus group

**Critical Thinking**
As a result of students visiting the Transfer Center and University Representatives, students will be able to analyze transfer options and implement decisions for their overall educational success.

Measures
Focus group

**Self-Awareness/Interpersonal**
By attending various transfer workshops, students will be able to navigate and self-assess for their academic and career objectives.

Measure
Focus group