

# Goal Progress Report - Four Columns

## Long Beach City College

### Student Support - Student Affairs (Outcomes)

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p>Student Support - Student Affairs (Outcomes) - Intl Student Programs- Proactive, effecient international student application and admission process - International students will recieve acceptance letter and I-20 form within ONE week from receipt of completed application.</p> <p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 08/01/2009</p> <p><b>End Date:</b> 05/31/2013</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>If specific to a functional unit, indicate here:</b> International Student Programs</p> <p><b>Strategies for Outcome:</b></p> <ul style="list-style-type: none"> <li>* Streamline admission process and increase communication with new applicants from the time to receive initial applicaiton to their arrival to US.</li> <li>* Provide admitted student with 999# in order to complete LBCC online application and receive Student ID during orientation.</li> <li>* Have student assistants immediatly email new applicants to answer any question or encourage them to provide missing documentations.</li> <li>* Provide better pre-arrival informational packet to assist international students in visa application, travel and arrival to USA.</li> </ul>	<p><b>Assessment Task:</b></p> <ul style="list-style-type: none"> <li>* Redesign International student application.</li> <li>* Implement office procedure to insure proactive communication and timely response to inquiries and application.</li> <li>* Request to have ISP fully responsible for international students and the issurance of student ID.</li> </ul> <p><b>Assessment Method Category:</b> Audit - Internal</p> <p><b>Criteria/Expected Level of Achievement:</b> 100%</p>	<p>06/10/2010 - Due to major revisions and streamlining ISP application process, ISP is able now to give admission decision within ONE week. In collaboration with admission and record office, ISP was given full responsibility to handle 999#, enabling interntional to complete LBCC application online upon receiving their F-1 Visa and have their student ID waiting for them on Orientation Day. We have established a mechanism for communication with prospecive students from the moment they show interest in study at LBCC till they actually come and start on campus.</p> <p><b>Result Type:</b> Criteria Met</p> <p><b>Action Status:</b> Action Complete</p>	<p>06/10/2010 - * Coordination meeting with Admission and Record Dean and Staff.</p> <ul style="list-style-type: none"> <li>* Rearrangement of front desk responsibility to provide timely response to prospective students.</li> <li>* Application is under review to be updated.</li> </ul>

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p>Student Support - Student Affairs (Outcomes) - Intl Student Programs- Welcoming International Center, encouraging cultural exchange - Create a welcoming environment for international students to share their cultural richness and traditional customs.</p> <p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 08/01/2009</p> <p><b>End Date:</b> 05/31/2010</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p>	<p><b>Assessment Task:</b></p> <ul style="list-style-type: none"> <li>* Develop new ISP lounge usage policy.</li> <li>* An annual Welcome reception to provide opportunity for International Students to meet with college administrator.</li> <li>* Intentional collaboration with International Student Club.</li> <li>* Encourage Students to give feed back about their experiences with the ISP.</li> </ul> <p><b>Assessment Method Category:</b> Audit - Internal</p> <p><b>Criteria/Expected Level of Achievement:</b> 85% approval rating.</p>	<p>06/10/2010 - No official assessment or surveys were conducted. However, the addition of hot &amp; cold water cooler, coffee &amp; tea table, implementing quiet hour in the ISP lounge had resulted in greater students satisfaction.</p> <p>International students were also disappointed with the implementation of charging printing fee. We see greater use and utilization of ISP lounge by international and domestic students peers.</p> <p><b>Result Type:</b> Criteria Met</p> <p><b>Action Status:</b> Action Complete</p>	<p>06/10/2010 - implementing new ISP lounge policy in April 2010.</p> <hr/>
<p><b>If specific to a functional unit, indicate here:</b></p> <p>International Student Programs</p> <p><b>Strategies for Outcome:</b></p> <ul style="list-style-type: none"> <li>* Reconfigure International student center to reflect greater sense of hospitality and welcome.</li> <li>* Empower and encourage International student club for greater cultural programing.</li> <li>* Annual welcome reception to bring greater campus awareness of international students presence and contribution.</li> <li>* International programing opportunities for integration with the larger campus.</li> </ul>			
<p>Student Support - Student Affairs (Outcomes) - Intl Student Programs- International Student wellness - Student will demonstrate greater ability to care for their own housing, medical, and mental wellness.</p> <p><b>SLO or SUO:</b> SLO</p> <p><b>Start Date:</b> 08/01/2009</p> <p><b>End Date:</b></p>	<p><b>Assessment Task:</b></p> <p>Data will also be collected from the health center and the health insurance provider to assure student health issues are addressed.</p> <ul style="list-style-type: none"> <li>* Informal partnership with housing facility for ongoin housing referral.</li> </ul> <p><b>Assessment Method Category:</b> Reporting System - Internal</p> <p><b>Criteria/Expected Level of Achievement:</b></p>	<p>06/10/2010 - In collaboration with Student Health Service and StudentInsuranceUSA, a PowerPoint presentation was included in the new student orientation to explain where and how to go about request health services either on or off campus. New forms were created to ease students' request for health insurance refund.</p> <p>After consultation with ISP advisors, students have demonestrated abilities to deal with health insurance issues and navigate the proper</p>	<p>06/10/2010 - Participation of LBCC health Services in new International Student Orientation</p> <p>Participation of StudentInsuranceUSA Rep. in new international student Orientation.</p> <p>New Revised forms for health insurance payment and refund requests.</p>

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p>05/31/2010  <b>Outcome Status:</b>  Active - Currently Assessing  <b>If specific to a functional unit, indicate here:</b>  International Student Programs  <b>Strategies for Outcome:</b>  The new student orientation program will include representatives from LBCC Health Services, student Insurance, International student club, and ISI to share about the different resources available on and off campus.</p> <p>Presentations will be made by the health insurance provider for LBCC as well as the health center on campus.</p> <p>Housing referral to nearby apartment facility where LBCC international student may move in with greater ease.</p> <p>The online student handbook for international students will be updated and include more FAQ</p>		<p>channels to secure referral and make deductables.</p> <p><b>Result Type:</b>  Criteria Met  <b>Action Status:</b>  Action Complete</p>	
<p>Student Support - Student Affairs (Outcomes) - Office of Student Life- Utilization of technology to increase participation in campus life activities. - Office of Student Life will increase student participation and tracking through implementing of a student activities web based portal.  <b>SLO or SUO:</b>  SUO  <b>Start Date:</b>  08/01/2009</p>	<p><b>Assessment Task:</b>  - Track usage of on-line portal via number of registered users (students).  - Run reports within the OrgSyn program.  <b>Assessment Method Category:</b>  Computerized Tracking System  <b>Criteria/Expected Level of Achievement:</b>  80% of all clubs and organizations will be utilizing the online portal by Spring 2011 via online charter process and personalized club &amp; organization web pages.</p>	<p>06/01/2011 - OrgSync is the college's online organization management system that is now available for all students and student leaders on campus. This system provides a platform that helps student leaders more effectively lead and manage their student organizations.</p> <p>There are currently 1759 users (students, staff, and faculty) registered in the LBCC OrgSync community (608 male and 873 female). A total of 299 new users registered with OrgSync in Spring 2011.</p>	<p>09/12/2011 - We will continue marketing the use of OrgSync to our student leaders/organizations and the general student body. On-going group and individual training will be provided to students who need assistance completing their club charter and/or inputting volunteer hours.</p> <p>2011-2012 We will have a Graduate Intern working closely with OrgSync</p>

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p><b>End Date:</b> 05/31/2012</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>If specific to a functional unit, indicate here:</b> Student Life</p> <p><b>Strategies for Outcome:</b></p> <ul style="list-style-type: none"> <li>- Collect student contact information (name, email, area of interest).</li> <li>- Create online community pages to market various program and designate lead staff to oversee area for increased direct communication and oversight of activities.</li> <li>- Investigate market software and tech solutions (i.e. mass text program, club management software, etc).</li> <li>- Use online system for clubs &amp; organizations charter process and volunteer tracking system.</li> </ul>		<p>Each semester, student leaders are required to charter/register their club with the college via OrgSync. This semester a total of 70 clubs successfully registered their club online between both campuses; 53 clubs (46 ?returning clubs? and 7 ?new clubs?) registered at the LAC campus, and 17 clubs (16 ?returning clubs? and 1 ?new club?) registered at the PCC campus.</p> <p>In addition to registering their clubs online, student leaders are also required to log all volunteer activities and hours online via OrgSync (for credit). A total of 252 students registered and logged in a total of 9,014 volunteer hours with the college?s Volunteer Center portal. In addition, to the hours that are recorded with the Volunteer Center, club?s may also hold members to additional volunteer hour requirements. These clubs include Alpha Gamma Sigma with 2449 volunteer hours and the Ladies Athena with 846 hours.</p> <p>The expected level of achievement was met and exceeded with 100% of all clubs utilizing the online portal for Spring 2011.</p> <p><b>Result Type:</b> Criteria Met</p> <p><b>Action Status:</b> Action Complete</p>	<p>and providing additional trainings to students on new modules, including the Treasury and Event List. In addition to this, we will be developing a campaign to promote the Co-Curricular/Involvement module to our OrgSync Users. This module will allow students to generate an official Co-Curricular Transcript/Record of their leadership involvement at LBCC.</p>
<p>Student Support - Student Affairs (Outcomes) - Office of Student Life- Student Satisfaction - 75% of students will report a very high or high level of satisfaction with their participation in Office of Student Life activities.</p> <p><b>SLO or SUO:</b> SUO</p>	<p><b>Assessment Task:</b> Students will receive an web-based or hard copy (to be inputted later) survey of their satisfaction in Office of Student Life programs and services.</p> <p><b>Assessment Method Category:</b> Survey - Satisfaction</p> <p><b>Criteria/Expected Level of Achievement:</b> Goal will be a 75% of students will score</p>	<p>05/31/2011 - EXPERIENCE OF GETTING INVOLVED Clubs &amp; Organizations: 54.4% Satisfied; 12.3% Somewhat Satisfied; 28.1% Neither; 1.8% Somewhat Dissatisfied; 3.5% Very Dissatisfied</p> <p>Campus Activities: 55.4% Satisfied; 17.9% Somewhat Satisfied; 21.4% Neither; 1.8% Somewhat Dissatisfied; 3.6% Very Dissatisfied</p>	<p>09/12/2011 - Results indicate that overall, students were 75% Satisfied or Somewhat Satisfied. Future action will include outreach and continued support to students with a focus on the key areas identified in the survey.</p>

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p><b>Start Date:</b> 08/01/2009</p> <p><b>End Date:</b> 05/31/2012</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>If specific to a functional unit, indicate here:</b> Office of Student Life</p> <p><b>Strategies for Outcome:</b> - Students participating in programs and activities will receive hard copy and web-based survey assessing their satisfaction related to Leadership, Student Government, Intramural Recreation, Clubs &amp; Organizations and Volunteer programs.</p>	<p>their level of satisfaction High or Very High as an average of all Office of Student Life programs and services.</p>	<p>Cultural Events: 45.6% Satisfied; 14.0% Somewhat Satisfied; 26.3% Neither; 5.3% Somewhat Dissatisfied; 8.8% Very Dissatisfied</p> <p>Volunteer Programs: 43.9% Very Satisfied; 12.3% Somewhat Satisfied; 28.1% Neither; 8.8% Somewhat Dissatisfied; Very Dissatisfied 7.0%</p> <p>Intramural Recreation: 42.1% Very Satisfied; 12.3% Somewhat Satisfied; 29.8% Neutral; 7.0% Somewhat Dissatisfied; 7.0% Very Dissatisfied; 1.8% No Response</p> <p>Serving on Associated Student Body: 47.8% Very Satisfied; 10.9% Somewhat Satisfied; 28.3% Neutral; 6.5% Somewhat Dissatisfied; 6.5% Very Dissatisfied</p> <p>II. EXPERIENCE(S) THROUGH PARTICIPATION IN THE OFFICE OF STUDENT LIFE ACTIVITIES</p> <p>Now that I have participated in Student life programs... I have confidence in myself and abilities: 66.1% Very Satisfied; 17.9% Somewhat Satisfied; 5.4% Neutral; 3.6% Somewhat Dissatisfied; 7.1% Very Dissatisfied</p> <p>I have competence to accomplish my goals: 61.8% Very Satisfied; 20.0% Somewhat Satisfied; 7.3% Neutral 5.5%; Somewhat Dissatisfied; 5.5% Very Dissatisfied</p> <p>I am comfortable speaking in public: 50.0% Very Satisfied; 23.2% Somewhat Satisfied; 17.9% Neutral; 3.6% Somewhat Dissatisfied; 5.4% Very Dissatisfied</p> <p>I am comfortable with all aspects of my identity (e.g., positive feelings about my body and</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p>appearance, gender, sexual orientation, cultural heritage, and socio-economic status): 63.0% Very Satisfied; 18.5% Somewhat Satisfied; 7.4% Neutral; 3.7% Somewhat Dissatisfied; 7.4% Very Dissatisfied</p> <p>Manage my emotions (e.g., feelings of anxiety, depression, anger, shame, guilt, caring, optimism, pessimism, and inspiration) in order to be a productive member of the leadership team: 60.0% Very Satisfied; 18.2% Somewhat Satisfied; 9.1% Neutral; 5.5% Somewhat Dissatisfied; 7.3% Very Dissatisfied</p> <p>Identify tactics for solving problems: 61.4% Very Satisfied; 17.5% Somewhat Satisfied; 10.5% Neutral; 5.3% Somewhat Dissatisfied; Very Dissatisfied 5.3%</p> <p><b>Result Type:</b> Criteria Met</p> <p><b>Action Status:</b> Action In Progress</p>	
		<p>05/31/2010 - Student Satisfaction Survey Spring 2010</p> <p>Clubs &amp; Organization 50.7% Very Satisfied, 21,7% Somewhat Satisfied</p> <p>Campus Activities 41.4% Very Satisfied, 21.4% Somewhat Satisfied</p> <p>Cultural Events on Campus 30% Very Satisfied, 21.4% Somewhat Satisfied</p> <p>Volunteer Programs 32.9% Very Satisfied, 18.6% Somewhat Satisfied</p> <p>Intramural/Recreation 35.7% Very Satisfied, 20% Somewhat Satisfied</p> <p>Average 35.1% Very Satisfied, 18% Somewhat Satisfied.</p> <p><b>Result Type:</b></p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		Criteria Met <b>Action Status:</b> Action In Progress	
<p>Student Support - Student Affairs (Outcomes) - Office of Student Life-Leadership Development for Student Government Leaders - Students participating in Student Government will be able to demonstrate competency in the practice of shared governance and utilization of leadership and advocacy skills.</p> <p><b>SLO or SUO:</b> SLO</p> <p><b>Start Date:</b> 08/01/2009</p> <p><b>End Date:</b> 05/31/2012</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>If specific to a functional unit, indicate here:</b> Student Life</p> <p><b>Strategies for Outcome:</b> - Students will participate in leadership development activities including, but not limited to leadership retreat, leadership conference, leadership academy/speaker series. - Students will be recruited and orientated to participate in campus-wide committees participating in the shared governance process.</p>	<p><b>Assessment Task:</b> ? Student will complete a pre-test at the beginning of their leadership term and a post-test at the conclusion of their leadership term.</p> <p><b>Assessment Method Category:</b> Pre/Post Tests</p> <p><b>Criteria/Expected Level of Achievement:</b> 25% increase learning through participation in Student Life activities.</p>	<p>06/01/2011 - Summary Report - May 31, 2011</p> <p>5 = Strongly agree 4 = Moderately agree 3 = Neither agree or disagree 2 = Moderately disagree 1 = Strongly disagree</p> <p>Summary Report - May 31, 2011</p> <p>1) Utilize my time and abilities to their maximum potential.</p> <p>Value Count Percent % 5 = 5 35.7% 4 = 6 42.9% 3 = 3 21.4%</p> <p>2) To motivate Others.</p> <p>Value Count Percent % 5 = 11 78.6% 4 = 2 14.3% 3 = 1 7.1%</p> <p>3) Delegate tasks to others by utilizing their interests and abilities.</p> <p>Value Count Percent % 5 = 6 42.9% 4 = 4 28.6% 3 = 3 21.4% 2 = 1 7.1%</p> <p>4) Use my personal skills and abilities to achieve</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p>group goals.</p> <p>Value Count Percent %            5 = 11 78.6%            4 = 2 14.3%            3 = 1 7.1%</p> <p>5) manage my emotions (e.g., feelings of anxiety, depression, anger, shame, guilt, caring, optimism, pessimism, and inspiration) in order to be a productive member of the team.</p> <p>Value Count Percent %            5 = 8 57.1%            4 = 3 21.4%            3 = 1 7.1%            2 = 2 14.3%</p> <p>6) Develop positive interpersonal relationships with others.</p> <p>Value Count Percent %            5 = 11 78.6%            3 = 2 14.3%            2 = 1 7.1%</p> <p>7) I was comfortable speaking with college administrators.</p> <p>Value Count Percent %            5 = 9 64.3%            4 = 3 21.4%            3 = 1 7.1%            2 = 1 7.1%</p> <p>8) I was comfortable speaking in public.</p> <p>Value Count Percent %            5 = 7 50%            4 = 3 21.4%            2 = 2 14.3%</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p>1 = 2 14.3%</p> <p>9) I was able to accomplish my goals.</p> <p>Value Count Percent %            5 = 5 35.7%            4 = 7 50%            3 = 1 7.1%            1 = 1 7.1%</p> <p>10) I was comfortable with my identity (e.g., positive feelings about your body and appearance, gender, sexual orientation, social status, cultural heritage, and socio-economic status).</p> <p>Value Count Percent %            5 = 7 50%            4 = 2 14.3%            3 = 3 21.4%            1 = 2 14.3%</p> <p>10) I had clear vocational goals.</p> <p>Value Count Percent %            5 = 7 50%            4 = 3 21.4%            3 = 3 21.4%            1 = 1 7.1%</p> <p>11) I had confidence in my self and my abilities.</p> <p>Value Count Percent %            5 = 10 71.4%            4 = 2 14.3%            3 = 1 7.1%            1 = 1 7.1%</p> <p>12) I knew how to be an effective leader.</p> <p>Value Count Percent %            5 = 7 50%</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p>4 = 2 14.3%</p> <p>3 = 3 21.4%</p> <p>2 = 1 7.1%</p> <p>1 = 1 7.1%</p> <p>13) Utilizing my time and abilities to thier maximum potential.</p> <p>Value Count Percent %</p> <p>5 = 8 57.1%</p> <p>4 = 5 35.7%</p> <p>1 = 1 7.1%</p> <p>14) Demonstrate ability to motivate others.</p> <p>Value Count Percent %</p> <p>5 = 11 78.6%</p> <p>3 = 2 14.3%</p> <p>1 = 1 7.1%</p> <p>15) Delegate tasks to others by utilizing their interests and abilities.</p> <p>Value Count Percent %</p> <p>5 = 12 85.7%</p> <p>3 = 1 7.1%</p> <p>1 = 1 7.1%</p> <p>16) Use my personal skills and abilities to achieve group goals.</p> <p>Value Count Percent %</p> <p>5 = 12 85.7%</p> <p>4 = 1 7.1%</p> <p>1 = 1 7.1%</p> <p>17) Assess the complexities of a situation before drawing conclusions.</p> <p>Value Count Percent %</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p>5 = 12 85.7%</p> <p>4 = 1 7.1%</p> <p>1 = 1 7.1%</p> <p>18) Manage my emotions (e.g., feelings of anxiety, depression, anger, shame, guilt, caring, optimism, pessimism, and inspiration) in order to be a productive member of the leadership team.</p> <p>Value Count Percent %</p> <p>5 = 10 71.4%</p> <p>4 = 2 14.3%</p> <p>2 = 1 7.1%</p> <p>1 = 1 7.1%</p> <p>19) Develop positive interpersonal relationships with others.</p> <p>Value Count Percent %</p> <p>5 = 11 78.6%</p> <p>4 = 2 14.3%</p> <p>1 = 1 7.1%</p> <p>20) I am comfortable speaking in public.</p> <p>Value Count Percent %</p> <p>5 = 7 50%</p> <p>4 = 3 21.4%</p> <p>3 = 2 14.3%</p> <p>1 = 2 14.3%</p> <p>21) I am comfortable speaking with College Administrators.</p> <p>Value Count Percent %</p> <p>5 = 10 71.4%</p> <p>4 = 2 14.3%</p> <p>1 = 2 14.3%</p> <p>22) I have the competence to accomplish my</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p>goals.</p> <p>Value Count Percent %  5 = 13 92.9%  1 = 1 7.1%</p> <p>23) I am comfortable with my identity (e.g., positive feelings about my body and appearance, gender, sexual orientation, social status, cultural heritage, and socio-economic status).</p> <p>Value Count Percent %  5 = 12 85.7%  3 = 1 7.1%  1 = 1 7.1%</p> <p>24) I have clear vocational goals.</p> <p>Value Count Percent %  5 = 9 64.3%  4 = 2 14.3%  3 = 2 14.3%  1 = 1 7.1%</p> <p>25) I have confidence in my self and my abilities.</p> <p>Value Count Percent %  5 = 12 85.7%  4 = 1 7.1%  1 = 1 7.1%</p> <p>26) I know how to be an effective leader.</p> <p>Value Count Percent %  5 = 10 71.4%  4 = 2 14.3%  3 = 1 7.1%  1 = 1 7.1%</p> <p>27) Were your expectations (regarding</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p>experiences and skills sets gained) met as a member of Student Government Leadership?</p> <p>Value Count Percent %  Yes 13 92.9%  No 1 7.1%</p> <p>28) Utilize my time and abilities to their maximum potential.</p> <p>Value Count Percent %  5 = 5 35.7%  4 = 6 42.9%  3 = 3 21.4%</p> <p>29) To motivate Others.</p> <p>Value Count Percent %  5 = 11 78.6%  4 = 2 14.3%  3 = 1 7.1%</p> <p>30) Delegate tasks to others by utilizing their interests and abilities.</p> <p>Value Count Percent %  5 = 6 42.9%  4 = 4 28.6%  3 = 3 21.4%  2 = 1 7.1%</p> <p>31) Use my personal skills and abilities to achieve group goals.</p> <p>Value Count Percent %  5 = 11 78.6%  4 = 2 14.3%  3 = 1 7.1%</p> <p>32) manage my emotions (e.g., feelings of anxiety,</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p>depression, anger, shame, guilt, caring, optimism, pessimism, and inspiration) in order to be a productive member of the team.</p> <p>Value Count Percent %            5 = 8 57.1%            4 = 3 21.4%            3 = 1 7.1%            2 = 2 14.3%</p> <p>33) Develop positive interpersonal relationships with others.</p> <p>Value Count Percent %            5 = 11 78.6%            3 = 2 14.3%            2 = 1 7.1%</p> <p>34) I was comfortable speaking with college administrators.</p> <p>Value Count Percent %            5 = 9 64.3%            4 = 3 21.4%            3 = 1 7.1%            2 = 1 7.1%</p> <p>35) I was comfortable speaking in public.</p> <p>Value Count Percent %            5 = 7 50%            4 = 3 21.4%            2 = 2 14.3%            1 = 2 14.3%</p> <p>36) I was able to accomplish my goals.            Value Count Percent %            5 = 5 35.7%            4 = 7 50%            3 = 1 7.1%</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p>1 = 1 7.1%</p> <p>37) I was comfortable with my identity (e.g., positive feelings about your body and appearance, gender, sexual orientation, social status, cultural heritage, and socio-economic status).</p> <p>Value Count Percent %            5 = 7 50%            4 = 2 14.3%            3 = 3 21.4%            1 = 2 14.3%</p> <p>38) I had clear vocational goals.</p> <p>Value Count Percent %            5 = 7 50%            4 = 3 21.4%            3 = 3 21.4%            1 = 1 7.1%</p> <p>39) I had confidence in my self and my abilities.</p> <p>Value Count Percent %            5 = 10 71.4%            4 = 2 14.3%            3 = 1 7.1%            1 = 1 7.1%</p> <p>40) I knew how to be an effective leader.</p> <p>Value Count Percent %            5 = 7 50%            4 = 2 14.3%            3 = 3 21.4%            2 = 1 7.1%            1 = 1 7.1%</p> <p><b>Result Type:</b> Criteria Met</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
		<p><b>Action Status:</b> Action Complete</p> <p>10/16/2010 - OrgSync online student activities portal was purchased and installed. Viking Volunteer program tracking system was placed 100% online via Org Sync. Coordinator, Rosio Becerra, has taken the leadership of maximizing the use of Org Sync in promotion of volunteer opportunities and tracking hours for student participants.</p> <p><b>Result Type:</b> Criteria Met</p> <p><b>Action Status:</b> Action In Progress</p>	
<p>Student Support - Student Affairs (Outcomes) - WMC-Rentry services - Student will access enrollment, FAFSA and registration assistance.</p> <p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 01/01/2011</p> <p><b>End Date:</b> 05/31/2013</p> <p><b>Outcome Status:</b> Inactive</p> <p><b>If specific to a functional unit, indicate here:</b> Women &amp; Men's Center</p> <p><b>Strategies for Outcome:</b> 1. Student will meet with staff to receive</p>	<p><b>Assessment Task:</b> ? Student will complete evaluations at leadership retreats and conference attended.</p> <p><b>Assessment Method Category:</b> Survey - Process</p>	<p>05/26/2011 - Students signed into Tutortrac identifying a need for the following services.</p> <ul style="list-style-type: none"> <li>* Help with FAFSA = 24 students</li> <li>* Help with registration &amp; financial assistance = 48 students (15 former foster youth)</li> <li>* Help with general assistance = 886 students</li> <li>* Help with resource &amp; referral assistance = 622 students received</li> </ul> <p>Data from Tutortrac was analyzed and student success (completion of coursework) was determined through an evaluation of grades on Peoplesoft.</p> <p><b>Result Type:</b> Inconclusive</p> <p><b>Action Status:</b> Action In Progress</p>	<p>09/12/2011 - Continue to track utilization of services. Students will be surveyed for level of satisfaction during the Fall 2011 semester.</p>

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p>information and 1:1 assistance with college enrollment, FAFSA and registration assistance</p>			
<p>Student Support - Student Affairs (Outcomes) - WMC-School Coaching program - Provide 1:1 School Coaching to improve retention and increase student persistence.</p> <p><b>Start Date:</b> 01/01/2011</p> <p><b>End Date:</b> 05/31/2013</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>If specific to a functional unit, indicate here:</b> Women &amp; Men's Center</p> <p><b>Strategies for Outcome:</b> 1. Staff/MSW Intern will meet with students in 1:1 sessions and groups to:</p> <ul style="list-style-type: none"> <li>a. identify issues with a plan for resolution.</li> <li>b. help student with anxiety and stress management</li> <li>c. identify and overcome barriers to goal attainment.</li> </ul>	<p><b>Assessment Task:</b> Case notes showing completion of school coaching goals will be documented by school coaching staff.</p> <p><b>Assessment Method Category:</b> Reporting System - Internal</p> <p><b>Criteria/Expected Level of Achievement:</b> 50% of the Students completing their treatment plan will successfully complete their classes with a passing grade.</p>	<p>05/26/2011 - The School Coaching program started 1/01/11.</p> <p>Masters in Social Work interns met with 63 students (15 former foster youth) for 1:1 assistance and School Coaching appointments. Interventions included identification of barriers and strategies to overcome the barriers along with positive strategies to handle stress and anxiety. Students accessed services through walk in appointments along with referrals from various sources including discipline referrals from the Dean of Student Affairs for follow up to an identified problem.</p> <p>Of the 63 students, who walked in or were referred, 38 maintained contact of at least three appointments and we identified at least 12 of those students who successfully completed the Spring 2011 semester and are enrolling in the Summer 2011 session.</p> <p>Workshops were not held this semester</p> <p><b>Result Type:</b> Inconclusive</p> <p><b>Action Status:</b> Action In Progress</p>	<p>10/17/2011 - Data not yet available for Fall 2011 contacts. MSW Interns started in September. Process for implementing School Coaching began Oct. 1st.</p> <p>05/26/2011 - * Implement card system for sign into Tutortrac. Students are not signing in resulting in lost data regarding interventions, and center use.</p> <p>* Update the categories in Tutortrac to more accurately reflect center use consistent with the updated services in the center.</p>
	<p><b>Assessment Task:</b> Pre-post tests will be administered before and after workshops and group sessions to measure knowledge acquisition</p> <p><b>Assessment Method Category:</b> Pre/Post Tests</p>	<p>10/17/2011 - Still in process. Workshops are scheduled to begin November, 2001</p> <p><b>Result Type:</b> Inconclusive</p> <p><b>Action Status:</b> Action In Progress</p>	

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
	<p><b>Criteria/Expected Level of Achievement:</b> Work till in process. Groups are scheduled to begin November, 2011</p>		
<p>Student Support - Student Affairs (Outcomes) - WMC-Student Satisfaction - The Center will assess student satisfaction with Women and Men's Center services.</p> <p><b>SLO or SUO:</b> SLO</p> <p><b>Start Date:</b> 01/01/2011</p> <p><b>End Date:</b> 05/31/2013</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>If specific to a functional unit, indicate here:</b> Women &amp; Men's Center</p> <p><b>Strategies for Outcome:</b></p> <ol style="list-style-type: none"> <li>1. Develop a program satisfaction survey</li> <li>2. Invite students to anonymously participate in a satisfaction survey online.</li> <li>3. Gather data from satisfaction surveys.</li> </ol>	<p><b>Assessment Task:</b> Pre/Post tests will indicate knowledge acquisition of the desired skills.</p> <p><b>Assessment Method Category:</b> Pre/Post Tests</p> <p><b>Criteria/Expected Level of Achievement:</b> Increase of 50% knowledge related to supporting the student success for LBCC students.</p>	<p>05/26/2011 - Pre/Post tests were not provided this year.</p> <p><b>Result Type:</b> Inconclusive</p> <p><b>Action Status:</b> Action In Progress</p>	<p>10/17/2011 - Pre/Post tests are scheduled for Fall 2011</p> <hr/> <p>09/12/2011 - Satisfaction survey will be distributed Spring 2012</p> <hr/>
<p>Student Support - Student Affairs (Outcomes) - Student Health Services-Awareness of Student Health Services - The campus community will know the locations and scope of services of the LBCC SHS on each campus. The campus community will be aware of Student Health and Psychological Services offered in the neighboring community.</p> <p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 08/01/2010</p> <p><b>End Date:</b></p>	<p><b>Assessment Task:</b> A comparison of the number of student contacts made in SHS outreach efforts in fiscal year 2009-2010 compared to the prior fiscal year 2008-2009.</p> <p><b>Assessment Method Category:</b> Reporting System - Internal</p> <p><b>Criteria/Expected Level of Achievement:</b> SHS outreach efforts will yield a 20% increase in student contacts in fiscal year 2009-2010 above the number of contacts made in 2008-2009.</p>	<p>05/18/2011 - Student outreach contacts for 2009-2010 were 4828. For 2010-2011 there were 4139. This is a decrease in contacts by 689. Since most of our outreach to students is in the form of health fairs and health tables, the reason for the decrease in outreach numbers may be due to the construction on the PCC and the inability to have sufficient safe space to set up health fairs and outreach tables in this fiscal year. Though we did not assess the numbers of "new students" to the SHS clinics in 2009-2010, in the 2010-2011 fiscal year we saw 1283 student that were new to SHS. We will monitor this for the next fiscal as well.</p> <p><b>Result Type:</b></p>	<p>09/12/2011 - In lieu of the larger health fairs, in this fiscal we have outreached to students by the presence of Health More mobil vans and tables set up when appropriate in the lower level of the former PCC library. We will continue to be creative in getting outreach to the PCC students in 2011-2012 and re-assess this in the next evaluation period.</p> <hr/>

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p>05/31/2012</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>If specific to a functional unit, indicate here:</b> Student Health Services</p> <p><b>Strategies for Outcome:</b> Presentations on Health and Psychological Services to groups of students, faculty members, and staff indicating SHS locations and scope of on-campus services and off-campus community referrals. Presentations to increase awareness will take place in classrooms, orientations for programs and clubs, ASB, President's Ambassadors, orientation for new staff and faculty, and outreach events on campus.</p> <p>SHS will maintain a web page indicating dates, times, and locations of outreach events. The web site will also include links to a Community Resource Guide and other community referrals such as mental health hotlines and smoking cessation programs, and health tips for common health concerns, as well as the LBCCD emergency flow chart.</p> <p>SHS events and information will also be in the form of all-campus emails to faculty and staff, The Loop, and LBCC Facebook.</p>		<p>Criteria Not Met</p> <p><b>Action Status:</b> Action In Progress</p> <hr/> <p>10/15/2010 - Through fiscal year 2008-2009 Student Health Services outreach efforts yielded 3548 contacts. In the fiscal year 2009-2010, contacts were increased to 4828. This is a 26.5% increase in student contacts through outreach efforts.</p> <p><b>Result Type:</b> Criteria Met</p> <p><b>Action Status:</b> No Action Required</p>	
<p>Student Support - Student Affairs (Outcomes) - Student Health Services-Navigating the LBCC Student Health Services system - Students will apply satisfactory self-advocacy, communication, and personal responsibility skills in making same-day and future appointments for health care in the SHS on campus.</p>	<p><b>Assessment Task:</b> Compare and contrast the number of student appointments made to the number of appointments actually kept. Breakdown the number of missed student appointments by those cancelled compared to those who were "no-shows".</p> <p><b>Assessment Method Category:</b> Reporting System - Internal</p>	<p>05/18/2011 - Compared to data collected in 2009-2010 the assessment for 2010-2011 is as follows: 7660 SHS Appts made in 2010-2011 which is 345 less appts made for this fiscal year, however, the "no show" rate dropped from 74% in 2009-2010 to 11% in 2010-2011. This is a 63% increase in evidence of student satisfactory self-advocacy, communication and personal responsibility in</p>	<p>09/12/2011 - We will continue to use the reminder emails for the 2011-2012 fiscal and re-assess this goal.</p> <hr/>

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p><b>SLO or SUO:</b> SLO</p> <p><b>Start Date:</b> 08/01/2010</p> <p><b>End Date:</b> 05/31/2012</p> <p><b>Outcome Status:</b> Active - Currently Assessing</p> <p><b>If specific to a functional unit, indicate here:</b> Student Health &amp; Psychological Services</p> <p><b>Strategies for Outcome:</b> Students will receive information on navigating the health care system on LBCC campus through all personal, written, and web-based information by SHS staff.</p>	<p><b>Criteria/Expected Level of Achievement:</b> Expect the percentage of appointments missed to be ~10%. Expect the percentage of that number to be 90% cancelled and 10% "no show."</p>	<p>coming in for scheduled appointments. This may have been the result of our software system sending out reminder emails to students when their appointments are due.</p> <p><b>Result Type:</b> Criteria Met</p> <p><b>Action Status:</b> Action In Progress</p> <hr/> <p>10/15/2010 - 8005 student appointments made. 6965 appointments kept. 87% of total appointments were kept. 13% of total appointments made were missed. Of the appointments missed, 16.4% were appropriately cancelled, 83.5% were "no-shows".</p> <p><b>Result Type:</b> Criteria Not Met</p> <p><b>Action Status:</b> Action In Progress</p>	<p>10/15/2010 - Software installation feature activated in existing appointment system (Point N Click) which sends email reminders out to students regarding upcoming Student Health Services appointments. We expect to see a decrease in missed appointments by sending appointment reminders out to students. This will be evaluated in the next fiscal timeframe.</p>
<p>Student Support - Student Affairs (Outcomes) - Student Health Services- Campus community will be aware of SHS locations and services offered to students. - Increase awareness of Health &amp; Psychological Services amongst the campus community.</p> <p><b>SLO or SUO:</b> SUO</p> <p><b>Start Date:</b> 08/31/2009</p> <p><b>End Date:</b> 05/31/2012</p> <p><b>Outcome Status:</b> Inactive</p>	<p><b>Assessment Task:</b> ? Paper survey distributed in classes and at events ? Survey results continue to improve or remain stable in 2009-2010</p> <p><b>Assessment Method Category:</b> Survey - Process</p> <p><b>Criteria/Expected Level of Achievement:</b> Increase of 25% over course of year.</p>		

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p><b>If specific to a functional unit, indicate here:</b>            Student Health &amp; Psychological Services</p> <p><b>Strategies for Outcome:</b>            Presentations on Health and Psychological Services to groups of students, faculty members, and staff indicating SHS locations and scope of on-campus services and off-campus community referrals. Presentations to increase awareness will take place in classrooms, orientations for programs and clubs, ASB, President's Ambassadors, orientation for new staff and faculty, and outreach events on campus.            SHS will maintain a web page indicating dates, times, and locations of outreach events. The web site will also include links to a Community Resource Guide and other community referrals such as mental health hotlines and smoking cessation programs, and health tips for common health concerns, as well as the LBCCD emergency flow chart.            SHS events and information will also be in the form of all-campus emails to faculty and staff, The Loop, and LBCC Facebook.</p>			
<p>Student Support - Student Affairs            (Outcomes) - Student Health Services- Health &amp; Wellness knowledge - Students will gain more knowledge regarding their health needs that will enhance their overall wellness.</p> <p><b>SLO or SUO:</b>            SUO</p>	<p><b>Assessment Task:</b>            ? Paper survey distributed in classes and at events            ? Survey results continue to improve or remain stable in 2009-2010</p> <p><b>Assessment Method Category:</b>            Survey - Satisfaction</p>		
<p><b>Start Date:</b>            08/31/2009</p> <p><b>End Date:</b></p>			

Intended Outcomes	Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed	Results of Assessment	Action Taken & Follow-Up
<p>05/31/2013</p> <p><b>Outcome Status:</b> Inactive</p> <p><b>If specific to a functional unit, indicate here:</b> Student Health &amp; Psychological Services</p> <p><b>Strategies for Outcome:</b> Health and Psychological Services staff provides individual physical and psychological counseling and basic health screening. Staff provide written information addressing common health concerns, recommend programs for smoking, weight loss, and other health issues and make appropriate referrals to campus and community resources</p>			