

## II. Assessing Outcomes

### 1.A. Report on 2017-2018 Assessment Plan and Objectives for Student Services Area:

**Objectives:** *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

- Summer Advantage students will develop an updated Student Educational Plan
- Basic Skills Initiative workshop participants will learn about counseling services and meet with a counselor.
- Students who participate in career exploration will learn about career information and resources.
- Students will develop a Student Educational Plan during Career Technical Education (CTE) Workshops.
- Students will learn student success strategies in workshops that cover a variety of topics (study skills, test taking skills, stress management, etc).

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	Summer Advantage students will develop an updated Student Educational Plan.	(SAO) Students who complete Summer Advantage in 2017 and were enrolled in fall 2017 will develop an updated Student Educational Plan with a counselor.	1a: Service to students, community, and workforce by providing educational opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	70% of the 2017-2018 Summer Advantage cohort will make a follow-up appointment with a counselor to develop an updated Student Educational Plan.	SARS/Colleague A report is used to track SA students who received an updated ed plan. Counseling to provide outreach to the students who still are in need of this service.	As of 6/08/17, percentage of updated Comprehensive SEP's for Summer Advantage: 62%	Criteria not met. Recommend continuing to include this objective in the 2018-19 program review. Counseling faculty will work closely with SSSP Ed Advisor to contact Summer Advantage students to update their comprehensive SEP.	Continued/Modified: Educational Advisor was given specific task to contact all Summer Advantage students to schedule appointments with Counseling faculty for an update to their SEP.

2.	Basic Skills Initiative workshop participants will learn about counseling services and meet with a counselor.	<b>(SAO)</b> Basic Skills Students will make a counseling appointment upon completing a Basic Skills Initiative workshop.	1a/c: Service to students, community, and workforce by providing educational opportunities and promoting collaboration. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	55% of Norco College Basic Skills students who attended a BSI workshop will make a follow-up appointment with a counselor.	SARS report will be developed to track BSI students who made a follow up appointing with a counselor after attending a BSI workshop. Counseling to provide outreach to the students who still are in need of this service.	142 students were tracked during fall 2017. No follow-up numbers were provided on the actual total number of Norco College students who were considered as Basic Skills. Of the 142 tracked in fall, 52 appear to have met with a counselor after attending the workshop indicating a 37% of students who made a follow-up appointment.	Criteria Not Met and/or Inconclusive It is uncertain as to what was the exact number of Basic Skills students there were for the 17-18 school year. What does seem apparent is that a lower number of students who attended the workshops followed up with counseling appointments.	Continued/Modified: This will objective will be returned to active status, perhaps modified in language to reflect the impacts of AB705
3.	Students who participate in career exploration will learn about career information and resources.	<b>(SLO)</b> Students that utilize career exploration resources will discover career specific information based on personality results.	1a: Service to students, community, and workforce by providing educational opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	75% of students will answer the direct learning assessment questions correctly. (Pre/Post survey)	Pre/Post Survey will be administered before and after career exploration services.	93% of all students surveyed (Pre/Post) who participated in career exploration courses and workshops answered postsurvey direct learning assessment questions correctly demonstrating increased knowledge about career resources and tools.	Criteria Met.	Moved to Strengths
4.	BSI students will receive a Student Educational Plan during the workshop or at a follow-up	<b>(SAO)</b> Students will identify a program of study and develop a SEP upon completion of a Basic Skills (BSI) Workshop.	1a/c: Service to students, community, and workforce by providing educational opportunities and promoting	40% of Norco College Basic Skills students who attend a BSI workshop and do not have a Student Educational Plan on file will receive a plan.	A SARS report will be developed to track BSI students receiving their plans and followed up on	As of publication of this document, data has not yet been acquired or reviewed to determine if the goal of 40% was met. It is estimated	Inconclusive	Continued/Modified: With two counselors provided reassignment time towards this initiative, it is anticipated that data tracking will become more reliable and

	meeting with a counselor, at the discretion of the counselor(s) hosting the workshop		collaboration. 3. Provides foundational skills and pathways to transfer, certificates and degrees.		by an educational advisor. Counseling staff and faculty will provide outreach to the students who still are in need of this service.	that criteria was met based on data reviewed from the 16-17 program review and due to the significant number of workshops and/or SEP counseling appointments done by the assigned counselors.		consistent. This SAO will be revisited in the 2019-2020 Assessment Plan.
--	--	--	---	--	--	---	--	--

**\*Please see appendix for description.**

### **II.1.B. Program Modifications for 2017-2018 Data Assessment (“Closing the Loop”)**

*Note: For 2015-2016 outcomes assessments you are continuing or modifying in your 2016-2017 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.*

<b>Outcome</b>	<b>Evidenced and detailed (Describe how you used outcome data for programmatic modifications)</b>

## II.2.A. 2018-2019 Assessment Plan for Student Services Area:

**Objectives:** *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

- Summer Advantage students will develop an updated, comprehensive Student Educational Plan.
- Basic Skills Initiative (BSSOT) workshop participants will identify the differences between victim/creator mindsets (motivation)
- Basic Skills Initiative (BSSOT) workshop participants will identify Norco College Schools/Pathways
- Norco College students who see a counselor on drop-in will develop their SEPs

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Summer Advantage students will develop an updated, comprehensive Student Educational Plan.	(SAO) Students who complete Summer Advantage during summer term 2018 and enrolled in fall 2018 will develop an updated Student Educational Plan with a counselor.	1a: Service to students, community, and workforce by providing educational opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	75% of the 2018-2019 Summer Advantage cohort will make an appointment with a counselor to develop an updated Student Educational Plan.	SARS/Colleague A report is used to track Summer Advantage students who received an updated comprehensive Student Educational Plan. Counseling staff and faculty to provide outreach to the students who still are in need of this service.	Criteria Met Due to a focused campaign, insuring that every student had an appointment and was advised of the importance of receiving his or her SEP (i.e. may not be eligible for early registration) 92% of all 2018 Summer Advantage students met with a counselor and received a comprehensive SEP.	Continued / Modified: With the change in the state's funding model as well as the anticipated impact of the implementation of AB705 and the EduNav system, it is uncertain if emphasis on students receiving a comprehensive SEP from a counselor will continue.
2.	Basic Skills Initiative (BSSOT) workshop participants will identify the	(SLO) BSSOT (BSSOT) workshop participants will identify the differences between victim/creator	1a: Service to students, community, and workforce by providing educational	85% of BSSOT students will take a learning survey identifying differences between victim/creator	Post Survey will be administered after student's participation in a BSSOT workshop.	Criteria Met 193 students were surveyed at the end of the 3rd BSSOT workshop. Students were asked to	Moved to Strengths

	differences between victim/creator mindsets (motivation)	mindsets identifying victim/creator when looking at statements on a survey.	opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	mindsets.		identify a creator statement in a multiple choice survey and 95.9% of students answered the question correctly.	
3.	Basic Skills Initiative (BSSOT) workshop participants will identify Norco College Schools / Pathways	<b>(SAO)</b> Basic Skills Students will complete a learning survey at the end of the workshop series.	1a/c: Service to students, community, and workforce by providing educational opportunities and promoting collaboration. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	50% of Norco College Basic Skills students who attend a BSSOT workshop will identify the Norco College Schools/Pathways on a learning survey.	Post Survey will be administered after student's participation in a BSSOT workshop.	Criteria Met 189 students were surveyed at the end of the 3rd BSSOT workshop. Students were asked to list the Norco College's four schools and 81.5% of students answered the question correctly.	Moved to Strengths
4.	Norco College students who see a counselor during "drop-in" counseling will develop their SEP	<b>(SAO)</b> Students who visit Counseling and meet with a counselor using drop-in counseling will develop or update their Student Educational Plan with a counselor.	1a: Service to students, community, and workforce by providing educational opportunities. 3. Provides foundational skills and pathways to transfer, CTE, certificates and degrees.	70% of Norco College students who meet with a counselor on drop in counseling will receive/update a Student Educational Plan (SEP) if needed.	Using SARS and Colleague, a report will be used to track students and determine how many received a comprehensive Student Educational Plan.	Criteria Not Met: Out of the 13,207 students who meet with a counselor under drop-in counseling, 3,998 (or 30%) developed or updated their comprehensive or abbreviated SEP.	Continued / Modified: With the rollout of the EduNav system and implemented changes to English and math under AB705, it is anticipated that the 'SEP development process' will be largely affected. This objective may be subject to modification and/or discontinuance for the upcoming school year.

**\*Please see appendix for description.**

**\*\*More detailed description on the following page.**