Student Services Outcomes 2022

Student Life

PLO

1) Students who interact with Student Life programs will gain self-awareness, self-confidence, and self-understanding in a structured environment.

Health Services SAO/SLOs

1) Students will be able to correctly identify at least 2 ways stress affects student success after attending one presentation.
2) Students will utilize physical and mental healthcare management tools and services on campus.
3) Students who engage in mental health services will be able to better manage their mental health.

Student Life SAO/SLOs

1) Students who engage in student life activities will be able to identify at least two leadership styles with which they identify.
2) Students who participate in student government will be able to develop an organizational mission and vision statement.
3) Students who participate in student life activities will learn at least two new networking skills for their leadership growth.

Standard benchmark 70%

Special Funded Programs

PLO: Students engaged in Special Funded Programs will be able to identify and mitigate challenges through various support services, activities, workshops, and counseling contacts.

EOPS/CARE/NextUp

1. **SLO: Students who participate in the EOPS/CARE/NextUp program will receive over and above services which will lead to the students' ability to exhibit the knowledge and skills to make progress towards their educational goals.**

   Activities: Three-term contacts with an advisor and/or counselor; workshops; educational benefits; case management approach.

   Measurement: Assess persistence, success, and GPA data

2. **SAO: Students who participate in EOPS/CARE/NextUp will complete a comprehensive Education Plan (SEP)**

   Activities: 3-Required counseling appointments; staff follow-up with students to schedule appt.

   Measurement: Completion of Comprehensive SEP; SARS records of student contacts.

CalWORKs

1. **SLO: CalWORKs students will develop a comprehensive Student Educational Plan (SEP) that reflects the requirements for at least one of the following academic goals: certificate, associate degrees, and/or transfer that leads to self-sufficiency.**

   Activities: SARS records-Counseling appointments; Check-In mid-semester meetings with Ed Advisor

   Measurement: SARS data for SEP records and Check-in records; persistence data via MIS.

2. **SAO-The CalWORKs program will increase program enrollment via recruitment efforts.**

   Activities: Recruitment with county partners; job clubs; college Fin Aid records

   Measurement: 10% increase; baseline 2022-28 students

Phoenix Scholars

1. **SLO: Students who participate in the Phoenix Scholars program will receive over and above services which will lead to the students' ability to exhibit the knowledge and skills to make progress towards their educational goals.**

   Activities: Six mandatory term contacts with staff and/or counselor; workshops; educational benefits; case management.

   Measurement: Assess persistence, success, and GPA data

2. **SAO: Students who participate in Phoenix Scholars will complete a comprehensive Education Plan (SEP)**

   Activities: Three mandatory contacts with the program counselor

   Measurement: Comp SEP completion and on file

3. **SAO-The Phoenix Scholars program will increase program enrollment via recruitment efforts. (10% ea yr)**

   Activities: Recruitment with county partners; job clubs; college Fin Aid records; housing programs

   Measurement: 10% increase; baseline 2022-32 students

Unity Zone

1. **SLO: Workshops facilitated by the Unity Zone will promote student awareness and increased personal development.**

   Activities: Workshops throughout the term; guest speakers; community advocates

   Measurement: Post Survey after each event

2. **SAO: The Unity Zone serving LGBTQIA+ and Undocumented students will provide supportive services both online and in-person which will result in an increased sense of belonging, greater self-awareness, and increased ability to access supportive services at Norco College.**

Activities: Track services obtained in person and online; types of services and student satisfaction with services received.

Measurement: Online/In-person service tracking; satisfaction of services offered in the Unity Zone.

DRC

1. **SLO: DRC students will understand the connection between their approved services and their disability-related needs.**

   Activities: Counseling appointments, workshops

   Measurements: Completion of AAP (Academic Adjustment Plan)

2. **SAO: Enrolled DRC students will have at least one documented contact in order to meet Title 5 requirements.**

   Activities: Meetings with program personnel and/or counselor

   Measurements: SARS record of student contacts. Academic Adjustment Request Form submissions, SAM contact logs.

Enrollment Services

PLOs

1. The general student population will broaden educational knowledge on how to navigate the enrollment services processes as a result of interactions through multiple modes of communication.
2. The general student population will build connections and trust with the college as a result of student contacts and collaboration with enrollment services.

NORCO COLLEGE LIBRARY SLOS AND SAOS

	Alignment to:	
Library Student Learning Outcome (SLOs)	**RCCD General Education Outcome**	**ACRL Information Literacy Framework**
SLO 1: Students will effectively express their information need as a research question.	Communication – Students will be able to communicate effectively in diverse situations. Be able to create, express and interpret meaning in oral, visual and written forms. Will also be able to demonstrate quantitative literacy and the ability to use graphical, symbolic and numerical methods to analyze, organize, and interpret data.	Research as Inquiry – Research is iterative and depends upon asking increasingly complex or new questions whose answers in turn develop additional questions or lines of inquiry in any field.
SLO 2: Students will use technology tools and systems to access and locate relevant information sources.	Information Competency and Technology Literacy – Students will be able to use technology to locate, organize, and evaluate information. They will be able to locate relevant information, judge the reliability of sources, and evaluate the evidence contained in those sources as they construct arguments, make decisions, and solve problems.	Searching as Strategic Exploration – Searching for information is often nonlinear and iterative, requiring the evaluation of a range of information sources and the mental flexibility to pursue alternate avenues as new understanding develops.
SLO 3: Students will critically analyze and evaluate information.	Critical Thinking – Students will be able to demonstrate higher order thinking skills about issues, problems, and explanations for which multiple solutions are possible. Students will be able to explore problems and, where possible, solve them. Students will be able to develop, test, and evaluate rival hypotheses. Students will be able to construct sound arguments and evaluate the arguments of others.	Authority is Constructed and Contextual – Information resources reflect their creators' expertise and credibility, and are evaluated based on the information need and the context in which the information will be used. Authority is constructed in that various communities may recognize different types of authority. It is contextual in that the information need may help to determine the level of authority required.
SLO 4: Students will use information ethically and legally.	Self-Development and Global Awareness – Students will be able to develop goals and devise strategies for personal development and well-being. Be able to demonstrate an understanding of what it means to be an ethical human being and effective citizen in their awareness of diversity and various cultural viewpoints.	Information Has Value – Information possesses several dimensions of value, including as a commodity, as a means of education, as a means to influence, and as a means of negotiating and understanding the world. Legal and socioeconomic interests influence information production and dissemination.

Library Service Areas:

1. Research
2. Resources
3. Space
4. Events

Library Service Area Outcomes (SAOs):

SAO 1: Library users who engage in online and in-person reference services will be able to select and evaluate appropriate library resources that meet a particular information need.

SAO 2: Students, faculty, and classified professionals are satisfied with the quantity, currency, depth, and variety of library resources for their academic and professional needs regardless of location or means of delivery.

SAO 3: Students who use library physical spaces will report that the environment and facilities are welcoming, and support both collaborative and independent research and learning.

SAO 4: Faculty, students, and community users who attend a library event will be able to identify at least one way the experience contributed to their academic success, professional development, or personal well-being.