

# STUDENT SERVICES PROGRAM REVIEW WORKSHEET

**Student Services Area:** Upward Bound-Corona

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**Academic Year:** 2015-2016

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## I. Student Services Area Overview

*The **Area Overview** should reflect the consensus of the staff within the student services area. It is meant to provide a broad understanding of the area, current trends related to the area's mission, and how the area serves to meet the overall mission or goals Norco College. The following reflects the general guidelines followed by the service areas in completing their area overview. (I.1.-I.5. contains brief, succinct narrative for each area; should be about 2 pages in length.)*

### 1. Mission Statement

Norco College Upward Bound provides students with academic guidance, personal development and fundamental support to participants in their preparation for college entrance. The program provides opportunities for participants to succeed in their precollege performance and ultimately in their higher education pursuits. (Revised Fall 2015)

### 2. Philosophy Statement

Upward Bound provides services designed to increase students' knowledge and academic performance in order to meet postsecondary eligibility. The goal of Upward Bound is to increase the rate at which participants enroll in and graduate from postsecondary institutions. (Revised Fall 2015)

### **3. Summary**

- Guide students with the college application process, financial aid, and enrollment into a postsecondary institution.
- Provide opportunities for participants to visit four-year universities, cultural, and career related fieldtrips.
- Provide opportunities for participants to do career exploration and life planning.
- Offer activities to prepare students with the transition from high school into postsecondary institutions.

### **4. Strengths**

*Note: Briefly describe about five of your area's greatest strengths. As applicable, strengths substantiated through data are required.*

- 1.** 91% of graduating seniors (class of 2015) met the state standard at proficient for Math and Reading/Language Arts
- 2.** 98% of program participants promoted to the next grade level or graduated from high school
- 3.** 74% of graduating seniors (class of 2015) enrolled in a postsecondary institution for Fall 2015
- 4.** The program has consistently maintained a collaborative partnership with various school personnel at Corona High School; administrators, counselors, teachers and staff. The partnership allows for the program to continuously serve program participants by providing a working space, access to the school database, and ensuring program events and activities do not interfere with the school's calendar.
- 5.** For Summer 2015, the program provided services to participants who were enrolled in Summer School at Corona High School. Being able to provide services during the summer to students who don't usually receive them has allowed the program to increase students' academic performance and the retention rate.
- 6.** The persistence rate has been met for two academic years in a row. The goal was initially set at 90% and met. For 2014-2015, the goal was 95%, the actual outcome was 98%.

### **5. Students Served**

For the academic year 2015-2016, the Upward Bound-Corona program served a total of 60 Corona High School students. Our students met at least one of the three criteria:

1. low-income (*per established federal guidelines*)
2. first generation, potential college students (*self-reported*)
3. demonstrates academic need

2/3 of participants are both low-income and first generation potential college students.

## II. Assessing Outcomes

### 1.A. Report on 2014-2015 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.*

- Increase the persistence rate of Upward Bound participants from one year to the next.
- Improve program participants' knowledge of postsecondary education academic requirement.
- Increase 12<sup>th</sup> graders' understanding of their financial aid award letter.
- Increase the rate at which Upward Bound students master the four year application and/or transfer application process.

	<b>Objective</b>	<b>Student Learning Outcome (SLO) or Service Area Outcome (SAO)</b>	<b>Relevance of Objective to Norco College Mission *</b>	<b>Assessment Criteria (Specify Target Performance Level)</b>	<b>Assessment Measure</b>	<b>Findings</b>	<b>Improvement Recommendations (next step)</b>	<b>Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)</b>
1.	Increase the persistence rate of Upward Bound participants from one year to the next.	<b>SAO:</b> The Upward Bound-Corona program will provide academic services and activities throughout the academic year to keep participants connected to the program and to achieve a high persistence rate.	This objective is relevant to Norco College's Mission Statement because it serves students by providing program services that will ultimately result as a pathway to postsecondary education.	<b>95%</b> of 2013-2014 continuing participants (9 <sup>th</sup> -11 <sup>th</sup> graders) will continue to participate in the program in the 2014-2015 academic year.	- The following program documentation will be used to assess the persistence rate: individual contact logs, sign in sheets, participation records, Blumen software database, and the number of drop forms	Of the 2013-2014 continuing participants (9 <sup>th</sup> -11 <sup>th</sup> graders) 49 out of 50, <b>98%</b> continued to participate in the 2014-2015 academic year.	The goal for this objective was initially 90% last year. The goal was then increased to 95%, it was also met. The program can begin to use a new objective for another area.	B) moved to strengths

					submitted by students.			
2.	Improve program participants' knowledge of postsecondary education academic requirement.	<b>SLO:</b> Upward Bound-Corona participants will demonstrate knowledge and understanding of college preparation requirements for admission into postsecondary institutions.	This objective is relevant to Norco College's Mission Statement because it is aimed towards increasing student access to postsecondary education.	<b>75%</b> of Upward Bound-Corona participants will demonstrate a thorough understanding of post-secondary requirements by earning a score of 75% or higher on the UB College Knowledge Post Test (a higher score) than the Pre Test.	-Results from the UB College Knowledge Pre Test and Post Test will be gathered and evaluated.	45% of participants demonstrated understanding of post-secondary requirements by earning a score of 75% or higher on the UB College Knowledge Post Test.  Objective was not met.	Even though participants were provided with more than one workshop about postsecondary education academic requirements, during the 2014-2015 academic year, it is not enough for most participants. For the 2015-2016 academic year, the information will be covered a minimum of three times.	A) continued
3.	Increase 12 <sup>th</sup> graders' understanding of their financial aid award letter.	<b>SLO:</b> Upward Bound-Corona 12 <sup>th</sup> graders will demonstrate knowledge and understanding of a financial aid award letter, in preparation of the award letter they will receive from their postsecondary institution of admittance.	This objective is relevant to Norco College's Mission Statement because it is aimed towards increasing student knowledge of financial aid by providing educational opportunities to provide information in	75% of Upward Bound-Corona 12 <sup>th</sup> graders will demonstrate an understanding of a financial aid award letter by earning an 80% or higher on the Financial Aid Post Test.	Results from the Financial Aid Post Test will be gathered and evaluated.	Financial Aid Pre and Post Test was not administered.  Inconclusive.	Administer the pre and post test to 12 <sup>th</sup> graders.	A) continued

			depth. This knowledge will serve as a pathway to students' postsecondary education.					
4.	Increase the rate at which Upward Bound students master the four year application and/or transfer application process.	<b>SAO:</b> Upward Bound-Corona 12 <sup>th</sup> graders will be accepted to institutions of postsecondary education by Spring 2015.	This objective is relevant to Norco College's Mission Statement because it will provide a pathway to postsecondary education.	90% of Upward Bound-Corona 12 <sup>th</sup> graders (during the 2014-2015 school year) will master the four year college application and/or transfer application and be accepted into an institution of postsecondary education.	This will be measured by copies of college acceptance letters students submit to the program.	Only 17 out of 23 seniors enrolled in an institution of postsecondary education. This is equal to 74% of seniors during the 2014-2015 school year.  Objective was not met.	Ensure all seniors complete a senior exit survey and there is confirmation whether or not they were accepted and admitted to an institution of postsecondary education.	B) Continued

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

**II.1.B. Program Modifications for 2014-2015 Data Assessment (“Closing the Loop”)**

*Note: For 2014-2015 outcomes assessments you are continuing or modifying in your 2015-2016 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>
45% of participants demonstrated understanding of post-secondary requirements by earning a score of 75% or higher on the UB College Knowledge Post Test. The objective was not met.	Based on this outcome, it was determined that students need to receive information more than once in order to obtain a higher score. For 2015-2016, the information was only given once, but there was not enough participation in order to use this data. For
There was no assessment of 12 <sup>th</sup> graders understanding of a financial aid award letter because a pre and post financial literacy test is administered to 9 <sup>th</sup> -11 <sup>th</sup> graders only. There is no data for this objective.	In order for this data to be compiled, a measuring tool needs to be developed that is administered to 12 <sup>th</sup> graders only, specifically during Senior Seminar. This needs to be added to Senior Seminar syllabus prior to completing their intent to register for colleges and universities in May.
Only 17 out of 23 seniors enrolled in an institution of postsecondary education. This is equal to 74% of seniors during the 2014-2015 school year. The objective was not met.	A deadline needs to be set and implemented in order to receive the self-reported data from all seniors. Just as the assessment to determine understanding of financial aid award letters, this too needs to be added to the Senior Seminar Syllabus and completed prior to their graduation from high school. More than 17 students applied to colleges and universities and mastered the application; however, we can only use the data we have of those who actually enrolled.

**II.2.A. 2015-2016 Assessment Plan for Student Services Area: Upward Bound-Corona**

**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.*

- Improve program participants’ knowledge of postsecondary education academic requirements.
- Increase 9<sup>th</sup>- 11<sup>th</sup> graders’ knowledge with regards to financial literacy.
- Increase the rate at which Upward Bound students are accepted into institutions of postsecondary education.

	<b>Objective</b>	<b>Student Learning Outcome (SLO) or Service Area Outcome (SAO)</b>	<b>Relevance of objective to Norco College Mission*</b>	<b>Assessment Criteria (Specify Target Performance Level)</b>	<b>Assessment Measure (Measurement tool)</b>	<b>Completion (or anticipate completion)/ Findings</b>	<b>Improvement Recommendations (next step)*</b>
1.	Improve program participants’ knowledge of postsecondary education academic requirements.	<b>SLO:</b> Upward Bound-Corona participants will demonstrate an understanding of college preparation requirements for admission into postsecondary institutions.	<b>1a:</b> Provides educational opportunities.	<b>75%</b> of Upward Bound-Corona participants will demonstrate an understanding of post-secondary requirements by earning a score of 75% or higher on the UB College Knowledge Post Test (or a higher score) than the Pre Test.	-Results from the UB College Knowledge Pre Test and Post Test will be gathered and evaluated.	The pre and post test were administered in the early fall to 9 <sup>th</sup> and 10 <sup>th</sup> grade students only. At that time, Corona had not completed its recruitment and only two students participated. Both students improved their score by an average of 48%, but only one earned a 75% or higher.  Inconclusive; although the objective was not	<ol style="list-style-type: none"> <li>1. Administer the pre and post when recruitment has been completed and all underclassmen have begun receiving services.</li> <li>2. Ensure that there are sufficient participants for data collection.</li> </ol>

						met, the participant pool was not large enough to reflect the program.	
2.	Increase 9 <sup>th</sup> -11 <sup>th</sup> graders' knowledge with regards to financial literacy.	<b>SLO:</b> Upward Bound-Corona 9 <sup>th</sup> graders will demonstrate knowledge and understanding of financial literacy in order to prepare them for financial decisions related to their education.	<b>3:</b> Provides foundational skills. This knowledge will serve as a pathway to students' postsecondary education.	75% of Upward Bound-Corona 9 <sup>th</sup> -11 <sup>th</sup> graders will demonstrate their knowledge with regards to financial literacy by scoring 80% or higher on the Financial Aid Post Test.	Results from the Financial Aid Post Test will be gathered and evaluated.	75% of 9 <sup>th</sup> -11 <sup>th</sup> graders (24 out of 32) scored between 80%-100% on their Post Test.  Objective was met.	1. Consider keeping this SLO and aiming for a higher goal.
3.	Increase the rate at which Upward Bound students master the four year application and/or transfer application process.	<b>SAO:</b> Upward Bound-Corona 12 <sup>th</sup> graders will be accepted to institutions of postsecondary education by Spring 2015.	<b>3:</b> Provides a pathway to postsecondary education.	90% of Upward Bound-Corona 12 <sup>th</sup> graders (during the 2014-2015 school year) will master the four year college application and be accepted into an institution of postsecondary education.	This will be measured by copies of college acceptance letters students submit to the program.	91% of 12 <sup>th</sup> graders (20/22) submitted college acceptance letters/proof of enrollment to an institution of postsecondary education for Fall 2016.  Objective was met.	1. Follow up with students who fail to submit copies of their acceptance letter. This will allow for inclusion of all participants when gathering data.

## **II.2.B. 2015-2016 Assessment Plan Findings/Data Analysis**

### **SLO/SAO #1:**

#### **Findings/Data Analysis**

1. The pre and post test were administered in the early fall to 9<sup>th</sup> and 10<sup>th</sup> grade students only. At that time, Corona had not completed its recruitment and only two students participated.
2. Both students who participated improved their score by an average of **48%**, but only one earned a **75%** or higher.

Inconclusive; although objective was not met, the participant pool was not large enough to reflect the program.

#### **Improvement Recommendations**

1. Administer the pre and post when recruitment has been completed and all underclassmen have begun receiving services.
2. Ensure that there are sufficient participants for data collection.

### **SLO/SAO #2:**

#### **Findings/Data Analysis**

1. 75% of 9<sup>th</sup>-11<sup>th</sup> graders (24 out of 32) scored between 80%-100% on their Post Test.

#### **Improvement Recommendations**

1. Consider keeping this SLO and aiming for a higher goal.

### **SLO/SAO #3:**

#### **Findings/Data Analysis**

1. **91%** of 12<sup>th</sup> graders (20/22) submitted college acceptance letters/proof of enrollment to an institution of postsecondary education for Fall 2016.
2. Objective was met.

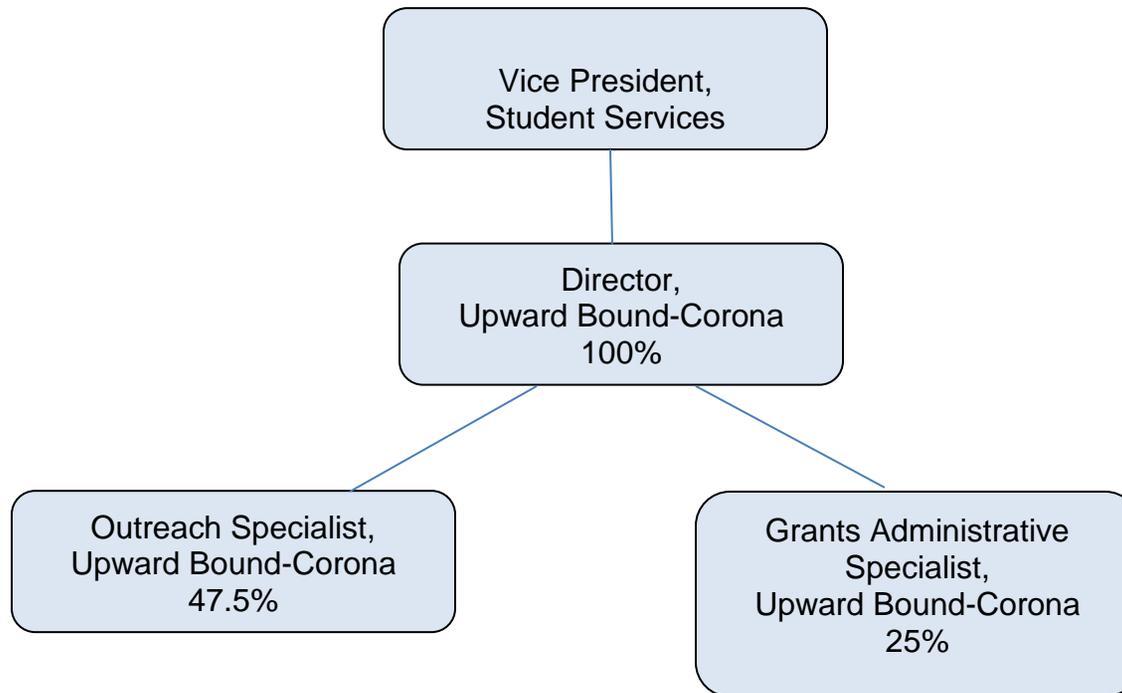
### **Improvement Recommendations**

1. Follow up with students who fail to submit copies of their acceptance letter. This will allow for inclusion of all participants when gathering data.

### III. Needs Assessment

#### 1. Staffing Level

*Provide a very brief description of your current staffing level or attach an organizational chart that includes positions only.*



## 2. Staffing Profile

Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016 - 2017	2017-2018
Administration		1	1	1	1	1	.50
Classified Staff FT					.30	.30	1.25
Classified Staff PT		1.0	.25	.25	.475	.475	
Confidential Staff FT							
Faculty FTE Full time							
Faculty FTE Part time							
<b>Total Full Time Equivalent Permanent Staff</b>		2	1.25	1.25	1.775	1.775	1.75
Short Term Staff			8.0	9.0	9.0	5.0	5.0
Student Workers			3.0	3.0	3.0	1.5	2.0

## 3. Improvement Areas

Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

- The three Upward Bound Programs at Norco College have had difficulty securing classroom and computer lab space for a five week summer program that takes place at Norco College every summer.
- Currently the program operates with permanent part-time classified staff. Upward Bound will be restructuring our programs to allow for more full time staff to be employed by each program.

#### 4. Staff Needs

##### NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

<p align="center"><b>List Staff Positions Needed for Academic Year 2016-2017</b>  <b>Please be as specific and as brief as possible when offering a reason.</b>                      Place titles on list in order (rank) or importance.</p>	<p align="center"><b>Indicate</b>  <b>N = New</b>  <b>R=Replacement</b>  <b>I = Increase</b>  <b>time</b></p>	<p align="center"><b>Annual TCP*</b>                      TCP for                      employee</p>
<p><b>1. Grants Administrative Specialist</b>  <u>Reason:</u> The Grants Administrative Specialist position is funded by the three Upward Bound grants at Norco College. Rather than filling a director position that became vacant, one director's time and effort was split 50% between two grants (Centennial and Norte Vista, respectively). The Upward Bound Corona grant is able to increase fund this position's time and effort at 30% (it was 25%). The other two grants are able to fund the position at 70% between the two. All three grants program funds can sustain our Grants Administrative Specialist to be full time for 2016-2017 academic year.</p>	<p align="center"><b>I</b></p>	<p align="center"><b>From 25% to 30%</b></p>
<p><b>2. Outreach Specialist</b>  <u>Reason:</u> Upward Bound operates through federal categorical funds. Due to the unique needs of our program, there are times when it is necessary (and feasible) to increase this classified employee's time and effort (currently 47.5%) in order to achieve program objectives. One of these examples is the summer program, our busiest time of the year.</p>	<p align="center"><b>I</b></p>	<p align="center"><b>Dependent on time and effort increase</b></p>

\* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

**5. Equipment (*Not* including technology) Needs Not Covered by Current Budget**

<b>List Equipment or Equipment Repair Needed for Academic Year 2016-2017</b> <b>Please list/summarize the needs of your unit below.</b> <b>Please be as specific and as brief as possible.</b> Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
<b>1. None at this time.</b> Reason:			
<b>2.</b> Reason:			
<b>3.</b> Reason:			
<b>4.</b> Reason:			
<b>5.</b> Reason:			
<b>6.</b> Reason:			

\* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.

## 6. Technology++ Needs Not Covered by Current Budget

*NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)*

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom, etc.)	Is there existing Infrastructure ?	How many users served ?	Has it been repaired frequently ?	Annual TCO*		
								Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	<b>Desktop Computers:</b> Upward Bound has not replaced their computers in at least five years. As a result, the computers operate slower than usual and they constantly not respond, freeze, etc.	R	C	Office	Yes	2	Yes	\$1,500	2	\$3,000
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- TCO = “Total Cost of Ownership” for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

**7. Facilities Needs Not Covered by Current Building or Remodeling Projects\***

<p align="center"><b>List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities)</b> Place items on list in order (rank) or importance.</p>	<p align="center"><b>Total Cost of Request</b></p>
<p><b>1. Secured space for the mandatory Upward Bound Summer Program</b>  <u>Reason:</u> The Upward Bound Programs host an annual six week summer program, as required by federal regulations. The programs have had difficulty securing space at Norco College as our program has the least priority when reserving space for summer use.</p>	<p align="center"><b>No fee to program</b></p>
<p><b>2.</b> <u>Reason:</u></p>	
<p><b>3.</b> <u>Reason:</u></p>	
<p><b>4.</b> <u>Reason:</u></p>	
<p><b>5.</b> <u>Reason:</u></p>	
<p><b>6.</b> <u>Reason:</u></p>	

\*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

**8. Professional or Organizational Development Needs Not Covered by Current Budget\***

<p align="center"><b>List Professional Development Needs for Academic Year 2016-2017</b></p> <p>Reasons might include in response to assessment findings or the need to update skills. <b>Please be as specific and as brief as possible.</b> Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. COE Institutional Membership</b>  <u>Reason:</u> We would like to request that Norco College purchase the institutional membership for the Council for Opportunity in Education (COE). This membership is important to all TRiO programs as they are the group that provides advocacy efforts at the federal level. In addition, TRiO program staff attends their annual conference. A discounted rate is offered for members. TRiO staff also participates in webinars provided throughout the year.  <i><b>*Please note: The institutional membership is paid between all three campuses at RCCD based on the number of TRiO programs which are housed on each respective campus. The total cost is \$5,250. The cost per item listed is the amount that corresponds to the Upward Bound-Corona Program. The total amount for all five (5) TRiO programs at Norco College is approximately \$2,390.</b></i></p>	<b>\$478</b>	<b>1</b>	<b>\$478*</b>
<p><b>2. WESTOP Institutional Membership</b>  <u>Reason:</u> The TRiO programs at Norco College have been paying for institutional membership to be part of the Western Association of Educational Opportunity Personnel (WESTOP). WESTOP is one of the ten</p>	<b>\$144</b>	<b>1</b>	<b>\$144*</b>

<p>regional associations dedicated to furthering educational opportunities for low-income, first-generation and disabled students and at the same time providing professional development to its members. By being part of WESTOP, the programs take advantage of the discounted rates to attend annual conferences, professional development seminars, and having our students apply for scholarships that are available through the chapter and regional organization. All five TRiO programs are requesting that Norco College pay our annual membership fees for the 2016-2017 academic year. This will allow our programs to save a minimal amount of money that could be used towards our program needs.</p> <p><b><i>*Please note: The institutional membership has been paid amongst the five TRiO programs at Norco College for the last four years.</i></b></p> <p><b><i>The cost per item listed is the amount that corresponds to the Upward Bound-Corona program. The total amount for all five (5) TRiO programs at Norco College is approximately \$720.</i></b></p>			
<p><b>3.</b> <u>Reason:</u></p>			
<p><b>4.</b> <u>Reason:</u></p>			
<p><b>5.</b> <u>Reason:</u></p>			
<p><b>6.</b> <u>Reason:</u></p>			

\*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

**9. SAFETY NEEDS not covered by current budget**

<p><b>List Safety Needs for Academic Year 2016-2017</b>                      Please list/summarize the needs of your unit below.                      Please be as specific and as brief as possible.                      Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. None at this time.</b> <u>Reason:</u></p>			
<p><b>2.</b> <u>Reason:</u></p>			
<p><b>3.</b> <u>Reason:</u></p>			
<p><b>4.</b> <u>Reason:</u></p>			
<p><b>5.</b> <u>Reason:</u></p>			
<p><b>6.</b> <u>Reason:</u></p>			

**10. OTHER NEEDS not covered by current budget**

<p align="center"><b>List Other Needs for Academic Year 2016-2017</b>                      Please list/summarize the needs of your unit below.                      Please be as specific and as brief as possible.                      Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. Blumen Online for TRiO (BOT) Database</b>  <u>Reason:</u> As a federally funded program, Upward Bound is required to collect and maintain substantial amounts of data on a yearly basis. An annual performance report is due to the Department Of Education once a year and we are required to complete 70 fields for each current and prior-year participant. BOT provides the adequate support needed to generate this detailed report. The BOT database increased from \$375 to \$1,590 yearly because we had to switch to the online version. There were multiple occasions when data was lost with the desktop version, this version was being managed by Information Services. As a program that depends on data for funding we needed to find a secure alternative to manage our student records. The program is now paying four times more to securely manage our data. We ask that Student Services support the Upward Bound program by paying the difference.</p>	<b>\$1,215</b>	<b>1</b>	<b>\$1,215</b>
<p><b>2.</b>  <u>Reason:</u></p>			
<p><b>3.</b>  <u>Reason:</u></p>			
<p><b>4.</b>  <u>Reason:</u></p>			

## Appendix

*(The following is for use for your assessment plans in sections II.1.A. and II.2.A.)*

### Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
  - a. By providing educational opportunities
  - b. By celebrating diversity
  - c. By promoting collaboration
  
2. Provides support and encouragement through
  - a. Innovative approach to learning
  - b. Application of emerging technologies
  
3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

#### Example:

- ***SLO- Students will learn the services available through WebAdvisor.***
- How it is linked to the Mission Statement:
  - ***2b – Provides support and encouragement through application of emerging technologies.***