Annual Program Review

Art & Art Gallery

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
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Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ⦿ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Faculty/Staff/ Other User/Contributor Response

Our last full assessment was in Spring 2019. Due to the ongoing conditions of covid-19, we will complete our next assessment in Spring 2023.

The Gallery Committee will establish a new survey that will be distributed to all faculty/staff/students. The survey will be finalized by the beginning of spring 2023 and will be distributed in April 2023. The results will be gathered by the end of May 2023.

In addition to the survey, we will continue to track gallery program attendance and Instagram followers.

Saved 5/17/2022 2:13 PM by Jenene Nagy

Department Chair/Program Director/Owner Response

Our last full assessment was in Spring 2019. Due to the ongoing conditions of covid-19, we will complete our next assessment in Spring 2023.

Saved 6/27/2022 4:55 PM by Eugenia Sumnik-Levins

Validator Response

Reviewed. The gallery outcomes need assessed this year.

-MJ, 8/24/2022

Saved 8/24/2022 3:23 PM by Matthew Jordan

New/Modified Service Outcome Submission

`Enter proposed outcomes here.`

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
Outcome: As a major component of the LAVC Art Gallery services, students, faculty, staff, and the local community will have direct and virtual experience with artwork, to engage them and promote dialogue and cultural awareness, in addition to enhancing and extending the Art curriculum as well as providing students opportunities to show their work in a professional manner. Furthermore, The LAVC Art Gallery's FB profile and Instagram pages establish a global, internet presence and strives to cultivate a community of support and artistic exchange through an ongoing system of posting exhibitions, exhibition updates/news, and exhibitions reviews. Our goal is to widen the LAVC Art Gallery's partnerships in exhibition programs and to reach visitors beyond those who walk through the gallery's doors.	Due to covid-19 pandemic we pivoted to digital and virtual gallery programming. The Gallery Committee will establish a new survey that will be distributed to all faculty/staff/students. The survey will be finalized by the beginning of spring 2023 and will be distributed in April 2023. The results will be gathered by the end of May 2023. In addition to the survey, we will continue to track gallery program attendance and Instagram followers.	Change in services

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Service Outcomes Assessment & Plan

`DO NOT leave blank!`

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

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- **Enter:**
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. <mark>Click Save</mark>

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active **1**   Discontinued **0**

Outcome: Outcome: As a major component of the LAVC Art Gallery services, students, faculty, staff, and the

Ready For Assessment

local community will have direct and virtual experience with artwork, to engage them and promote dialogue and cultural awareness, in addition to enhancing and extending the Art curriculum as well as providing students opportunities to show their work in a professional manner. Furthermore, The LAVC Art Gallery's FB profile and Instagram pages establish a global, internet presence and strives to cultivate a community of support and artistic exchange through an ongoing system of posting exhibitions, exhibition updates/news, and exhibitions reviews. Our goal is to widen the LAVC Art Gallery's partnerships in exhibition programs and to reach visitors beyond those who walk through the gallery's doors.

Evidence: When we resume face-to-face offerings in Fall 2023, evidence of how well our Art Gallery performs will be in the numbers of visitors to the

Art Gallery as well as its Instagram pages traffic, as well as the number of successful partnerships that are carried out. Since we are still in uncertain times the gallery is prepared to return to digital and virtual offerings as needed.

Assessment Method: The assessments methods we have used in the past seem to be working well. We will continue to solicit survey responses,

track Instagram followers and gallery program participants.

Performance Standard: Increase both the gallery's Instagram followers and program participants above the last full assessment of 843 followers.

Last Assessment Date: 6/3/2019 12:00:00 AM   Next Assessment Date: 5/31/2023 12:00:00 AM
Created By: Jenene Nagy at 5/17/2022 2:38:00 PM   Last Updated: 5/17/2022 2:38:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Past survey results have been shared and discussed with the faculty during department meetings. These results continue to inform our plans to grow partnerships, increase awareness of the Art Gallery's programming, and develop ways of collaborating with other LAVC departments. In addition, we have and will continue to identify other possible off-campus collaborations to enhance our programming.

The gallery continues to take advantage of the avenues available through campus channels to advertise and announce our programming. For each event we make a listing to the Vally Weekly student newsletter, we send a press release to the Valley Star student newspaper, and we work with the administration to send out all staff/all faculty email announcements. These efforts have resulted in extensive coverage of our events by student reporters, increased participation from students outside of the art department, and new introductions to faculty interested in doing collaborations with the art gallery. We plan to continue to take advantage of these networks.

Due to covid restrictions, all gallery programming was once again entirely online. As this is an unusual situation that we plan to discontinue as soon as it is safe to do so, we did not conduct a survey this year. However, we did track attendance to our virtual events and offerings. Additionally, our following on Instagram continues to grow.

❓ If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

The gallery is requesting an increase in the Gallery Preparator position to at least .5 load. This is critical to help maintain our operations, especially with the virtual programming and partnerships that have been implemented over the past three years. This will help ensure our ability to continue to grow and become an even more vital campus and community resource. Since we moved to online programming due to the COVID-19 pandemic, more support is needed to maximize digital platforms.

While this was requested and validated in the 2018 Program Review we have never been informed of the next steps to accomplish this.

Saved 5/17/2022 2:40 PM by Jenene Nagy

Validation

❓ **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

The Art gallery is a valuable asset to our community. Through the director's creativity, the gallery moved their offerings to online and continued to serve the college and department with online artist talks.

Saved 6/28/2022 5:29 PM by Carmen Dominguez

Validator Response - Final

Reviewed.

-MJ, 8/24/2022

Saved 8/24/2022 3:24 PM by Matthew Jordan

Annual Program Review

Academic Resource Center

LAVC Program Review

2022

State: Completed

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Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ○ Yes   ⦿ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓   **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

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Department Chair/Program Director/Owner Response

Collaboration with OIE to generate appropriate surveys will take place during Summer 2022 with surveys being disseminated in Fall 2022. Survey data will be analyzed and used to assess service outcomes in Spring 2023. These tasks will be completed by the ARC Director with support from area IAs.

Saved 6/7/2022 1:53 PM by Scott Weigand

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

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3. **Click Save**

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⊞ Service Area Outcomes

Active 2   Discontinued 0

Outcome: To provide educational and computer support for all registered LAVC students.

Ready For Assessment

Evidence: Feedback from students, faculty, and staff.

Assessment Method: Surveys

Performance Standard: Satisfaction rate of 85% or higher.

Last Assessment Date:	Next Assessment Date: 5/31/2023 12:00:00 AM
Created By: Scott Weigand at 7/12/2021 4:14:00 PM	Last Updated: 6/7/2022 1:54:00 PM

Outcome: Provide tutoring services and academic resources to meet student and faculty needs in the

Ready For Assessment

Academic Resource Center (ARC) including the Math Lab, General Tutoring Center, and Writing Center.

Evidence: Feedback from surveys that indicate satisfaction with the services.

Assessment Method: Surveys will be distributed across all three Centers over the course of the semester.

Performance Standard: 85% or higher

Last Assessment Date:

Created By: Scott Weigand at 7/12/2021 4:13:00 PM

Next Assessment Date: 5/31/2023 12:00:00 AM

Last Updated: 6/7/2022 1:56:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Assessment will be completed by June 2023 and results updated in the next program review cycle.

Saved 6/7/2022 1:56 PM by Scott Weigand

?

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

N/A at this time.

Saved 6/7/2022 1:56 PM by Scott Weigand

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should

Validator Response - Final

The department diligently assesses outcomes and participate in campus survey opportunites to determine student needs and success.

Dd

6/30/22

Saved 6/30/2022 6:17 PM by Deborah diCesare

Validator Response - Final

Reviewed. -MJ, 8/3/2022

Saved 8/3/2022 3:31 PM by Matthew Jordan

Annual Program Review

Athletics

LAVC Program Review

2022

State: Completed

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  ⚪ Yes   ⚪ No   🔘 We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

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Validator Response

This is not a new area. Not sure what the history is of Athletics complete SAOs.

L. Negrete- 8/15/2022

Saved 8/15/2022 9:18 AM by Elizabeth Negrete

New/Modified Service Outcome Submission

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Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
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Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
To assist student athletes in academic progress and success	Every semester, review and tabulate IEP for each student athlete. An IEP is necessary for eligibility and monitoring educational goals	New Area/ Service
Provide an athletics program that minimizes the risk of injury to student athletes	Track and report the number of injuries during practices and competitive events through sign-in sheets (medical services)	New Area/ Service

Service Outcomes Assessment & Plan

INSTRUCTIONS -

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🧩 Service Area Outcomes

Active 0   Discontinued 0

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No Attached File(s).

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
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N/A

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

In order to have the most accurate and efficient data, athletics would need a Full Time Counselor for Athletics. This will also be represented in the staffing module.

Saved 6/3/2022 12:18 PM by David Mallas

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Athletics will assess SAOs this year (2022-2023). Since Athletics recently moved to SS, SAOs may need to be adjusted. The module is incomplete.

L. Negrete- 8/9/2022

Saved 8/15/2022 9:22 AM by Elizabeth Negrete

Annual Program Review

Biological Science & Bio Tutoring

LAVC Program Review

2022
State: Completed

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❓ **Assessment Completion**

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Department Chair/Program Director/Owner Response

During the pandemic tutoring has been available online. The number of students taking advantage of the services has been extremely low. To get a more more accurate comparison of the impact of our services, we will be assessing in the fall of 2022 when all services will be offere in person. We will develop a new survey to reflect gathering only meaningful information. Lisa Zung and Erika Brockmann are responsible for the design and implementation of this assessment.

Saved 6/16/2022 10:52 AM by Becky Green-Marroquin

New/Modified Service Outcome Submission

`Enter proposed outcomes here.`

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Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

`DO NOT leave blank!`

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Service Area Outcomes

Active 1   Discontinued 0

Outcome: Biology students will utilize tutoring services and academic resources

`Ready For Assessment`

Evidence: Tracking data will be used.

Assessment Method: Tracking data and student surveys.

Performance Standard: Over 500 students visiting the tutoring center

Last Assessment Date: 8/8/2018 12:00:00 AM   Next Assessment Date: 6/1/2023 12:00:00 AM

Created By: Becky Green-Marroquin at 7/1/2021 8:02:00 AM   Last Updated: 6/16/2022 10:57:00 AM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Among the 287 students surveyed in Fall 2018, 33% did not use the lab. Of the remaining 67% surveyed who did utilize the lab, the vast majority of students attended for Human Anatomy (31%) followed by Biology 7 (12%) and Microbiology (11.8%), Biology 6 (8%) followed by Physiology and Biology 3 (4% & 3 % respectively). This is a decrease of 6% for Bio 3 students from the previous year. The department is continuing to implement an outreach to Bio 3 students by providing Bio 3 subject specific workshops on 5 Fridays during each semester. In the past, this had increased attendance by Biology 3 students however we see a decrease for Fall 18. Because 80% of students surveyed hear about the tutoring lab from their professors, we will be more proactive in encouraging all Bio 3 professors to announce workshops to our Bio 3 students. Our survey also shows that students are requesting more anatomical models and hours of operation. To meet the demands of our students we have requested funds to purchase more anatomical models, hire tutors and pay for faculty supervisors. Preliminary analysis of the data from the current semester (Spring 2019) has shown that there is an 27% drop in the number of visits from the previous Spring. This is attributed to a 4 hour decrease in the number of hours that the lab has been open due to budgetary issues. We feel that this drop in attendance further substantiates our request from more funding, especially for faculty supervisors because that we are finding that this is the limiting factor for growth.

Results continue show that highest demand for the tutoring lab is Monday –Thursday is from 11-2 pm followed closely by 2-5 pm Monday-Thursday and time on Fridays and Saturdays. We used these data to determine the hours of operation of the lab. With the school's general tutoring budget (program 10100), we can only open the lab for seven hours a week. This allocation is not enough to cover the demand of our students. Additional hours of operation are currently funded by the Equity grant to pay for both supervisors for workshops and student tutors; however this grant will be ending in the near future and if there is no further funding then we will not be able to meet the demands of our students.

Looking at the Fall 2017 Success Rate assessment reports, in the discipline of Anatomy, those students in Anatomy had a 46.37% Success rate without tutoring and a 70.41% success rate with tutoring. An increase of success of 24% with tutoring. Anatomy students retention went from 62.9% without tutoring to 85.8% with, an increase of retention of 22.9%. In the discipline of Biology, Student success without tutoring is at 63.53%; whereas with tutoring is 82.35%. An increase of student success by 18.82%. In retention rates, the rate jumped from 80.76 to 92.31 with tutoring. An increase of retention rates by 11.55% In the discipline of Microbiology, student success without tutoring is 72.65%, and 87.84% with tutoring, an increase of student success by 15.19%. Student retention went from 80.34 without tutoring to 90.54 with tutoring. An increase of retention by 10.2%. In the discipline of Physiology, student success without tutoring is 65.73%, and 73.17% with tutoring, an increase of student success by 7.44%. Student retention went from 79.72% without tutoring to 92.68% with tutoring. An increase of retention by 12.96%. This data significantly underscores the importance of our tutoring services in our student success and retention rates.

In light of the recent years with COVID, there has been a significant drop in the number of students requesting tutoring in the biological sciences. This highlights the importance of having a dedicated facility with a wide range of hours for students to see and touch the models and have small group study sessions. As of fall 2023 all hours will be in person.

Saved 7/20/2022 5:18 PM by Carmen Dominguez

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Staffing requests: The funding from Program 100 only support the Tutoring and Resource Center to open for seven hours per week. We request to increase the service from 7 hours/week to 35 hours/week/semester. In addition, we request an embedded tutor for each low success and retention class, such as Anatomy 1 sections, Biology 7 sections and Biology 3 sections. Biology 7 sections: 8 section/year *9 hours/ week; Anatomy 1 sections: 18 sections /year; 6 hours per week; and Biology 3 sections: 20 sections/year: 6 hours per week.

Saved 6/16/2022 11:03 AM by Becky Green-Marroquin

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

I have reviewed the information in this module. The department data may not be current, the assessment narrative reads ...*preliminary analysis of the data from the current semester (Spring 2019)...*

Even with this older data the department makes a compelling case for additional student support in tutoring services. I support their request for additional tutors to help students enrolled in these classes.

Saved 7/20/2022 5:25 PM by Carmen Dominguez

Validator Response - Final

Reviewed.

-MJ, 8/24/2022

Saved 8/24/2022 5:09 PM by Matthew Jordan

Annual Program Review

Continuing Education / Noncredit/Citizenship

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
    - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
    - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes* (*must be submitted through the campus process **prior to assessment***) - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

- ⦿ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ ◀ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Faculty/Staff/ Other User/Contributor Response

Citizenship Program assessments that are due in November of 2023 are in progress. Lily Gevorgian, program specialist, is working closely with the Institutional Effectiveness to develop and administer the electronic survey. The plan is to test out the survey in October of 2023 and conduct the assessment in November of 2023.

Saved 6/7/2022 11:54 AM by Lilit Gevorgian

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- **Enter** approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- **Enter:**
  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 3   Discontinued 0

Outcome: Citizenship Program recipients will report on quality of services received by the program by using electronic surveys.

Ready For Assessment

Evidence: Evidence based on survey responses will demonstrate the quality of services provided by the Program. Based on previous assessment surveys, Citizenship Program had 100% satisfaction rate.

Assessment Method: Electronic survey will replace the previous paper survey and it will used as an assessment tool to gather information.

Performance Standard: The performance standard of 90% of higher will be acceptable, and 70% of program participants will complete the survey. Program showed 100% satisfaction rate during the last assessment.

Last Assessment Date: 5/31/2019 12:00:00 AM   Next Assessment Date: 11/15/2022 12:00:00 AM

Created By: Lilit Gevorgian at 6/7/2022 10:39:00 AM   Last Updated: 6/7/2022 11:53:00 AM

Outcome: Create an online centralized survey system for Citizenship Program.

Evidence: An effective online centralized survey system for Citizenship Program.

Assessment Method: Service recipients will be able to use an online survey system to leave feedback for the Citizenship Program and the services received.

Performance Standard: At least 70% of service recipients will be able to use an online survey system to leave feedback for the Citizenship Program and the services received.

Last Assessment Date:
Created By: Lilit Davoyan at 6/29/2021 11:16:00 AM

Next Assessment Date: 11/30/2022 12:00:00 AM
Last Updated: 6/6/2022 1:18:00 PM

Ready For Assessment

Outcome: Participants will get assistance with preparation and filing of various United States Citizenship and Immigration Services (USCIS) forms.

Evidence: Participants' USCIS forms will be prepared and filed in a timely and accurate manner.

Assessment Method: Participant survey, which will be offered in both paper and electronic format.

Performance Standard: 90% satisfaction rate

Last Assessment Date: 5/31/2019 12:00:00 AM
Created By: Lilit Davoyan at 6/24/2021 11:52:00 AM

Next Assessment Date: 11/30/2022 12:00:00 AM
Last Updated: 6/24/2021 11:53:00 AM

Ready For Assessment

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

The Service outcomes haven't been assessed in this cycle yet. Since the cycle is Fall 2020 - Spring 2023, we are planning to assess them in Fall 2022. The plan is that two important factors will be in place by Fall 2022: first, normal campus operations will be fully resumed, and we will have regular contact with the participants of the service; and second, an electronic format of the survey will be developed for those participants who prefer to complete it online.

The results of the previous survey (with 507 participants) showed 100% of satisfaction with the services received by the program. These results were shared at department and district-wide WIOA meetings. The Citizenship Program at LAVC will continue to offer multilingual services, flexible office hours and online services to meet the needs of the participants.

Saved 6/7/2022 10:16 AM by Lilit Gevorgian

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

The department is able to maintain staff, supplies, technology and other resources with the help of the WIOA grant funds.

Saved 6/7/2022 1:38 PM by Lilit Gevorgian

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

The program should consult with OIE to have the survey ready early in Fall 2022. Also, suggest to discuss with OIE if Spring 2023 survey should also be done.

Dd

6/27/22

Saved 6/27/2022 10:00 AM by Deborah diCesare

Validator Response - Final

Reviewed. -MJ, 8/27/2022

Saved 8/27/2022 2:29 PM by Matthew Jordan

Annual Program Review

Cooperative Education

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**

This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

Saved 6/27/2022 4:14 PM by Paul Sabolic

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

✛ Service Area Outcomes

Active 0   Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Using CCN (College Central Network), we can constantly assess activity and plan for improvements.

Saved 6/27/2022 4:19 PM by Paul Sabolic

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

No requests.

Saved 6/27/2022 4:21 PM by Paul Sabolic

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed. -MJ, 8/27/2022

Saved 8/27/2022 2:40 PM by Matthew Jordan

Validator Response - Final

This module is incomplete. Since the department provides services to student and community members like the College Career Network and employment/internship/volunteer opportunities, the department should consider creating service area outcomes.

-BMH

Saved 7/29/2022 1:23 PM by Brandon Hildreth

Annual Program Review

Earth Science & Planetarium

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, <u>Michelle Fowles</u>
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- <u>Service Area Outcomes meeting/training</u> (Zoom, April 2022)
- <u>Service Outcomes: Assessment & Improvement</u> (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ⦿ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Faculty/Staff/ Other User/Contributor Response

The LAVC Astronomy Group sponsors and staffs public outreach events for students and the public. These are all in-person events, but due to the COVID-19 pandemic, the Astronomy Group has not be able to conduct any of our normally scheduled activities, such as lectures, Planetarium shows or star parties. We will have conducted only one online lecture by June 2022. Therefore, we have no Assessments to report.

Restarting the public events will depend on the state of the COVID-19 pandemic. As the campus is still reporting incidents of infected individuals on campus as of this writing, to avoid liability the Astronomy Group does not anticipate conducting in-person events until at least the beginning of 2023.

However, Astronomy Group funds have been used to invest in new fulldome shows for future public presentations. In addition, Astronomy Group funds have paid for two assistants during the two sections of in-person Astronomy 5 Laboratory classes during the Spring 2022 semester.

The next assessment is scheduled for 2023, pending the return of in-person Astronomy Group events to allow for collecting attendee responses to

questionnaires.

Saved 5/5/2022 5:18 PM by David Falk

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
No new Service Outcomes are proposed.		

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).
2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**
4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.
5. **Click Assess** - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 1   Discontinued 0

Outcome: Provide students and community members opportunities in Astronomy events at the LAVC Planetarium.

Assessed

Evidence: a. Survey audience members from Planetarium shows. b. Number of Planetarium Shows presented. c. Number of public astronomy lectures presented

Assessment Method: a. Survey audience members from Planetarium shows. b. Questionnaires analyzed for indication of audience satisfaction. c. Number of Planetarium Shows presented. d. Number of public astronomy lectures presented.

Performance Standard: The program goal is to maximize the number of students and community members participating in the public program, within the limited seating capacity of the existing Planetarium (46 seats). 70% satisfaction level in surveys, at least 25 attendees for each lecture.

Last Assessment Date: 12/31/2019 12:00:00 AM   Next Assessment Date: 4/30/2023 12:00:00 AM

Created By: Jacquelyn Hams at 7/7/2021 10:16:00 AM   Last Updated: 4/25/2022 12:18:00 PM

Assessment Details

> Results: As stated above, none of the normal Astronomy Group events have been conducted since March of 2019 due to the COVID-19 pandemic. We therefore have no results to report.
> Criterion Met? No   Assessed By: David Falk at 4/25/2022 5:04:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

File Name	Description	Uploaded By	Uploaded	
Serv Outcomes Public Prog Report 2019.docx	Planetarium public program Service Outcomes Report 2019	David	5/5/2022 5:14:00 PM	Details

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

The results are shared with the department during department meetings. Results are also shared with the Dean.
Based on results of the assessments, the Planetarium shows are being improved by:

   * Replacement of the original SciDome Digital Planetarium projector with a Canon Laser Projector, with funding from the Administration. This laser projector vastly improves the brightness and clarity of the   projected images, which addresses some complaints from attendees to the public Planetarium shows. The new laser projector was installed in June 2021.

   * Astronomy Group funding was used to purchase two new fulldome planetarium shows added to the rotating schedule of public shows and also used in Astronomy 1 classes. These new shows   incorporate new Astronomical information, and serves to encourage students and community members to return and participate in Astronomical activities or enroll in the college. Other show purchases are   being considered.

- Maintaining the SciDome Digital Planetarium by continuation of the annual System Protection Plan from the manufacturer, Spitz, Inc.
- Continuing the Planetarium Director Reassign Time to support equipment maintenance, repair, and management of the public outreach program, pending approval to hire a full time replacement Instructor of Astronomy to replace David Falk, who retired in December 2021. (Mr. Falk was the only full time Astronomy instructor.) The need to replace Mr. Falk has been discussed in meetings with the Administration and requested via the written the campus process for faculty hiring.

Saved 5/5/2022 5:38 PM by David Falk

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

- The Earth Science Department needs approval to replace the sole Astronomy Instructor and Planetarium Director, David Falk, who retired in December 2021. Replacement is critical to oversee classes, manage Astronomy curriculum, Planetarium/Observatory equipment, and serve as liaison between the Astronomy Group and the Earth Science Department. (This request is in the Staffing module.)
- Continue funding for the SciDome annual System Protection Plan from the manufacturer, Spitz, Inc. This would enable continued software updates and coverage in case of equipment breakdown. The cost for this plan is about $6,500 per year.
- Continue funding for the Planetarium Director Reassign Time for the replacement Astronomy instructor, once hired. The Reassign Time allows an instructor to devote time to maintaining specialized equipment used by all Astronomy classes and public outreach programs.
- Secure funding to replace the SciDome computers with an Evans and Sutherland Digistar system, as Spitz Inc will stop manufacturing and supporting the Scidome in favor of the Digistar. Cost is estimated at $70,000. This request is in Technology resource requests.

Saved 6/20/2022 1:32 PM by Jacquelyn Hams

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

REVIEWED.

Can the department consider creating other Service learning opportunities in the Earth Sciences

Saved 6/28/2022 10:57 PM by Carmen Dominguez

Validator Response - Final

Reviewed. -MJ, 8/27/2022

Saved 8/27/2022 3:02 PM by Matthew Jordan

Annual Program Review

CalWorks

LAVC Program Review

2022
State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
    - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
    - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

   ○ Yes   ◉ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

Currently we are using different assessment methods to capture and collect data regarding our outcome. The final results and analysis of the assessment will be entered at the end of the assessment cycle, Spring 2023.

Saved 5/2/2022 1:35 PM by Ellie Rabani

Validator Response

Service outcomes will be assessed by Spring 2023.

CC 08/10/22

Saved 8/10/2022 3:20 PM by Cecilia Cruz

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).
2. **Enter outcome** information.

   - *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
   - *Enter:*
     - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
     - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
     - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*
3. **Click Save**
4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.
5. **Click Assess** - **Enter assessment data.**

   - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes

Active 1   Discontinued 0

Outcome: Provide students with variety of services such as need assessments, orientations, information
sessions, career interest assessments, career/academic and personal counseling, HHP resources,
HiSet/GED and referrals to external/internal resources.

◀ Ready For Assessment

Evidence: Continuously track students progress and needs throughout the semester. Review the outcomes during departmental meetings, identify
area of needs as necessary and revise/improve outcomes based on recommendations.

Assessment Method: Several assessment methods will be used to meet the outcome: - Tracking student contacts upon entry to the office - name, student ID, reason for visit - Conduct online needs assessment and student satisfaction surveys - Capture data from MIS and PeopleSoft - Gather data from OIE on student success markers We will utilize this method to conduct assessment and gather data on semester basis to officially enter assessment results by the end of cycle 4 - Spring 2023.

Performance Standard: Successful completion of all services ensure standards are met and are acceptable. Acceptable performance standard are: - Needs assessment and students satisfaction survey - Completion of Student Educational Plan - CalWORKs data collection

Last Assessment Date: 7/2/2020 12:00:00 AM   Next Assessment Date: 7/2/2023 12:00:00 AM

Created By: Alicen Vera at 7/14/2021 12:40:00 PM   Last Updated: 7/14/2021 12:42:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Goals will be developed and revised from collected data and students' feedback.

The updated assessment will be provided by the end of the cycle in 2023.

?

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

No requests at this time.

Saved 5/2/2022 1:38 PM by Ellie Rabani

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/25/2022

FM

Saved 8/25/2022 1:02 PM by Florentino Manzano

Validator Response - Final

Students' progress and needs will be tracked throughout the semester to identify areas of need and to adjust services to better meet service outcomes. The following data and tools will be used: records of student requests for service, services provided, results of online needs assessments and student satisfaction surveys, data from MIS, OIE, and PeopleSoft. Acceptable performance standards are listed as: "Needs assessment and students satisfaction survey - Completion of Student Educational Plan - CalWORKs data collection." This could be clarified. CC 08/10/22

Saved 8/10/2022 3:35 PM by Cecilia Cruz

Annual Program Review

LAVC Museum

LAVC Program Review

2022

State: Completed

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Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
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Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ◉ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

Will assess in Spring 2023, and possibly in fall 2022.

Saved 5/20/2022 1:18 PM by Xiaoyang Liu

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
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  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

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*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 1   Discontinued 0

Outcome: Museum will provide its collection and facility to students doing hands on learning projects for their credit courses.

Ready For Assessment

Evidence: Satisfactory survey result

Assessment Method: Survey

Performance Standard: 70% possible survey results

Last Assessment Date:	Next Assessment Date: 6/30/2022 12:00:00 AM
Created By: Xiaoyang Liu at 6/23/2021 4:39:00 PM	Last Updated: 6/23/2021 4:39:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
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N/A

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Would like to request a refreshment and marketing budget for museum open house refreshment to attract more students and faculty to visit the museum when we move back to in person service

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

The musuem starting in Fall 2022 needs to have student activities to meet the Service Outcome.

Dd

6/30/22

Saved 6/30/2022 3:42 PM by Deborah diCesare

Annual Program Review

Library

LAVC Program Review

2022

State: Completed

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- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    🔘 Yes   ⚪ No   ⚪ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

The Library Department typically assesses our Service Outcome every year, even though less often is required.

Saved 6/30/2022 2:34 PM by Cynthia Cohen

Validator Response

The department continues to thoroughly analyze Service Outcomes.

The 24/7 Ask a Librarian had always been available. During the pandemic, full-time librarians were assigned hours to the cover the 24/7 Ask a Librarian. In Part 2B Reference Services, it's unclear the number of students served during the full-time librarians hours. It is suggested to track data for the services provided by full-time librarians.

With the unfortunate decline of students using the physical library, strategies need to be developed to bring students back to the library. The student usage of the library correlates to the staffing needs. For example, two classifed at the circulation desk may not be necessary. This would allow for alternating the classified staff at the circulation desk and fulfilling other library technician job duties. This can be adjusted for peak usuage time.

Dd 7/13/22

Saved 7/13/2022 12:33 PM by Deborah diCesare

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

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*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⚓ Service Area Outcomes

Active 1   Discontinued 0

Outcome: The Library will provide information resources relevant to LAVC library users and the assistance

◆ Assessed

necessary to access them.

Evidence: Data sources we collect in house (such as usage statistics [circulation transactions, reference transactions, online resource statistics,

and facility gate count]; faculty requests for instruction; instruction attendance; cataloging and acquisition statistics; and end-of-class feedback from students and faculty in our Library instruction sessions), as well as periodic surveys of LAVC students.

Assessment Method: Usage statistics derive from the aspect of service they represent. For example, circulation transactions are tracked in SIRSI;

reference transactions are recorded in a Google form by Library faculty and staff as interactions occur; online resource statistics are tracked by various vendors/products we subscribe to (e.g., EBSCO, Gale, Kanopy); and end-of-class feedback from students is obtained by instruction librarians verbally asking students to complete a short online survey at the end of a Library instruction session. These varied data sources are manually compiled and organized by Library faculty into a comprehensive spreadsheet on an ongoing basis. For student surveys, we work with OIE to design and deploy assessments as needed.

Performance Standard: Varies by data source and type. We analyze trends over time, and we assess performance in the context of the factors we

believe have driven those trends.

Last Assessment Date:

Created By: Cynthia Cohen at 6/23/2021 4:14:00 PM

Next Assessment Date:

Last Updated: 6/23/2021 4:14:00 PM

Assessment Details

Results: Notes: This information is also attached here, as a more easily-readable PDF. Our most-recent complete data set at the time of

Program Review is one year back, and aligns with requirements for other annual required surveys: FY 2020-21 (7/1/20 to 6/30/21). This year, to analyze our response to the continuing pandemic circumstances and get a sense of more-current issues, we sometimes compare this to preliminary data for the current academic year (preliminary FY 2021-22 (7/1/2021 to 5/17 or 5/24/2021) or other time periods as appropriate, noted in the text). PART 1: THE LIBRARY WILL PROVIDE INFORMATION RESOURCES RELEVANT TO LAVC LIBRARY USERS. [Paragraph 1] Because the physical Library was closed for the duration of this reporting period (FY 2020-21 = 7/1/20 to 6/30/21), we had 0 circulation of print items, usage of building, or usage of group study rooms. While we purchased 0 print books, the total ebooks we own or subscribe to increased 46% (342063 items vs previous year's 234937). [Paragraph 2] Total digital circulation (all e-resources: serials, ebooks, streaming media) was 79685 (down 12% from previous year's 90113), and while overall usage of online resources was strong, it declined in FY 2020-21 (for the first time ever in our history). We might attribute this to general pandemic upheaval, difficultly in communicating with students, or enrollment decline. [Paragraph 3] While overall usage of the Library website (including general website + all LibGuides) has decreased 14% since the campus closure, usage is still 10% higher than pre-pandemic usage (97205 hits in FY 19-20; 125085 in FY 20-21; 107335 in prelim FY 21-22). In light of these numbers, the District's non-transparent plans for our website and database access seem especially problematic. PART 2: THE LIBRARY WILL PROVIDE THE ASSISTANCE NECESSARY TO ACCESS INFORMATION RESOURCES RELEVANT TO LAVC LIBRARY USERS. 2A: LIBRARY INSTRUCTION. [Paragraph 1] Because the physical Library was closed for the duration of this reporting period (FY 2020-21 = 7/1/20 to 6/30/21), we had 0 in-person Library instruction sessions. However, usage of our two online, asynchronous instructional workshops increased substantially: Preliminary data for FY 2021-22 (7/1/21 through 5/25/22) shows the Online Library Workshop for English 101 served 12% more students (445 students over 47 sections) than in the previous year (398 students over 36 sections). And preliminary data for FY 2021-22 (7/1/21 through 5/25/22) shows the Library Research Toolkit served far more students (61 enrollments) than the previous year (21 enrollments). [Paragraph 2] Usage of course guides and LibGuides that support credit instruction (comparing FY 20-21 to preliminary (before finals week) FY 21-22 demonstrates the Library's continued strong engagement with faculty -- remotely, asynchronously, and largely unmediated. Usage for "Library Support for Online Teaching" increased 5% in preliminary FY 21-22, and usage for "Remote Library Instruction for [the current relevant semesters]" increased 55%. Surprisingly, however, usage dropped 50% for the guide called "Embedding Library Resources in Canvas," and we plan to coordinate with DE's Canvas training in the future to better promote this resource to faculty. Some faculty (or students) continue to use course guides (sometimes quite a lot) that we made them for previous semesters or years, without coordinating with us. We will make a greater effort to connect with these faculty in the future and make sure those course guides are up to date. As noted last year, usage for ESL guides (once very popular) was way down, so we really need to reconnect with the ESL Department and understand how best to serve their students in these pandemic times. PART 2: THE LIBRARY WILL PROVIDE THE ASSISTANCE NECESSARY TO ACCESS INFORMATION RESOURCES RELEVANT TO LAVC LIBRARY USERS. 2B: REFERENCE SERVICE: [Paragraph 1] To align with other annual required surveys (ALDS, ACRL, IPEDS), this year we are comparing total reference questions (which include directional, technical, and behavioral questions) to "reference questions" as defined by those surveys (i.e., to directly support Library research, rather than use of equipment in the Library or help with other campus information). While answering all these types of questions is crucial to student success, those that directly support Library research are the most appropriate use of Library faculty expertise. Because the physical Library was closed for the duration of this reporting period (FY 2020-21 = 7/1/20 to 6/30/21), we had 0 in-person reference questions. [Paragraph 2] In FY 2020-21 (7/1/20 through 6/30/21), the external-survey reference question total (which excludes directional, technical, and behavioral questions) was 1736 (down 28% from previous year's 2406). With directional, technical, and behavioral questions added back in, the total is 1788 (of which all were online). While the overall number of questions went down, the proportion of research-related questions increased: Only 52 (3%) of our overall questions did not qualify as "reference" per external surveys, vs the previous year's 48%. The difference is because we had no on-person reference service in this reporting year, meaning that reference librarians weren't supporting troubleshooting printers, copiers, computers, and other technology inside a physical building during this time. That 97% of reference questions qualified as "reference," per external professional association surveys, starkly demonstrates that the disciplinary expertise of Library faculty is often unutilized while staffing the in-person Library Reference Desk, where instead they spend time troubleshooting technology issues or answering informational or directional questions – duties that would be more appropriately (and economically) handled by Library Technicians and Computer Lab Assistants. [Paragraph 3] Popularity of self-help, asynchronous resources available 24/7 on the Library website continues from the previous year. In preliminary FY 21-22, overall FAQ usage remained strong, but was down 26% from FY 20-21. [Bullet 1] The two most popular FAQs the entire time we've had FAQs (starting with the campus pandemic closure in March 2020) are "How do I look up what my LACCD student email address is?" (prelim FY 21-22: 491 hits; FY 20-21: 810 hits), and "How do I access Library materials from off-campus?" (prelim FY 21-22: 413 hits; FY 20-21: 637 hits), with high interest in a similar question for faculty (prelim FY 21-22: 112 hits; FY 20-21: 140 hits). [Bullet 2] The question "How can I find a tutor (for English, math, and other subjects)?" has always been in our top 10, but usage jumped from 48 hits in FY 20-21 (when campus was closed) to 171 hits in prelim FY 21-22 (through most of which, campus was open but tutoring was still all remote). [Bullet 3] Other popular FAQs address questions about things typically offered on campus, but usage numbers are significantly less than the top two. There was strong interest in how to get a laptop during the campus closure (FY 20-21: 268 hits), which dropped the following year (prelim FY 21-22: 42 hits). [Bullet 4] Our least popular FAQs included several we had added to support specific known assignments or types of research, such as pro-con paper, primary research articles, and biographical information. Suggests a need to make individual instructors aware of these and link to them from their Canvas shells. [Paragraph 4] Especially significant usage of our general research guides overall remained strong, but dropped substantially from FY 20-21. The standout exception was our APA citation guide, with 122% more usage (before Spring finals!) than the previous year. For preliminary (before finals week) FY 21-22, usage of "Find Articles" and "Find Books Using OneSearch" has decreased since the campus closure, but is still substantially higher than pre-pandemic usage. Usage of "Information Evaluation" continues to soar every year, up 121% in FY 20-21 and up another 110% in preliminary (before finals week) FY 21-22. Probably related to changes to how and when current students come to campus, and in response to books finally being due in early 2021, usage of "How to Renew a Book" skyrocketed by 403% in preliminary (before

finals week) FY 21-22.
Criterion Met? Yes

Assessed By: Cynthia Cohen at 6/30/2022 3:36:00 PM

Attachments

📄 202206-LibraryDept-ServiceOutcomesAssessment.pdf   Library Department's Service Outcomes Assessment Update (nicely formatted)

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

File Name	Description	Uploaded By	Uploaded	
202206-LibraryDept-ServiceOutcomesAssessment.pdf (Open/View)	Library Department's Service Outcomes Assessment Update (nicely formatted)	Cynthia	6/30/2022 3:36:00 PM	Details

Use of Results

❓ Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

As we transition back to on-campus services during the continuing pandemic, we are reconsidering our service models and open days/hours as we look holistically at the relative demand for print and digital reading and research materials, physical space usage, and engagement with online self-help and librarian-mediated research support—balanced with a possible ongoing Classified staffing shortage in the coming year. Current data demonstrate a continued demand for a mix of digital and physical (print) materials, continued interest in the physical Library space, and continued strong use of the Library website as both a gateway to materials and a source for research support—all of which we expect to continue even as on-campus services increase.

We will continue offering online reference and instruction services as we transition back to a largely in-person model—but without more Library faculty, this requires reconsideration of our staffing models. Especially during busy times, one faculty member cannot cover both in-person and online reference, and we were already understaffed for in-person service before the pandemic. Asynchronous online Library instruction has proven effective at increasing our reach in a way that's both scalable and arguably more impactful for students—given the very limited depth and scope of content that can be addressed in a one-hour-or-less, in-person Library instruction session. Yet creating such options requires more focused, collaborative time than full-time Library faculty typically have at our current staffing level: We made the Online Library Workshop for English 101 in Spring 2019, when we had a one-time, grant-funded increase in adjunct faculty support; and we made the LAVC Library Research Toolkit during the pandemic closure, when full-time faculty had more schedule overlap and spent less time addressing reference questions about technology, directions, and campus information. For continued development of these online instructional resources, additional funding for adjunct faculty is needed.

We will continue exploring new avenues and methods of outreach to new and existing faculty across campus, to improve the reach and relevance of our Library instruction program, collection management, and other critical Library services and resources.

Given the continued strong usage of the Library website, the Library must continue making every effort to communicate with, and advocate to, the District website redesign committee and the District database consolidation program as these efforts move forward.

Saved 6/30/2022 3:38 PM by Cynthia Cohen

❓ If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Strong usage of both print and digital materials requires substantial funding for ongoing subscriptions and purchases, articulated in the Supplies module. The Library also has ongoing needs for equipment, space, and safety considerations—justified by data in prior Program Review assessments,

and requested year after year—that are again articulated in the Facilities, Supplies, and Technology modules. In addition, the COVID pandemic has prompted our department to make additional requests to address persistent safety and sanitation issues in the Library that have gone unresolved for many years.

As articulated in the Staffing modules, **we are requesting one full-time Classified Library Technician for "circulation" work, emphatically needed to maintain the four-person team (two A-shift, two B-shift) that provides front desk book checkout services—as we're having to replace this entire team over the course of this year/last year.** In addition, to increase our department's capacity to support students, we are requesting increased adjunct Library faculty support, one full-time Library faculty member, a fifth full-time Classified Library Technician (in "technical services" rather than "circulation"), and two Classified Computer Laboratory Technicians/Assistants (one A-shift and one B-shift).

The value of adjunct faculty in the Library Department is unique: Their contributions to our reference and instructional services enable full-time Library faculty to collaborate—with each other, with Library staff, and with the LAVC campus community—all of which result in sustained, tangible benefits to the college. For several years, our slight annual funding for adjunct faculty has been among the lowest in the District. In addition, now that the expectation for online services has grown, our need for more faculty (full-time and adjunct) is even greater upon return to in-person services.

The hiring of two Computer Laboratory Technicians/Assistants (one A-shift and one B-shift) would allow Library faculty staffing our in-person reference service to more authentically support student research needs (rather than near-continuous technology support and troubleshooting), better utilizing the disciplinary expertise of Library faculty. With a completely new system for student printing and copying expected imminently, this need is even more pressing.

We are requesting two full-time Classified Library Technicians (1) to replace the recent resignation of an A-shift public services (circulation staff) Library Technician; and (2) to replace an A-shift technical services Library Technician who retired in 2016 and was never replaced. Even before this year's staff retirement and expected departure, we have experienced a large, persistent technical services backlog (as technical services staff are frequently needed to contribute to public services work and department administrative support). With only one B-shift Classified person as of July 2022 (and hopes to hire another within the next month), our short staffing is likely to have a major impact on Library hours and the extent of in-person service our department is able to provide. The physical Library cannot reliably be open for the B-shift, and the Library cannot offer in-person services for the B-shift, without at least two staff working that shift.

Saved 6/30/2022 3:38 PM by Cynthia Cohen

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

The department continues to thoroughly analyze Service Outcomes.

The 24/7 Ask a Librarian had always been available. During the pandemic, full-time librarians were assigned hours to the cover the 24/7 Ask a Librarian. In Part 2B Reference Services, it's unclear the number of students served during the full-time librarians hours. It is suggested to track data for the services provided by full-time librarians.

With the unfortunate decline of students using the physical library, strategies need to be developed to bring students back to the library. The student usage of the library correlates to the staffing needs. For example, two classifed at the circulation desk may not be necessary. This would allow for alternating the classified staff at the circulation desk and fulfilling other library technician job duties. This can be adjusted for peak usuage time.

Dd 7/13/22

Saved 7/13/2022 12:40 PM by Deborah diCesare

Validator Response - Final

Reviewed.

-MJ, 8/29/2022

Saved 8/29/2022 12:26 PM by Matthew Jordan

Annual Program Review

Job Training & Extension

LAVC Program Review

2022

State: Completed

! Getting Started - READ THIS FIRST!

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:

- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes　　○ No　　○ We have NO approved service outcomes prior to Spring 2022 (new area).

? ◁ Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

❓ **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

As a result of the assessments, as well input from partner industries and instructors, the following changes have been made to the Biotech Academy:

1. A new sign -in procedure was instituted that more closely mimics actual work sign-in requirements

2. Outreach to employment partners, partner agencies and schools has increased through: Updated flyers, LAVC Marquee, LAVC Valley Star, presentations to Community Partners, email promotions, graduate testimonies, social media platforms

3. Increased pool of science instructors within the academy to include Biotech industry professionals, former community college science instructors and manufacturing professionals

4. Incorporated time into training for two Social Workers to present and talk with students regarding potential needs outside of training.

5. Enrolled students in not-for-credit 21st Century Workplace classes for additional resume, interviewing and soft skills training.

6. Streamline enrollment, Instructor preparation and Graduation events through social media, digital media, and videoconferencing opportunities

7. Through the funding resources of the Family Resource Center, our students have access to limited Counseling. The Counselors present at the beginning of the Biotech and Manufacturing Academies and inform students of their availability. We have incorporated this due to the increase of housing insecurity, food insecurity and mental instability that we witness on our campus.

8. Added new Biotech partners to employment opportunities - ThermoFisher, Hemacare, PharmaVite, PerkinElmer, PharmaKite, and Takeda

As a result of the assessments, as well as input from partner industries and instructors, the following changes have been made to the Manufacturing Academy:

1. The use of a probe on the new HAAS CNC Mills was incorporated by Instructors.

2. Working with SWAG (Strong Workforce Apprenticeship Group) and the City of LA for formal internship opportunities for our students.

3. Adding a four-week pre-internship academy for college students with an overview of manufacturing, but not an emphasis on machining

4. Included more "soft skills" training, as well as resume writing and interview practice for students

5. Offer Manufacturing training at employer's sites - Anheuser Busch "Conventional Machining Overview" conducted in May-June of 2021

6. Summer Internship Academy initiated with the Mayor's Office.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed.

-MJ, 8/29/2022

Saved 8/29/2022 11:07 AM by Matthew Jordan

Validator Response - Final

Since the department provides services to industry partners, it should consider developing SAO.

-BMH

Annual Program Review

Family Resource Center

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

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If you believe you should not have this module, refer to the required modules list.

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- There are **NO offline submissions** of service outcomes.
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  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Validator Response

We expect that a new FRC Director and new staff will be in place by the end of Fall 2022. Assessment will be completed by Spring 2023.

Saved 8/10/2022 3:52 PM by Cecilia Cruz

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

   - *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
   - *Enter:*
     - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
     - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
     - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

   - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

Active 3   Discontinued 0

🧩

Outcome: Enroll and engage more fathers in our student-parent programing. Collaborate with CalWORKs in recruitment efforts to meet this goal

◀ Assessed

Evidence: A higher number of student-fathers enrolled in our the FRC database and a higher number regularly utilizing FRC resources and programs

Assessment Method: Maintain record of all new program enrollments. Maintain records of all student attendance at FRC events and regular programing. Keep record of all FRC resource access and goods distribution.

Performance Standard: At least a 10% increase of enrolled and engaged fathers

Last Assessment Date:

Created By: Luma Haddad at 6/29/2021 3:42:00 PM

Next Assessment Date:

Last Updated: 6/29/2021 3:42:00 PM

Assessment Details

Results: In Spring of 2022, eight out of 64 newly enrolled students were fathers (12.5%). This represents an 8-10.5% increase in father

enrollment. Of the newly enrolled fathers, 63% are engaged or very engaged, making engagement levels of FRC fathers about equal to engagement levels of FRC mothers. This tells us that conscious recruitment and engagement efforts better tailored to fathers and whole families are likely effective. External cultural shifts around father inclusivity and a general decrease of stigmas related to seeking support are also contributing factors to meeting this service outcome.
Criterion Met? Yes   Assessed By: Luma Haddad at 6/6/2022 8:22:00 AM

Outcome: Students will become better equipped to independently navigate/access various on-campus and community resources

`Assessed`

Evidence: Students will self-report gained confidence and knowledge in the area of resource access

Assessment Method: Create pre and post survey for students to complete before and after receiving FRC services/ attending FRC workshops.

Individual students will require less direct support hours from counselors but continue to be connected to resources, new and existing

Performance Standard: At least 70% of students will report an improvement in their own ability to access resources

Last Assessment Date: 5/14/2021 12:00:00 AM   Next Assessment Date: 7/16/2021 12:00:00 AM

Created By: Luma Haddad at 6/29/2021 3:27:00 PM   Last Updated: 6/29/2021 3:27:00 PM

Assessment Details

Results: 96% of WF participants surveyed said they felt better equipped "to find and access community resources" after attending Resource Navigation Workshop and meeting individually with a resource counselor. 2021 Updated: 100% of WF participants surveyed in Fall 2021 and Spring 2022 agreed with the statement "I feel better able to find and access campus and community resources" after receiving FRC services.(68% "strongly agreed" while 32% "agreed")
Criterion Met? Yes   Assessed By: Luma Haddad at 6/6/2022 8:35:00 AM

Outcome: Establish a series of clear metrics measuring experience and outcomes of students who access FRC services.

`Ready For Assessment`

Evidence: Percentage based off metrics

Assessment Method: FRC will establish between 5-8 new metrics to collect enhanced data on student parents who access FRC services

Performance Standard: 80% success

Last Assessment Date: Next Assessment Date:

Created By: Amber Angel at 6/29/2021 2:06:00 PM   Last Updated: 6/29/2021 2:06:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Assessment outcomes are being used to inform program plans regarding the assortment of support services available to student and workforce parents.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

N/A

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/25/2022

FM

Saved 8/25/2022 3:08 PM by Florentino Manzano

Validator Response - Final

When a new Director and staff come on board (expected by the end of Fall 2022), work will expand to meet the service area outcomes.

CC 08/10/22

Saved 8/10/2022 3:56 PM by Cecilia Cruz

Annual Program Review

Puente

LAVC Program Review

2022

State: Completed

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Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

  (●) Yes   (○) No   (○) We have NO approved service outcomes prior to Spring 2022 (new area).

? ◄ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

The assessment was completed in Spring 2021; however, we will re-assess in Spring 2023 with additional evidence and data.

Saved 6/27/2022 12:33 PM by Holly Batty

Validator Response

8/26/2022

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

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- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

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*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 1   Discontinued 0

Outcome: To facilitate transfer of students to 4-year universities within 3 years of starting the program.

Assessed

Evidence: The success/retention rate for Puente students should be higher than the institutional standard.

Assessment Method: 1. Success and retention of cohorted students each year. 2. Transfer rates of students annually

Performance Standard: Puente uses the institutional standard for success and retention as the baseline.

Last Assessment Date:

Created By: Holly Batty at 6/23/2021 4:43:00 PM

Next Assessment Date:

Last Updated: 6/23/2021 4:43:00 PM

Assessment Details

> Results: The Fall 2020 cohort is expected graduate/transfer by Spring 2022. Of the previous cohorts, nine reported students successfully transferred to a four-year institution in Spring 2021. We would like to increase the number of students transferring within three years.
> Criterion Met? Yes   Assessed By: Holly Batty at 6/23/2021 4:43:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Currently, the program is meeting the service area outcome; however, the plan for improvement is to follow-up with students who completed phases one and two of the program more intrusively via phone calls/email/Google Hangouts. We also are planning to have the phase-three students peer mentor phase-one students in order to keep them engaged in the program and to more easily facilitate follow-up communication regarding completion and transfer.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

We would like to have the Puente Project MOU honored by hiring clerical assistance (counseling intern), which will free up time for follow-up interventions with students.

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 3:34 PM by Florentino Manzano

Validator Response - Final

Validated A.O. 8/29/22

Saved 8/29/2022 4:36 PM by Alex Ojeda

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 3:34 PM by Florentino Manzano

Annual Program Review

Service Learning

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**

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  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ○ Yes   ○ No   ● We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

There are no approved Service Area Outcomes at this time.

Saved 6/29/2022 3:41 PM by Brandon Hildreth

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

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- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

✛ Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

❓ **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

> Not applicable at this time.
>
> Saved 6/29/2022 3:41 PM by Brandon Hildreth

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

*(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).*

> Not applicable at this time.
>
> Saved 6/29/2022 3:42 PM by Brandon Hildreth

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed. -MJ, 8/31/2022

Saved 8/31/2022 12:58 PM by Matthew Jordan

Annual Program Review

Transfer Alliance Program (TAP) - Honors

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

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- *with general questions regarding service outcomes*
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Service Outcomes Resources:
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- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

  ◉ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ ◀ Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission   Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.
- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. <mark>Enter outcome</mark> information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
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3. <mark>Click Save</mark>

4. Once you have entered your outcome, you can <mark>Modify, Assess, or Discontinue</mark> that outcome.

5. <mark>Click Assess</mark> - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊞ Service Area Outcomes	Active 1	Discontinued 0

Outcome: Successful student transfer, completion, participation, and retention in the program.

● Assessed

Evidence: Counseling collects data every year for TAP enrollment, certification, and transfer.

Assessment Method: Data from student services (counseling) and SIS

Performance Standard: The performance standards should be comparable or better than previous assessments and higher than ISS.

Last Assessment Date: 6/30/2020 12:00:00 AM

Next Assessment Date: 6/30/2022 12:00:00 AM

Created By: Yih-Mei Hu at 7/14/2021 7:33:00 PM

Last Updated: 7/14/2021 7:35:00 PM

Assessment Details

Results: According to data from UCLA and College survey data, the program is successfully meeting its service outcome.

Criterion Met? Yes

Assessed By: Yih-Mei Hu at 6/24/2022 4:36:00 PM

Attachments

| 📄 Honors data.PNG | Data from the 2021 Student Survey related to TAP/Honors |
| 📄 2022 TAP LAVC-5546 May06.pdf | Data from UCLA Transfer Admissions |

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

File Name	Description	Uploaded By	Uploaded	
2022 TAP LAVC-5546 May06.pdf (Open/View)	Data from UCLA Transfer Admissions	Yih-Mei	6/24/2022 4:35:00 PM	Details
Honors data.PNG	Data from the 2021 Student Survey related to TAP/Honors	Yih-Mei	6/24/2022 4:33:00 PM	Details

Use of Results

?   **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Regular office hours have been established by the TAP Director and Counselor. In addition, the website is continually updated and serves as an important resource for current and incoming Honors students. The website content includes the monthly newsletter for announcements, curricular offerings, contract information, and more. Lastly, the application, certification, and informational forms were updated in Spring 2021. These three improvements have increased student support and access, and will be ongoing for the next cycle.

In order to promote program visibility and awareness, TAP will be presenting at a college-wide Zoom set up by the President's Office, along with other College programs.

Saved 6/24/2022 4:40 PM by Yih-Mei Hu

?   If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

The Honors program director previously had a 0.6 reassignment, which was then lowered to a 0.4. Although this was many years ago (as referenced in the validation remarks from Program Review 2020), the Director had little to no scheduling obligations at that time. Given that the number of Honors students and faculty has only increased in the last five years, it is difficult to justify how everything can now be accomplished with a 0.2. Due to the pandemic, the number of hours also ballooned in 2020-2021 simply because faculty and students needed more assistance.

In spite of the limited pay, the program grew by over 20% in 2018-2019, and another 28% in 2019-2020, which resulted in an increase of over 100 students in 2019-2020. The completion rates in 2019-2020 also increased by 50%. However, as our numbers increase, a 0.2 is not sufficient to sustain the current level of the program and frustration is inevitable. The program would then decline and students would not receive the support they need, which could affect completion and success rates.

A resource request has been submitted in the Staffing Module.

Saved 6/24/2022 4:38 PM by Yih-Mei Hu

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed. -MJ, 8/27/2022

Saved 8/27/2022 3:42 PM by Matthew Jordan

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed. -MJ, 8/27/2022

Annual Program Review

Virtual Valley

LAVC Program Review

2022

State: Completed

⚠ Getting Started - READ THIS FIRST!

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- *with general questions regarding service outcomes*
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Service Outcomes Resources:
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- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
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Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ◉ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

We conducted faculty and student surveys in the spring 2022.

Saved 6/15/2022 2:38 PM by Magda Walsh

Validator Response

I am validating this.

LN, Dean, July 28, 2022

Saved 7/28/2022 4:58 PM by Laurie Nalepa

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
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- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

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- **Enter** approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
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  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
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3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 2   Discontinued 0

Outcome: Provide support for faculty online instruction and staff online services.

Assessed

Evidence: Results from faculty surveys as well as services tracking for training/support provided to faculty (group, one-on-one, etc.)

Assessment Method: We'll conduct faculty surveys in Spring 2022.

Performance Standard: 65% of faculty will be satisfied with the support of the DE Team. Categories include: knowledgeable solution provided and

response time.

Last Assessment Date: 5/5/2020 12:00:00 AM

Created By: Magda Walsh at 7/7/2021 7:18:00 PM

Next Assessment Date: 5/5/2022 12:00:00 AM

Last Updated: 7/14/2021 9:39:00 PM

Assessment Details

Results: Service Area Outcome: 65% of faculty will be satisfied with the support of the DE Team. Categories include: knowledgeable solution provided and response time. Assessment Results DE Team Faculty Survey 52 faculty responded to the spring 2022 survey DE Team. Their responses indicated that 96% of them agree that the Distance Education team responded to their requests within 72 hours and that the DE Team was knowledgeable on the subject matter to their requests. Please review the detailed assessment outcome report for further information.

Criterion Met? Yes

Assessed By: Magda Walsh at 6/29/2022 10:27:00 AM

Attachments

📄 2021-2022 Distance Education Assessments Outcomes_MW.docx   2021-2022 DE Faculty Assessment Outcomes Report

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🧩 Outcome: Provide support for student online instruction.   ◆ Assessed

Evidence: Results from student surveys as well as service tracking regarding the Virtual Valley Help Desk.

Assessment Method: We'll conduct student surveys in Spring 2022 and will also maintain the service tracking log for the Virtual Help Desk.

Performance Standard: 65% of students will be satisfied with the support of the Virtual Valley Help Desk. Categories include: knowledgeable

solution provided and response time.

Last Assessment Date: 5/5/2020 12:00:00 AM

Created By: Magda Walsh at 7/7/2021 7:02:00 PM

Next Assessment Date: 5/5/2022 12:00:00 AM

Last Updated: 7/7/2021 7:20:00 PM

Assessment Details

Results: Assessment Results 144 students responded to the spring 2022 Virtual Valley Help Desk student survey. Their responses indicated that 67% of the students agreed that the Virtual Valley Help Desk responded within 48 hours and 74% of them agreed that the VV Help Desk was knowledgeable on the subject matter related to their requests. It's worth to point out that 21-27% neither agreed or disagreed with the statements. Please review the attached detailed report for this session.

Criterion Met? Yes

Assessed By: Magda Walsh at 6/29/2022 10:17:00 AM

Attachments

📄 2021-2022 Virtual Valley Services Assessments Outcomes_MW-IZY.docx   2021-2022 Virtual Valley Services Assessment Outcomes Report

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Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

File Name	Description	Uploaded By	Uploaded	
LAVC Faculty Virtual Valley Distance Education Survey-Spring 22 5-4-22.pdf (Open/View)	2021-2022 Distance Education Faculty Survey Results Spring 2022	Magda	6/8/2022 12:14:00 PM	Details
Spring 2022 Distance Education Survey.pdf (Open/View)	2021-2022 Distance Education Student Survey Results Spring 2022	Magda	6/8/2022 12:15:00 PM	Details

Use of Results

❓ Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
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The spring 2022 faculty surveys for the DE and Help Desk team demonstrated that faculty relies on the knowledge of the online education team and on the team's timely response to their questions.

Although the spring 2022 student survey indicated that 67% of students received a response within 48 hours and met the 65% established goal, it's worth to point out that 27% of the students don't agree or disagree.

Both survey results were shared with the CDEC Committee Chair and the DE Dean. They will be also shared with all CDEC Committee members in the fall CDEC meeting since there is no CDEC meeting this summer.

Saved 6/15/2022 2:36 PM by Magda Walsh

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

n/a

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed. -MJ, 8/27/2022

Saved 8/27/2022 2:18 PM by Matthew Jordan

Validator Response - Final

I have reviewed this information and am validating it. As previously mentioned, the DE coordinator, online specialist, and DE specialists should be commended for their outstanding job providing training to faculty during covid. They have continued to performed a herculean task in terms of training and support.

LN, Dean, July 28, 2022

Saved 7/28/2022 4:59 PM by Laurie Nalepa

Annual Program Review

Phi Theta Kappa

LAVC Program Review

2022

State: Completed

Getting Started - READ THIS FIRST!   This information is here to help you.

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Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

? ◁ Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission   Enter proposed outcomes here.

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Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
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1. Click on **Add a New SAO** (Service Outcome).

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*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? | Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

PTK submitted its first SAO to Dean Reed during Spring 2018. The SAO is not yet on the approved SAO list, and no assessments have taken place.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

None.

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed. Referred to Service Outcomes Coordinator. -MJ, 8/31/2022

Saved 8/31/2022 12:32 PM by Matthew Jordan

Annual Program Review

Bookstore & Cafe

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**

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Service outcomes and _assessments_ must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, Michelle Fowles
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) - Modifications can be submitted at the end of the module for subsequent assessment years.*

Service Outcomes Resources:
- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ○ Yes   ◉ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

We plan to complete our assessment by end of June 2023. I will work with OIE to create surveys for services provided.

Saved 6/29/2022 11:28 AM by Mary John

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
Work with redshelf to revise / update the faculty textbook adoption tool	Track number of adoptions completed and submitted correctly	Prior assessment results, Change in services

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. ==Enter outcome== information.

- *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. ==Click Save==

4. Once you have entered your outcome, you can ==Modify, Assess, or Discontinue== that outcome.

5. ==Click Assess== - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

Active 0   Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

We analyzed the list of rental titles available and determined that we need to encourage department chairs, department secretaries and faculty to order their books on time in order to increase the number of titles we have available for rent.
It was discussed during our staff meeting and documented in the minutes.. We will continue to work with instructors to get more orders for textbooks and supplemental course materials and brainstorm to develop strategies and alternate ways of increasing on time textbook order submissions.

With the changes in education structure, we had more faculty who used OER materials and did not submit textbook adoptions. However there were some students enrolled in these class who preferred having the printed materials or technology to access materials.We offered a print on demand service for the ones with links that were provided by instructors We will work with all faculty to provide us with links for classes using OER materials and with EOPS to purchase laptops or tablets for students in their program who have classes using OER..

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

To be completed by Spring 2023

Saved 9/4/2022 11:24 AM by Sarah Song

Annual Program Review

Business Office - Accounting

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and _assessments_ must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles]
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training] (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement] (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

   ○ Yes   ◉ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

We plan on completing our assessments by the end of Spring 2023. We will work closely with IE to come up with a questionnaire/survey/QR Code for anyone the Business Office has provided services so they can provide feedback on what type and quality of service they received.

Saved 6/29/2022 11:16 AM by Robert Medina

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes

Active **3**   Discontinued **0**

Outcome: Collect Student Fees and provide refunds to students as needed in a timely manner

◀ Ready For Assessment

Evidence: Positive feedback from students for the services they are provided in collecting fees and providing refunds.

Assessment Method: Review transactions to ensure accurately and timely processing. We will utilize a Business Office Survey form to obtain evidence regarding customer service.

Performance Standard: Would like to see we are performing at an 85% Customer Satisfaction Rate

Last Assessment Date: 6/28/2019 12:00:00 AM	Next Assessment Date: 6/30/2023 12:00:00 AM
Created By: Robert Medina at 7/14/2021 12:23:00 PM	Last Updated: 6/28/2022 4:04:00 PM

Outcome: Prepare Financial and Cash Collection Reports for delivery to District Office (ESC) in a accurate

◀ Ready For Assessment

and timely manner.

Evidence: Tracking emails when the reports are submitted to the District Office (ESC).

Assessment Method: Track the delivery of the weekly reports to ensure timely delivery. Solicit feedback from District Accounting Office to ensure the reports are timely/accurately submitted.

Performance Standard: Consistently submitting the reports in a timely manner, so as to not receive reminder emails from District Office (ESC) to submit the reports. On-time submissions 85% of the time.

Last Assessment Date: 6/28/2019 12:00:00 AM

Created By: Robert Medina at 7/14/2021 12:20:00 PM

Next Assessment Date: 6/30/2023 12:00:00 AM

Last Updated: 6/28/2022 4:05:00 PM

Outcome: Provide assistance and services to Students, Faculty, and Staff in a courteous, efficient, and effective manner.

`Ready For Assessment`

Evidence: Positive feedback from Students, Faculty, and Staff on level of service provided either through a survey or poll.

Assessment Method: Survey the users of Business Office services at least once during each Program Review Year to ensure services are being provided in a courteous, efficient, and effective manner.

Performance Standard: Would like to see 85% of surveys be positive.

Last Assessment Date: 6/29/2019 12:00:00 AM

Created By: Robert Medina at 7/14/2021 12:17:00 PM

Next Assessment Date: 6/30/2023 12:00:00 AM

Last Updated: 6/28/2022 4:05:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Results will be compiled and discussed at staff meetings for improvements, training, and recommendations.

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

N/A

Validation

Validator Response - Final

To be updated and completed by Spring 2023

Saved 9/4/2022 11:17 AM by Sarah Song

Annual Program Review

Personnel & Payroll

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

  ◯ Yes   ◯ No   ◯ We have NO approved service outcomes prior to Spring 2022 (new area).

  ❓ ◁ **Assessment Completion**

  If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

  *Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission   Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. ==Enter outcome== information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. ==Click Save==

4. Once you have entered your outcome, you can ==Modify, Assess, or Discontinue== that outcome.

5. ==Click Assess== - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

The assessment results were communicated to personnel/payroll staff at our monthly meeting.

❓ If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

❓ **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

To be completed by Spring 2023

Saved 8/31/2022 8:44 AM by Sarah Song

Annual Program Review

Community Services

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ ◁ Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission   Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

We use the assessments to determine whether or not to continue to offer a class from a particular instructor and for staff training (specifically in the department's Gymnastics and Aquatics programs). We also use the assessment to let other departments on campus (primarily Information Technology and Maintenance & Operations) if there are issues students feel need to be addressed.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

N/A (Community Services is an "Enterprise Account" and is "self-supporting".

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

-MJ, 8/27/2022

Reviewed.

Saved 8/27/2022 1:57 PM by Matthew Jordan

Annual Program Review

Maintenance & Operations

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**

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Contact the Service Outcomes Coordinator, Michelle Fowles
- *with general questions regarding service outcomes*
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Service Outcomes Resources:
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- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are __not__ required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
    - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- **_Enter_ approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- **_Enter:_**
    - **_Assessment Method_** is your means of assessment (e.g. tracking tool, survey, focus groups). _How will you gather information for the assessment?_
    - **_Evidence / Measure_** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). _What specific information will you collect to assess?_
    - **_Performance Standard_** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. _What is an acceptable performance outcome for this assessment?_

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.

🧩 Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

❓ **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

SLO 1: The District is developing reports that will track WSO completion and WSO awaiting to be scheduled. Using these reports we can track how timely are we are completing WSO and how effective we are meeting SLO 1. We expect to have the reports to be available by August 2020.

SLO 2: We will use the results of the inspections to identify safety issues/hazards to correct them and identify course of actions to mitigate the items identified.

SLO 3: The inspections reports will provide direction for the custodial to take to maintain clean facilities and improve communication between the custodians and their supervisors.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

All request forms will be created by appropriate supervisors. They will then process request through our work order system. All supplies are requested by specific departments Supervisors. Professional Development is currently available to all Maintenance and Operations employees.

Note: It is common knowledge around our facility that some departments are in need of more staffing. Operations certainly needs more Custodians. Our Gardening Department has 5 gardeners and our Campus is a 105 acres which is quite a challenge.

Validation

? ### Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

To be completed by Spring 2023

Saved 9/4/2022 10:03 AM by Sarah Song

Annual Program Review

Procurement

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
    - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
    - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle***.

   ◯ Yes   ◯ No   ◯ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission   Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. ==Enter outcome== information.

- ***Enter** approved/ existing outcomes* and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- ***Enter:***
  - ***Assessment Method*** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - ***Evidence** / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - ***Performance Standard*** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. ==Click Save==

4. Once you have entered your outcome, you can ==Modify, Assess, or Discontinue== that outcome.

5. ==Click Assess== - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

❓ ### Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

While procurement documents were processed within the standard time, procurement office still experiences challenges pertaining errors included in the document received, which delay the processing time. The office will continue to communicate the campus community on proper document submission to avoid any delays.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

n/a

Validation

? ### Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

To be completed by Spring 2023

Saved 8/31/2022 8:42 AM by Sarah Song

Annual Program Review

Receiving

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!

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  - No paper forms are required for this process.
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- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

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- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
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- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

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  - ***Performance Standard*** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊞ Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

We are reviewing the results and making adjustments to our procedures.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

To be completed by Spring 2023

Saved 8/31/2022 8:40 AM by Sarah Song

Annual Program Review

Office Services

LAVC Program Review

2022

State: Completed

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- *with general questions regarding service outcomes*
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Service Outcomes Resources:
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- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle***.

○ Yes   ◉ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

As most of our services were closed during the pandemic there was not enough usage to do an assessment this round. We will work on sending out survey in Fall 2022..

Saved 6/28/2022 4:00 PM by Jonathon Hooker

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
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- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

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3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

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*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

| Active | 4 | Discontinued | 0 |

Outcome: The Master Calendar Office schedules the usage of campus facilities for non-Academic purposes.

Ready For Assessment

Evidence: Survey results. Increased usage of space and rentals

Assessment Method: Survey to be conducted yearly.

Performance Standard: To have 75% positive feedback from the survey, and an increased revenue for the year from rentals

Last Assessment Date:

Next Assessment Date: 10/10/2022 12:00:00 AM

Created By: Jonathon Hooker at 7/8/2021 11:27:00 AM

Last Updated: 6/28/2022 4:01:00 PM

Outcome: The Mailroom sorts and distributes all the incoming mail and meters all the outgoing mail. The

Ready For Assessment

Mailroom also accepts, sorts, and distributes all packages delivered by U.S.P.S., UPS, FedEx, etc.

Evidence: Survey results

Assessment Method: We will conduct a survey either yearly or every other year through OIE.

Performance Standard: To have more than 75% of responses be positive feedback. To have mail and packages sorted on time. To have mail stamped and sent out timely.

Last Assessment Date:
Created By: Jonathon Hooker at 7/8/2021 11:12:00 AM

Next Assessment Date: 10/10/2022 12:00:00 AM
Last Updated: 6/28/2022 4:01:00 PM

Outcome: The Switchboard answers and forwards all the incoming calls to the main campus phone and the operator line on the online freshcaller. The Switchboard also dials all the outgoing long distance calls from the campus lines for staff and faculty.

Ready For Assessment

Evidence: Feedback from students, staff, and faculty

Assessment Method: A yearly survey sent to students, staff, and faculty

Performance Standard: To have above a 75% positive feedback from all survey results. The Switchboard will be answered at all times while it is staffed and phone calls will be transferred appropriately.

Last Assessment Date:
Created By: Jonathon Hooker at 7/8/2021 10:56:00 AM

Next Assessment Date: 10/10/2022 12:00:00 AM
Last Updated: 6/28/2022 4:05:00 PM

Outcome: Reprographics produces all the printed materials used on campus for Academic and Administrative purposes.

Ready For Assessment

Evidence: The turn around time on submitted work requests will be shorter; less issues with faculty and staff receiving their work.

Assessment Method: We will conduct a survey either yearly or every other year through OIE.

Performance Standard: To have more than 75% of responses be positive feedback by improving the work flow and efficiency of the Reprographics department

Last Assessment Date:
Created By: Jonathon Hooker at 7/8/2021 10:47:00 AM

Next Assessment Date: 10/10/2022 12:00:00 AM
Last Updated: 6/28/2022 4:01:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

The results of the surveys will be discussed with the staff of each area to make improvements in their respective areas as needed.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

To be updated and completed by Spring 2023

Saved 9/4/2022 11:47 AM by Sarah Song

Annual Program Review

Associated Student Union (ASU)

LAVC Program Review

2022

State: Completed

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Service Outcomes Resources:
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- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
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Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due* **once per cycle**.

    ⦿ Yes   ◯ No   ◯ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Validator Response

A survey was administered in Spring 2022. Not many responses were gathered. We may need to consider re-administering the survey in fall 2022.

L. Negrete- 7/20/2022

Saved 7/20/2022 9:11 AM by Elizabeth Negrete

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
Better inform students of ASU events/activities	A survey will be used to ask students how they found out about ASU events/activities. During an event or activity, we will use sign-in sheets to keep track of student participation and then survey those participants.	New Area/ Service
Increase student participation by 5%.	Attendance sheets.	New Area/ Service

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

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- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

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3. **Click Save**

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*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.

⊹ Service Area Outcomes

Active 2   Discontinued 0

Outcome: Increase student participation in ASU events.   ◀ Assessed

Evidence: We will keep track of the number of students that participate in ASU events and activities.

Assessment Method: We will have sign-in sheets.

Performance Standard: During the 2020-2021 academic year, 325 students participated in ASU events and activities. We would like to see an increase of 5% in student participation.

Last Assessment Date: 3/9/2022 12:00:00 AM   Next Assessment Date: 5/30/2022 12:00:00 AM

Created By: Monica Flores at 6/2/2022 1:42:00 PM   Last Updated: 6/2/2022 1:43:00 PM

Assessment Details

Results: This academic year we had more students participate in our ASU events, this was determined through sign-in sheets that we had for all events. Our goal was to increase 5% in student participation based on the student participation from last year(325 student participation). From Fall 2021 to Spring 2022, we had 553 students participate in our in person and online events. We will continue to have sign-in sheets to keep track of the students who participate. Higher participation in events could mean that students are interested in the events that are being planned. We will be more intentional about the events that we plan to continue to serve more of our student population. This will result in students feeling connected to our campus and create positive memories about their college experience.

Criterion Met? Yes   Assessed By: Monica Flores at 6/8/2022 3:02:00 PM

Attachments

📄 ASU Events Sign-in Sheets 2021_2022.pdf   Event sign-in sheets for ASU.

Outcome: Better inform students of ASU events/activities.   ● Assessed

Evidence: We will keep track of the number of emails, texts and social media posts that we use to inform students of ASU events/activities.

Assessment Method: A survey will be used to ask students how they found out about ASU events/activities.

Performance Standard: We hope that students will let us know their preferred mode of communication they prefer to find out about ASU events.

Last Assessment Date: 3/9/2020 12:00:00 AM   Next Assessment Date: 5/30/2022 12:00:00 AM

Created By: Monica Flores at 7/13/2021 4:10:00 PM   Last Updated: 6/2/2022 2:17:00 PM

Assessment Details

Results: This past academic year we promoted our ASU events and activities to students by using the following methods: 19 Valley Weekly announcements, 10 Student Life Canvas Shell Announcements, 21 Blackboard messages, and 19 Instagram posts where we have 625 followers. Using a survey, we asked participants how they found out about events. The results are the following; 6.8% Social Media, 20.45% flyer, 11.36% through a friend and 43.18% other. From the 43.18% students indicated that they found out about events by: outlook, work, professors, campus, walking by, and their club. Participants indicated that they were extremely likely (59.09%) and somewhat likely (31.82%) to participate in ASU events and activities. In addition, 75% of participants indicated that they prefer in-person events, while only 2.27% person would prefer online events. These results strongly reflect that students prefer in-person events, and found out about events through various ways. We will continue to increase promotion efforts to inform students about upcoming activities to ensure that participation is high and we will plan for more in-person events.

Criterion Met? Yes   Assessed By: Monica Flores at 6/10/2022 10:41:00 AM

Attachments

📄 ASU Event Survey Results .pdf   Survey results for ASU events.

📄 ASU Event Announcements and Posts 2021-2022.xlsx   ASU event announcements and posts

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

File Name	Description	Uploaded By	Uploaded	
ASU Event Announcements and Posts 2021-2022.xlsx	ASU event announcements and posts	Monica	6/10/2022 10:41:00 AM	Details
ASU Event Survey Results .pdf (Open/View)	Survey results for ASU events.	Monica	6/10/2022 10:40:00 AM	Details
ASU Events Sign-in Sheets 2021_2022.pdf (Open/View)	Event sign-in sheets for ASU.	Monica	6/8/2022 3:02:00 PM	Details

Use of Results

❓ Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

The results from the assessments will be shared during our staff meetings and staff retreat. We will be mindful of these results and take them into consideration when planning events and ways of promoting. I will also share this information with the incoming ASU Executive Council and Inter Club Council so that they are aware of the preferred event modality and promotion. Outcome "Better Inform students of ASU event/activities" can be adjusted to be measurable.

L. Negrete- 7/20/2022

Saved 7/20/2022 11:00 AM by Elizabeth Negrete

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

*(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).*

Not applicable.

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/25/2022

FM

Saved 8/25/2022 11:11 AM by Florentino Manzano

Validator Response - Final

The completion of the assessment is appreciated. For next assessment cycle, I suggest the survey be more robust (more questions more time to administer). Also, attendance records can be improved on.

L. Negrete-7/13/2022

Saved 7/20/2022 11:01 AM by Elizabeth Negrete

Annual Program Review

Child Development Center

LAVC Program Review

2022

State: Completed

⊘ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and __assessments__ must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

◯ Yes   ⊙ No   ◯ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Validator Response

Surveys will be administered in Fall 2022.

L. Negrete- 7/22/2022

Saved 7/22/2022 12:42 PM by Elizabeth Negrete

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

| | Active 2 | Discontinued 0 |

🧩

Outcome: Provide a high quality Child Development Program for practicum students to complete their practicum lab hours for their Child Development Courses.

Ready For Assessment

Evidence: Data from our practicum student survey will indicate a high quality program.

Assessment Method: Practicum Survey

Performance Standard: 80% satisfaction

Last Assessment Date:

Created By: Jennifer Guevara at 7/7/2021 2:14:00 PM

Next Assessment Date:

Last Updated: 7/14/2021 10:53:00 AM

Outcome: Provide high quality child acre and education services to children.

Evidence: Data from parent surveys will indicate they are receiving quality services.

Assessment Method: Parent Surveys

Performance Standard: 80% satisfaction

Last Assessment Date:

Created By: Jennifer Guevara at 7/7/2021 2:11:00 PM

Next Assessment Date:

Last Updated: 7/7/2021 2:14:00 PM

Ready For Assessment

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

File Name	Description	Uploaded By	Uploaded	
DRDP Preschool Parent Survey 2021.pdf (Open/View)	DRDP Preschool Parent Survey	Jennifer	6/29/2022 1:08:00 PM	Details
Fall 2021 LAVC Parent Survey.pdf (Open/View)	LAVC CDC Parent Survey	Jennifer	6/29/2022 1:08:00 PM	Details
LAVC Child Development Center Practicum survey.pdf (Open/View)	LAVC Child Development Center Practicum Survey	Jennifer	6/29/2022 1:03:00 PM	Details
LAVC School Age Parent Survey 2021.pdf (Open/View)	LAVC School Age Parent Survey	Jennifer	6/29/2022 1:08:00 PM	Details

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

We take the data from surveys and assessments to see what areas parents feel they need more information or assistance. We use that data to determine the topics of parent workshops or to see how we can better service our student-parents. We use this data in order to improve our program in areas of the parents needs. These surveys are an intrical part of our improvement process.

We share results of of survey through staff meetings and parent meetings. We discuss the data in staff/parent meetings to brainstorm ideas to improve in the areas that come up as a need in our surveys.

Saved 6/29/2022 1:14 PM by Jennifer Guevara

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

N/A

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Surveys will be administered in Fall 2022.

L. Negrete- 7/22/2022

Saved 7/22/2022 12:42 PM by Elizabeth Negrete

Annual Program Review

EOPS/ CARE/Next Up/Guardian Scholars

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) - Modifications can be submitted at the end of the module for subsequent assessment years.*

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

　○ Yes　　○ No　　○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission   Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

Active 3   Discontinued 0

Outcome: Increase completion of certificates, degrees and transfer among EOPS students.   ● Assessed

Evidence: Number of students who complete a certificate, degree or transfer requirements.

Assessment Method: Counselors will add students to an internal list.

Performance Standard: At least 10% of EOPS students complete their educational goal.

Last Assessment Date: 7/1/2021 12:00:00 AM   Next Assessment Date: 7/1/2022 12:00:00 AM

Created By: Sherri Rodriguez at 7/9/2021 4:42:00 PM   Last Updated: 7/9/2021 4:42:00 PM

Assessment Details

Results: In Spring 2022, 203 EOPS students completed their transfer requirements, earned a certificate and/or Associates degree. That number is holding steady as compared to last year.

Criterion Met? Yes   Assessed By: Sherri Rodriguez at 6/29/2022 12:40:00 PM

Attachments

| 📄 EOPS Service Area Outcome Completion.docx | EOPS Service Area Outcome Completion |
| 📄 EOPS Service Area Outcome Completion 2022.docx | EOPS Service Area Outcome Completion 2022 |

Outcome: Provide support services so that EOPS students meet or exceed institutional set standard of 66%.

`Assessed`

Evidence: EOPS student success rates

Assessment Method: LAVC data dashboard

Performance Standard: Meet or exceed the institutional set standard of 66%.

Last Assessment Date: 12/1/2020 12:00:00 AM
Next Assessment Date: 12/1/2021 12:00:00 AM
Created By: Sherri Rodriguez at 7/9/2021 4:36:00 PM
Last Updated: 7/9/2021 4:36:00 PM

Assessment Details

> **Results:** EOPS students exceeded the campus standard of 66%.
>
> **Criterion Met?** Yes
> **Assessed By:** Sherri Rodriguez at 6/29/2022 12:49:00 PM
> **Attachments**
>
> | 📄 EOPS Service Area Outcome Success.docx | EOPS Service Area Outcome Success |
> | 📄 EOPS Service Area Outcome Success 2022.docx | EOPS Service Area Outcome Success 2022 |

Outcome: Increase access by increasing the number of historically underrepresented students in EOPS by recruiting a population that reflects the LAVC and the surrounding community. Maintaining visibility and celebrating historically underrepresented groups.

`Assessed`

Evidence: Compare EOPS, LAVC and community by race/ethnicity.

Assessment Method: LAVC data dashboard and census data.

Performance Standard: Strive to have an EOPS population that reflects the LAVC surrounding community.

Last Assessment Date: 12/1/2020 12:00:00 AM
Next Assessment Date: 12/1/2021 12:00:00 AM
Created By: Sherri Rodriguez at 7/9/2021 4:28:00 PM
Last Updated: 7/9/2021 4:28:00 PM

Assessment Details

> **Results:** As compared to the campus, EOPS?continues to enroll students from the disproportionately impacted groups.? However, the program experienced a drop in Latino?students.? See table below.?
> **Criterion Met?** No
> **Assessed By:** Sherri Rodriguez at 6/29/2022 12:54:00 PM
> **Attachments**
>
> | 📄 EOPS Service Area Outcome Access.docx | EOPS Service Area Outcome Access |
> | 📄 EOPS Service Area Outcome Access 2022.docx | EOPS Service Area Outcome Access 2022 |

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

The results of the completed assessments are discussed by the EOPS Team at weekly staff meetings. They are used to determine strategies for improvement.

Saved 6/29/2022 12:54 PM by Sherri Rodriguez

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

To improve access, retention and success outcomes, the program provided a staffing request for a dedicated director.

Saved 6/29/2022 12:56 PM by Sherri Rodriguez

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/25/2022

FM

Saved 8/25/2022 2:18 PM by Florentino Manzano

Annual Program Review

Mosaic Center

LAVC Program Review

2022

State: Completed

⚠ Getting Started - READ THIS FIRST!

If you have access to this module, you need to submit responses about service outcomes.

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ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and _assessments_ must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, Michelle Fowles
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ ◁ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- **Enter** approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- **Enter:**
  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? ◄ Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

We would like additional support from OIE to design a comprehensive evaluation plan for all the initiatives. It is clear that initiative holders have struggled to collect data in a clear way that is linked to our established dashboard system. The expertise of OIE will be beneficial to give all initiative holders a clear road map for evaluation and also the evaluation tools to do so. For example, event surveys that can be shared across initiatives.

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/25/2022

FM

Saved 8/25/2022 3:40 PM by Florentino Manzano

Annual Program Review

Services for Students with Disabilities (SSD)

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
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Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
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Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
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Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ⦿ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ ◄ Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

We had planned to assess our Service Outcome this semester (Spring 2022), but we will be postponing that until Summer or Fall 2022. We are still within the assessment cycle with this revised schedule.

Saved 5/16/2022 3:51 PM by David Green

Validator Response

> I am validating this module.
>
> LN, Dean, July 29, 2022
>
>
> Saved 7/29/2022 3:46 PM by Laurie Nalepa

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
    - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).
2. <mark>Enter outcome</mark> information.

   - *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
   - *Enter:*
       - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
       - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
       - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*
3. <mark>Click Save</mark>
4. Once you have entered your outcome, you can <mark>Modify, Assess, or Discontinue</mark> that outcome.
5. <mark>Click Assess</mark> - **Enter assessment data.**

   - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

┣ Service Area Outcomes

Active `1`   Discontinued `0`

Outcome: SSD Staff will recommend academic accommodations and services necessary for the successful completion of student educational goals.   ◄ Ready For Assessment

Evidence: Notations in the student's SSD PeopleSoft pages will indicate if staff made recommendations for academic accommodations during an interactive process with the student.

Assessment Method: Selected SSD student records were reviewed in PeopleSoft and a checklist exercise was conducted to verify if a student met with a Counselor or Disability Specialist and requested accommodations during the Fall 2018 semester.

Performance Standard: Consistent evidence that SSD staff engaged in the interactive process to determine appropriate accommodations for students registered with the program.

Last Assessment Date: 5/3/2019 12:00:00 AM   Next Assessment Date: 11/6/2022 12:00:00 AM

Created By: David Green at 6/24/2021 3:46:00 PM   Last Updated: 6/7/2022 12:34:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

File Name	Description	Uploaded By	Uploaded	
SSD SSO ASSESSMENT May 2019.docx	SSD SSO Assessment May 2019	David	5/23/2022 4:36:00 PM	Details

Use of Results

? ### Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

In present and previous assessments, the data gathered suggested that this Service Outcome was being met. Results were discussed among the staff that gathered data and emailed to all SSD staff for discussion. Staff noted that the data suggested an increase in the utilization of accommodations and counseling based on the data sample. Discussions on student headcount, the number of student contacts, and staffing are ongoing. SSD staff will develop a system to track and follow-up with students who do not request accommodations after meeting with a Counselor or Disability Specialist.

Saved 5/23/2022 4:33 PM by David Green

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

N/A

Saved 5/23/2022 4:37 PM by David Green

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 3:17 PM by Florentino Manzano

Validator Response - Final

I am validating this module.

LN, Dean, July 29, 2022

Saved 7/29/2022 3:47 PM by Laurie Nalepa

Validator Response - Final

The department will assess its SSO's in Summer or Fall 2022. SR 7/25/2022

When departments have instructional components there seems to be some confusion about which deans validate which areas! For example, SSD has two (2) instructional components: Learning Skills and Adapted PE. In my opinion, the instructional dean would validate the Curriculum and SLO modules. And the supervising dean would validate the remaining areas.

We need clarification. Thank you!

Saved 8/13/2022 11:45 AM by Sherri Rodriguez

Annual Program Review

Student Activities

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**

This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and _assessments_ must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

**Contact the Service Outcomes Coordinator, Michelle Fowles**

- _with general questions regarding service outcomes_
- _if you do not have an approved outcome_
- _to **modify** outcomes or submit proposals for new service outcomes_ (*must be submitted through the campus process **prior to assessment**) - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:

- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- _Assessments are due **once per cycle**._

　○ Yes　　◉ No　　○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? _Include actions steps and person(s) responsible._

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

Student Activities will complete their Service Outcomes Assessment by the end of fall 2023.

Actions Steps:

- Create a plan and calendar events in summer 2022 for fall 2022.
- Keep an event registration and attendance record for Welcome Week Activities, US Constitution Day, Monarch Passport Club Days and other activities planned by the ASU and in collaboration with other departments and programs.
- Work with OIE to provide students with a a survey after the activities.

The person responsible: Raquel Sanchez

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- **Enter** approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- **Enter:**
  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 1   Discontinued 0

Outcome: Students will connect with the LAVC campus community through activities/Student Engagement.

Ready For Assessment

Evidence: Student attendance and participation.

Assessment Method: Registration, attendance tracking and surveys.

Performance Standard: We would like to increase participation by 5%.

Last Assessment Date: Next Assessment Date: 12/30/2022 12:00:00 AM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

?

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

The Office of Student Life tracks attendance to activities through sign-in sheets, Microsoft Forms and Zoom Registrations. Student Life also shares activity and student participation internally with the Student Services Division twice a month by submitting a *Student Services Activity Report* to the Vice President of Student Services The Student Activities Report is shared with the College President.

Saved 6/30/2022 7:40 PM by Raquel Sanchez

?

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

n/a

Saved 6/30/2022 7:40 PM by Raquel Sanchez

Validation

?

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 3:32 PM by Florentino Manzano

Validator Response - Final

assessment is scheduled for fall 2022.

L. Negrete- 7/25/2022

Saved 7/25/2022 10:30 AM by Elizabeth Negrete

Annual Program Review

Student Health Center

LAVC Program Review

2022

State: Completed

❶ Getting Started - READ THIS FIRST!

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- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) - Modifications can be submitted at the end of the module for subsequent assessment years.*

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
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Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

　○ Yes　　◉ No　　○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

Saved 6/24/2022 11:46 AM by Evelyn Pichardo

Validator Response

Survey will be administered the fall 2022.

L. Negrete- 8/2/2022

Saved 8/2/2022 3:30 PM by Elizabeth Negrete

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
    - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

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- *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
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    - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
    - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

Active 2   Discontinued 0

🧩 Outcome: Student satisfaction with the VCH services will be at 80%.

◀ Ready For Assessment

Evidence: survey results

Assessment Method: A survey will be administered

Performance Standard: 80%

Last Assessment Date:

Created By: Elizabeth Negrete at 6/23/2021 4:37:00 PM

Next Assessment Date: 10/31/2022 12:00:00 AM

Last Updated: 6/24/2022 12:03:00 PM

Outcome: Students will be informed about LAVC's health services.

◀ Ready For Assessment

Evidence: Number of students using the Student Health Center; number of students referred to the Health Services Coordinator (SSA).

Assessment Method: Data from VCH; tracking the number of classroom presentations and outreach activities

Performance Standard: Double the number of students accessing health services.

Last Assessment Date:

Created By: Elizabeth Negrete at 6/23/2021 4:36:00 PM

Next Assessment Date: 10/31/2022 12:00:00 AM

Last Updated: 6/24/2022 12:09:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

These Service Outcomes are new and have not been assessed. These outcomes will assessed in fall of 2022.

Saved 6/24/2022 12:09 PM by Evelyn Pichardo

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

None

Saved 6/24/2022 12:09 PM by Evelyn Pichardo

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 3:41 PM by Florentino Manzano

Validator Response - Final

Need to include data provided by VCH regarding number of students served, demographics, etc.

L. Negrete- 8/2/2022

Saved 8/2/2022 3:33 PM by Elizabeth Negrete

Validator Response - Final

Annual Program Review

TRiO Student Support Services

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!

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- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
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Service Outcomes Resources:
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- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

> ❓ Assessment Completion
>
> If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*
>
> *Is your next assessment date properly noted in the assessment window below?*

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- ***Enter** approved/ existing outcomes* and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- ***Enter:***
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  - ***Performance Standard*** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. Click Assess - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes   Active [3]   Discontinued [0]

Outcome: Provide academic tutoring to insure that program participants maintain good academic standing at institution.   ◀ Assessed

Evidence: Number of student in the program with satisfactory GPAs

Assessment Method: Student transcripts will be pulled and reviewed

Performance Standard: 65% of program participants will be at or above a 2.0 GPA

Last Assessment Date:	Next Assessment Date: 8/31/2022 12:00:00 AM
Created By: Julia Mendoza-Vasquez at 7/14/2021 2:08:00 PM	Last Updated: 6/2/2022 2:17:00 PM

Assessment Details

> **Results:** Participant transcripts are pulled each semester. In the Fall 2021 76.4% of our 85 participants for the year are above 2.0
>
> Criterion Met? Yes   Assessed By: Adriana Sanchez at 6/27/2022 3:09:00 PM

Outcome: Informing students regarding financial aid opportunities and procedures   ◀ Assessed

Evidence: Number of students applying for FASFA and scholarships

---

Assessment Method: Students will be surveyed regarding their knowledge of subject after information is provided to them and request of a copy of complete applications.

Performance Standard: 75% of our student will demonstrate accurate knowledge of financial aid and scholarship processes and procedures.

Last Assessment Date:

Next Assessment Date: 3/31/2022 12:00:00 AM

Created By: Julia Mendoza-Vasquez at 7/14/2021 1:53:00 PM

Last Updated: 7/14/2021 1:53:00 PM

Assessment Details

Results: 41% of Participants were informed and/or assisted with financial aid by attending our financial aid workshops, financial aid counseling and participated in semester financial literacy workshop. Performance was not met due to low enrollment and activity participation.

Criterion Met? No

Assessed By: Adriana Sanchez at 6/27/2022 3:01:00 PM

Outcome: Inform students regarding college transfer policies and procedures and how these relate to their lives and activities

● Assessed

Evidence: Student feedback

Assessment Method: Student will be surveyed after each workshop or activity which provide related information

Performance Standard: Students should leave activity with a better understanding of resources after completion

Last Assessment Date:

Next Assessment Date: 6/30/2022 12:00:00 AM

Created By: Julia Mendoza-Vasquez at 7/14/2021 1:41:00 PM

Last Updated: 7/14/2021 1:41:00 PM

Assessment Details

Results: Participants stated that the information proved was beneficial and interesting to them. They felt better prepared to make informed decisions regarding their transfer process.

Criterion Met? Yes

Assessed By: Adriana Sanchez at 6/27/2022 3:11:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

During staff meetings results are reviewed and effectiveness is evaluated during future program planning for activity and workshop coordination.

Saved 6/6/2022 3:00 PM by Adriana Sanchez

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

*(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).*

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 3:49 PM by Florentino Manzano

Validator Response - Final

All Service Outcomes were assessed in Spring 2022. SR 8/13/2022.

Saved 8/13/2022 10:48 AM by Sherri Rodriguez

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

*(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).*

Annual Program Review

Admissions & Records

LAVC Program Review

2022
State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

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Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
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Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
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Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

( ) Yes   (●) No   ( ) We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

Our Admissions and Records Evaluation Technicians will perform a year-over-year comparison of the number of graduation petitions received and determine whether the petition denial rate has improved, and Ashley Dunn will prepare a report of the findings. Ashley Dunn and Anna Cheshmedzhyan will work with the Office of Institutional Effectiveness to survey faculty during the 3rd week of the Fall 2022 semester to determine satisfaction rates. We will also work with OIE to use three survey methodologies to determine student satisfaction levels with service provided in-person and via FreshCaller and Cranium Cafe. We will use the survey results to establish a baseline from which we can create a continuous improvement plan.

Saved 6/29/2022 2:51 PM by Ashley Dunn

Validator Response

This is a good way to assess the graduation petitions process that has continuously changed during the past two years.

Validated- S. Hernandez 8/10/2022

Saved 8/10/2022 11:13 AM by Sorangel Hernandez

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).
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  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. Click Save
4. Once you have entered your outcome, you can Modify, Assess, or Discontinue that outcome.
5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 3   Discontinued 0

Outcome: Students will feel clear and confident about the graduation petition process because they have met

Ready For Assessment

with a counselor, submitted a petition, been notified of the receipt of that petition, and successfully graduated and/or transferred and received their diploma within two months of the end of the term.

Evidence: Increased numbers of petitions received. Increased graduation rate amongst petitioners. Meeting the 2 month deadline to mail diplomas.

Assessment Method: Compare the number of petitions submitted year-over-year. Compare the petition denial rate year-over-year.

Performance Standard: Upward trend.

Last Assessment Date:

Created By: Ashley Dunn at 7/14/2021 11:32:00 PM

Next Assessment Date: 9/30/2022 12:00:00 AM

Last Updated: 6/29/2022 2:09:00 PM

Outcome: Faculty will feel Admissions and Records is responsive to their needs, and confident in the

Ready For Assessment

information and guidance provided regarding attendance accounting, permission numbers as well as more complex, less routine transactions.

Evidence: 80% of faculty will say they are satisfied or extremely satisfied with the service(s) provided by Admissions and Records.

Assessment Method: Survey faculty fall 2022 Survey request has been submitted: • Contact details: • Name: Ashley Dunn • Department/Program: Admissions and Records • Email: dunnae@lavc.edu • Division: Student Services • Phone number: 818-778-5518 • Description of Survey, including tentative name: Faculty Services satisfaction survey. We need to asses faculty satisfaction with Admissions and Records services to establish a baseline satisfaction level and an ability to set improvement goals. • How will the survey be distributed?: Online (direct email to each user from OIE) • Population: Fall 2022 faculty • Has this survey been administered in the past?: No • Was the survey previously distributed via: N/A • Ideally, when will the survey be distributed?: 2022-09-12 • Will you be sending survey questions?: Yes, but they are not yet prepared • Purpose of the Data: Program Review SSO assessment • Initiative Support: Educational Master Plan • Frequency (Expected): Recurring/Regular Need: In the box below, please indicate frequency of need below (each semester, fall/spring semester, yearly, not sure, etc.)

Performance Standard: 80% satisfied or extremely satisfied.

Last Assessment Date:

Created By: Ashley Dunn at 7/14/2021 11:30:00 PM

Next Assessment Date: 9/12/2022 12:00:00 AM

Last Updated: 6/30/2022 8:25:00 AM

Outcome: Students will feel positively about the service they received in Admissions and Records

Ready For Assessment

Evidence: Students will say they are satisfied or extremely satisfied with our service. Survey request submitted: • Contact details: • Name: Ashley Dunn • Department/Program: Admissions and Records • Email: dunnae@lavc.edu • Division: Student Services • Phone number: 818-778-5518 • Descriptiom of Survey, including tentative name: Student satisfaction survey needed to assess satisfaction with in-person, Cranium Cafe and FreshCaller services. Ideally we would be asking the same questions about the different service modalities to establish baseline satisfaction data and create improvement goals as well as identify training needs. • How will the survey be distributed?: Multiple versions needed. • Population: Students • Has this survey been administered in the past?: No • Was the survey previously distributed via: N/A • Ideally, when will the survey be distributed?: 2022-09-11 • Will you be sending survey questions?: I'm hoping to get help developing appropriate questions. • Purpose of the Data: Program Review SSO assessment • Initiative Support: Educational Master Plan • Frequency (Expected): Recurring/Regular Need: In the box below, please indicate frequency of need below (each semester, fall/spring semester, yearly, not sure, etc.)

Assessment Method: Cranium Cafe survey - send out automatically as soon as the conversation ends. FreshCaller survey emailed to students once their call has ended. In-Person survey given to students at the counter when their transactions have been completed.

Performance Standard: 80% of students satisfied or extremely satisfied.

Last Assessment Date:

Created By: Ashley Dunn at 7/14/2021 11:29:00 PM

Next Assessment Date: 8/29/2022 12:00:00 AM

Last Updated: 6/30/2022 8:32:00 AM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

❓ If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

❓ **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/29/2022

FM

Saved 8/29/2022 11:01 AM by Florentino Manzano

Validator Response - Final

This is a good way to assess the graduation petitions process that has continuously changed during the past two years.

Validated- S. Hernandez 8/10/2022

Saved 8/10/2022 11:14 AM by Sorangel Hernandez

Annual Program Review

Counseling Department

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and _assessments_ must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) - Modifications can be submitted at the end of the module for subsequent assessment years.*

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ◯ Yes   ⦿ No   ◯ We have NO approved service outcomes prior to Spring 2022 (new area).

❓   **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Faculty/Staff/ Other User/Contributor Response

The Counseling Department will assess the Service Area Outcomes during Fall 2022 semester.

Saved 6/14/2022 8:56 AM by Margaret Sarkisyan

Department Chair/Program Director/Owner Response

Assessments for the 2021 - 2022 service outcomes were not assessed. Surveys and other assessments are being created in collaboration with the

Office of Institutional Effectiveness (OIE) to assess in fall 2022 and spring 2023.

Saved 6/29/2022 6:40 PM by Clive Gordon

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).
2. **Enter outcome** information.
   - *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
   - *Enter:*
     - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
     - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
     - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*
3. **Click Save**
4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.
5. **Click Assess** - Enter assessment data.
   - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

Active **4**   Discontinued **0**

🧩 | Outcome: Provide specialized counseling to assist "at risk" students who are undecided about major/goal or   ◆ Assessed

on are on academic and/or progress probation.

Evidence: Provide specialized counseling to assist "at risk" students who are undecided about major/goal or on are on academic and/or progress probation.

Assessment Method: PeopleSoft reports of MIS data for "At-risk" services Online Probation workshop completion data

Performance Standard: No baseline data has been collected as of yet. The data from 2017-2018 academic year will be used as baseline data as

performance standards for upcoming years.

Last Assessment Date:

Created By: Michael Gold at 6/23/2021 5:23:00 PM

Next Assessment Date:

Last Updated: 6/23/2021 5:23:00 PM

Assessment Details

Results: A variety of counseling services are provided for students considered "at-risk" including students on academic and/or progress probation, and undecided in terms of major and/or educational goal. The students are contacted through multiple means following the notice sent by the District of their probation status. For Probation 1 students, an online workshop presentation is available as an educational tool for intervention purposes. This presentation teaches students about academic and progress probation and gives them strategies to get off and stay off probation. For the Spring 2018 semester the Department has piloted an Early Intervention Plan for Valley Promise students who are on Probation 1. CGCA's sent personal emails and made phone calls to students to invite them to meet with them to discuss the high school to college transition, connect them with campus resources, and develop an on-going mentor-mentee relationship. 175 students were identified as on probation 1, all were sent personalized emails at least twice and called once. 37 out of 175 students were seen in one-on-one mentoring appointments with Success Coaches. For Probation 2 students, the Counseling Department sent emails out to all students on Probation 2, informing them of the need to complete the online Probation Tutorial and attend an in-person Probation 2 Workshop. During this workshop students learn more about their Probation 2 status and develop an individual student success plan (My Success Plan) for getting and staying off probation. Probation 2 students are then assisted with scheduling a follow up individual appointment with a counselor to create/update their Comprehensive Student Educational Plan (CSEP) tailored to their needs. Due to the implementation of PeopleSoft, the district and college had many challenges obtaining an accurate list of students who are on probation. 154 students were identified as enrolled in spring 2018 and on Probation 2. 21 out of 154 students were seen in one-on-one mentoring appointments with Success Coaches. For Spring 2018, a more intrusive approach was implemented for outreach to students on Probation 2. Career Guidance Counseling Assistant's made personal emails to all enrolled Probation 2 students with the goal of 1) connecting the student with a mentor 2) connecting the student with campus resources and 3) ultimately helping the student gain good academic standing. CGCA's followed up with students in one-on-one setting, providing peer support while also advising students on resources available to them. CGCA's will also personally walk students to campus resources such as the Tutoring Center, Child Development Center, or Psychological Services to ensure students are connected on campus and follow through with their action plan. The Career/Transfer Center provides outreach to undecided students, to invite them to an ongoing workshop series for student undecided about major and/or educational goal. The workshop introduces students to variety of career assessments and career exploration strategies, followed by individual appointments to review their assessment results and utilize various career exploration resources to assist with their career decision making and educational goal setting. Since the implementation of PeopleSoft in Fall 2017, the college has not run a list of "Undecided" students as done in previous terms. The Counseling Department has targeted undecided students through Valley Promise appointments for first-year students. As an intervention for undecided students, this academic year 410 CGCA follow up appointments for career research were made available. These appointments are composed of one-one-one mentoring sessions to help navigate the COPS Interest Inventory and to conduct career research prior to selecting a major. 200 appointments were made and 126 out of these appointments were attended. LACCD MIS data reported YTD (as of June 30, 2017): STUDENT CONTACTS TOTAL • At-risk follow up o Probation 1 797 o Probation 2 412 o Undecided 136 LACCD MIS data reported YTD (as of May 5, 2018): STUDENT CONTACTS TOTAL • At-risk follow up o Probation 1 484 o Probation 2 152 o Undecided 74 Students who attended "at-risk" intervention workshops completed satisfaction surveys at the end of each workshop. In general, students provided positive feedback regarding increase awareness, available resources, and plans for their next steps towards success. See attached 2017-18 "At-Risk" Service Outcomes.

Criterion Met? Yes

Assessed By: Margaret Sarkisyan at 6/28/2022 3:48:00 PM

Outcome: Provide Comprehensive Student Education Planning (CSEP) to continuing students to increase degree, certificate completion and transfer rates.

`Assessed`

Evidence: PeopleSoft reports of MIS data indicating # of CSEP completed Number of degrees and certificates awarded each academic year and number of transfer rates

Assessment Method: Through PeopleSoft reports and Career/Transfer Center.

Performance Standard: 2015-16 completion data was used as a baseline which indicated 2424 total certificate and degree completions, as opposed to 3255 for 2016-17. This indicates 25.5% increase of completion from previous year.

Last Assessment Date:

Created By: Michael Gold at 6/23/2021 5:21:00 PM

Next Assessment Date:

Last Updated: 6/23/2021 5:21:00 PM

Assessment Details

Results: 2015-16 completion data was used as a baseline which indicated 2424 total certificate and degree completions, as opposed to 3255 for 2016-17. This indicates 25.5% increase of completion from previous year.

Criterion Met? Yes

Assessed By: Margaret Sarkisyan at 6/17/2022 1:47:00 PM

Outcome: Provide counseling related student success core services to all new students to increase success and retention.

`Assessed`

Evidence: Annual review of the success and retention rates for students who have completed orientation, assessment and counseling and comparing them with the set standards.

Assessment Method: The information will be provided by the office of Institutional Effectiveness.

Performance Standard: Meeting or exceeding the institutional set standards of success and retention.

Last Assessment Date:

Created By: Michael Gold at 6/23/2021 5:17:00 PM

Next Assessment Date:

Last Updated: 6/23/2021 5:17:00 PM

Assessment Details

Results: The following is year-end summary data of LAVC Counseling Department SSSP student contacts, as reported in MIS and compiled by the district. This data has been used since the first year of the SSSP implementation 2014-15 in the following categories: • Orientation • Abbreviated SEP (first semester planning) • Comprehensive SEP (CSEP) • Counseling/Advising • Other follow up services • At-risk follow up services for student in the following categories o Probation (Probation 1 and Probation 2) o Undecided LACCD MIS data reported YTD (as of July 3, 2017): STUDENT CONTACTS TOTAL FALL 2016 SPRING 2017 • Orientation 5644 77% 69% • Abbreviated SEP 4347 74% 65% • Comprehensive SEP 4377 • Counseling/Advising 8196 • Other follow up services 12383 • At-risk follow up o Probation 1560 o Undecided 136 LACCD MIS data reported YTD (as of April, 2018): STUDENT CONTACTS TOTAL FALL 2017 SPRING 2018 • Orientation 3999 83.9% 70.3% • Abbreviated SEP 3734 78.3% 62.1% • Comprehensive SEP 4044 • Counseling/Advising 6084 • Other follow up services 8193 • At-risk follow up o Probation 636 o Undecided 74 For success rates for each of the core services provided by the Counseling Department, there was a slight increase for students who have completed orientation (70% vs. 67%) and counseling (70% vs. 65%)compared to campus set standards (66% for both orientation and counseling). For retention rates there is an insignificant difference between students who have completed orientation (86%) vs. who have not (87%) and counseling (87%) vs. who have not (86%). However, the campus retention rate for all students is higher than the set standard for the campus (84%). (SEE ATTACHMENTS FOR DATA)

Criterion Met? Yes

Assessed By: Margaret Sarkisyan at 6/17/2022 1:47:00 PM

Outcome: Increase student satisfaction of counseling services.

Assessed

Evidence: Results of newly updated Counseling Dept. Student Satisfaction Survey.

Assessment Method: Student satisfaction survey distributed through Office of Institutional Effectiveness planned for Fall 2022

Performance Standard: Majority of students expressing satisfaction with their counseling experience.

Last Assessment Date: 6/30/2018 12:00:00 AM

Created By: Michael Gold at 6/23/2021 4:25:00 PM

Next Assessment Date: 8/29/2022 12:00:00 AM

Last Updated: 6/23/2021 4:27:00 PM

Assessment Details

Results: Due to the the limitations brought on by the Covid-19 pandemic, the counseling department has decided to not survey students for satisfaction of services until we return to include in-person visits. Much feedback we have received has been related to technical constraints/obstacles beyond the department's control. This includes but is not limited to, the ongoing compatibility problems with the ConnexEd platform.

Criterion Met? No

Assessed By: Margaret Sarkisyan at 6/17/2022 1:47:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Counseling Department redesigned its services to provide general counseling assistance to all LAVC students using an equity minded, targeted,

supportive and intentional approach that allows all students to have access to a counselor and a success coach to discuss academic and other life challenges/barriers that may affect them "staying on the path". This new approach includes strategies to assist our students more effectively and provides access to counseling services through online/phone/in-person modalities:

Outcome 1: "At-risk" students will be contacted to be connected with the essential services and resources to help them make informed decisions when selecting a major (undecided), and/or improve their academic skills to reach their goals (probation).

Outcome 2: Students may request their Student Educational Plan by submitting an SEP request form and the counselors will complete their SEP within 2 weeks. Success Coaches (UPI) will contact the students to review their SEP and answer general questions or to schedule a counseling appointment for mor in-dept counseling, as needed.

Outcome 3: The Counseling Department also improved the onboarding process to assist all new students in 1) being properly placed in college level English and math courses, 2) enrolling in their first semester courses using the "1st semester courses" template related to their CAP/major to ensure students are taking the right courses for their goal, and 3) completing new student orientation.

Outcome 4: The old Student Satisfaction Survey is currently being reviewed to be updated to include the current services and modalities for proper assessments. The updated survey will be sent out to students during Fall 2022 to collect data to assess student satisfaction with the Counseling Services. The results will be discussed with the department to make the necessary improvements.

The implementation of these new CAP-specific practices started Fall 2021 and are being improved every semester/year. We anticipate significant increase in numbers to meet and exceed the institutional set standards in these areas of student success. We will assess our services during Fall 2022 and the results will be shared with the Counseling Department/CAP Completion Teams, and the College, and will be included in next year's Program Review.

Saved 6/28/2022 4:40 PM by Margaret Sarkisyan

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

The Counseling Department will assess our SOA during Fall 2022.

Saved 6/28/2022 4:29 PM by Margaret Sarkisyan

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/29/2022

FM

Saved 8/29/2022 11:51 AM by Florentino Manzano

Validator Response - Final

Validated S. Hernandez

Saved 8/22/2022 10:49 AM by Sorangel Hernandez

Annual Program Review

Financial Aid

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, Michelle Fowles
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ ◀ Assessment Completion

    If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

    Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission   Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

   - *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
   - *Enter:*
     - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
     - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
     - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - **Enter assessment data.**

   - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

❓ ◀ **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

- The Financial Aid Office has been advised and trained to operate in a manner that allows for a less investigative approach to processing aid for the years ahead. Compliance being the foundation of how we determine eligibility, the staff and management realize that in order to meet targeted goals and increased aid delivery, we must work together along with our District Office to eliminate processing barriers wherever possible. We know over time these simple changes will improve services as delivery of aid and a more simplified process will provide extra incentive and confidence in our students to see through the process of applying for and ultimately receiving financial aid each semester.

The prior results of completed assessments have been instrumental in the office re-examining its approach to connecting with students in as many ways possible. Students often complain about the lack of cohesive communication within the office as well as between departments. These kind of comments led to the implementation of Financial Aid TV on our web pages which provides answers to general questions regarding financial aid from application process to repayment. This services allows for us to determine the peak periods of student interest in financial aid. This has been great to a point but we are now functioning in a time when society expects more information and at a faster rate along with dependable data. Overnight, everything a Financial Aid Office has historically done in the past is considered more cumbersome and antiquated than ever. We are working to install software for verification, more user friendly communication and a comprehensive work ethic between all departments to give students the ability to avoid unwanted or needed hurdles to their educational goals.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Our requests are all centered towards providing more efficient services and the ability to meet students where they're at in terms of understanding and interest in the financial aid process in particular and LAVC in general.

As the method of service is soon to become a two pronged approach with both remote and in-person services offered, there will undoubtedly be the need for additional resources and attention provided in the followiing areas:

- Staff development
- Online-support staff (remote desks/phones, social media, presentations)
- Systematic Review of student contact and outcomes (in person/remote-virtual)
- Continued modification of automated processes/documents

It is too soon to determine the scope of what our resource needs will mean in terms of staffing and funding as we have yet to experience what our students will expect/demand from us in the upcoming cycle which will be the first of its kind offering in person/remote services co-existing. It is safe to say that in time the culture and overall make up of our current office will have to evolve to meet the standards our students require for success.

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/29/2022

FM

Saved 8/29/2022 12:11 PM by Florentino Manzano

Validator Response - Final

Validated- S. Hernandez 8/10/2022

Annual Program Review

International Students

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ◯ Yes   ◯ No   ◯ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission   Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes		Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

These are new Service Area Outcomes (SAO). They were implemented starting Fall 2018 and the results were evaluated at the end of Spring 2019.

❓ If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

❓ **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/29/2022

FM

Saved 8/29/2022 2:30 PM by Florentino Manzano

Validator Response - Final

Validated- S. Hernandez 8/10/2022

Saved 8/10/2022 11:31 AM by Sorangel Hernandez

Annual Program Review

Outreach & Recruitment

LAVC Program Review

2022

State: Completed

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- *with general questions regarding service outcomes*
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Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are <u>**not**</u> required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ⦿ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Faculty/Staff/ Other User/Contributor Response

We will continue to collect contact cards, monitor the numbers, and track the applications.

Saved 6/28/2022 4:01 PM by Frances Chmielewska

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
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  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

Active 2   Discontinued 0

Outcome: Collect applications from high school students from our service area in accordance with the annual plan.

Ready For Assessment

Evidence: The number of applications collected sorted by high school.

Assessment Method: The number of applications will be tracked in the outreach database and from reports from the office of institutional effectiveness.

Performance Standard: The standard for annual applications is set each year in the program plan. The number is based on the current number of seniors at each high school based on data provided by the high school partners.

Last Assessment Date:

Next Assessment Date: 6/30/2023 12:00:00 AM

Created By: Joel Trudgeon at 6/27/2021 1:23:00 PM

Last Updated: 6/27/2021 1:23:00 PM

Outcome: Collect contact cards from high school students from our service area in accordance with the annual plan.

Evidence: The number of contact cards collected on an annual basis.

Assessment Method: One version of the contact card is a google form and submissions are stored in google. The paper contact cards are entered into the contact database.

Performance Standard: The standard for annual contact cards is set each year in the program plan. The number is based on the current number of seniors at each high school based on data provided by the high school partners.

Last Assessment Date:

Created By: Joel Trudgeon at 6/27/2021 1:20:00 PM

Next Assessment Date: 6/30/2023 12:00:00 AM

Last Updated: 6/27/2021 1:20:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? ### Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

? ### Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/29/2022

FM

Saved 8/29/2022 2:39 PM by Florentino Manzano

Validator Response - Final

We will need to work on developing new service outcomes for the area.

Validated- S. Hernandez 8/10/2022

Saved 8/10/2022 12:57 PM by Sorangel Hernandez

Validator Response - Final

We will need to work on developing new service outcomes for the area.

Validated- S. Hernandez 8/10/2022

Saved 8/10/2022 12:57 PM by Sorangel Hernandez

Annual Program Review

Career Transfer Center

LAVC Program Review

2022

State: Completed

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Service Outcomes Resources:
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- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ◉ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

The Career/Transfer Center continually gathers survey data from students, and keeps track of student contacts and participation in all workshops and events presented by the CTC Staff.

Saved 6/27/2022 12:18 PM by Joyce Romero

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
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- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

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    - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.

🧩 Service Area Outcomes

Active 3   Discontinued 0

Outcome: Students will be able to decide on a major and/or CAP by engaging in the Career Decision Making Process.

Ready For Assessment

Evidence: Evidence collected will include how students respond to Career Maturity Questions, and attendance and survey responses from CTC workshop and appointments.

Assessment Method: The Assessment method will include Career Maturity Questions from the online Orientation and CTC post-workshop and appointment surveys.

Performance Standard: The standard for acceptable performance is 75% indicating they have a clear idea of their major/CAP, at least 3 attendees per workshop, and 50% appointment attendance rate.

Last Assessment Date: 6/30/2020 12:00:00 AM   Next Assessment Date: 6/30/2023 12:00:00 AM

Created By: Ashley Du at 6/28/2021 1:53:00 PM   Last Updated: 6/28/2022 3:44:00 PM

Outcome: Provide students with career and transfer resources and information to assist them in the exploration of educational and career opportunities.

Evidence: Workshop logs and evaluations, CTC sign-in and registration sheets, and student surveys

Assessment Method: Student evaluations/surveys are provided at the end of each workshop and event.

Performance Standard: The standard for acceptable performance is 80%.

Last Assessment Date: 6/30/2022 12:00:00 AM

Next Assessment Date: 6/30/2023 12:00:00 AM

Created By: Ashley Du at 6/28/2021 1:52:00 PM

Last Updated: 6/27/2022 12:22:00 PM

Outcome: Ensure information and resources are up-to-date and relevant by conducting an annual review of career transfer resources, including career assessment instruments.

Evidence: CTC annual plan and activities report.

Assessment Method: CTC annual plan and activities report.

Performance Standard: The standard for acceptable performance is not quantifiable, as providing up-to-date and relevant resources is a best practice that should be on-going. However, student surveys from using the CTC will provide student feedback and the standard for acceptable performance is set at 80% for student evaluations.

Last Assessment Date: 6/30/2022 12:00:00 AM

Next Assessment Date: 6/30/2023 12:00:00 AM

Created By: Ashley Du at 6/28/2021 1:49:00 PM

Last Updated: 6/27/2022 12:24:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Based on the results, the following are ways the CTC plans on improving its services:

- increase or decreased workshop offerings based on student demand by reviewing overall attendance - Redesign career exploration services to students around CAP's - provide asynchronous/online/self-paced workshop options

creased workshop offerings based on student demand by reviewing overall attendance

- Redesign career exploration services to students around CAP's

- provide asynchronous/online/self-paced workshop options

- update and improve workshop content or continue what works online and in person

- increase number and type of career exploration and preparation workshops offered in the academic year

- continue emailing students with a monthly newsletter

- increase marketing efforts through classroom presentations, outreach, and social media.

- expand classroom outreach efforts to connect students with the Career/Transfer Center

- Attend disciple department meetings to create a transfer culture awareness on campus

Saved 6/28/2022 3:44 PM by Esmeralda Martinez

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

The Career/Transfer Center is requesting UPI's to assist specifically with 1) providing services to equity students, 2) enhance online services including live chat and online workshop, 3) assistance with CAP-specific career services, 4) provide outreach efforts for career and transfer services, and 5) provide one-on-one student assistance. This staffing assistance is being asked for the CTC to not only maintain its services, but to further develop resources to serve more students, specifically equity students, transfer students, and undecided students.

There is also a request for resources/supplies such as career assessments, Eureka, and Roadtrip Nation to help undecided students explore their interests, values, personality, skills, and abilities. These resources will become even more critical as we offer services redesigned under the Guided Pathways Initiative. Online career exploration tools also need to be explored to provide students with options to explore majors and careers in various accessible modalities.

Saved 6/27/2022 12:31 PM by Joyce Romero

Validation

? ### Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/29/2022

FM

Saved 8/29/2022 11:24 AM by Florentino Manzano

Validator Response - Final

Validated S. Hernandez

Saved 8/22/2022 10:24 AM by Sorangel Hernandez

Annual Program Review

Veterans Student Services

LAVC Program Review

2022

State: Completed

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- *with general questions regarding service outcomes*
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Service Outcomes Resources:

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- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
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Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are <u>**not**</u> required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

　○ Yes　　◉ No　　○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

The Veteran Resource Center's plan to complete the assessment by the end of the cycle includes the following:

- conduct survey in fall 2022 for all current student veterans utilizing veterans resource center to gather information about their experience on accessing tools and resources in the VRC
- collect information about students submitting certification requests including assessment of number of requests that were submitted with/without errors which will serve as a measurement of student understanding of VA certification tools and resources provided in the VRC
- collect information regarding student success rate of veterans utilizing VRC services vs. veterans not utilizing VRC services. VRC services include: educational counseling, VA certification, workshops, computer lab, VA and community resources/events

Validator Response

8/26/2022

FM

New/Modified Service Outcome Submission

`Enter proposed outcomes here.`

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

`DO NOT leave blank!`

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
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3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

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Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🖧 Service Area Outcomes

Active 1   Discontinued 0

Outcome: Provide veteran students with information and administrative assistance to initiate and continue educational benefits

Ready For Assessment

E v i d e n c e : By ascertaining the number of students who are paid their benefits based on successful completion of their educational objective and success/retention data from SIS

A s s e s s m e n t   M e t h o d : This will be done by using the monthly VA Certification reports

P e r f o r m a n c e   S t a n d a r d : We are satisfied because we found that retention among veterans has increased; however, the success rate has dropped thereby necessitating the intrusive counseling and counseling coach from the new state VRC funding

Last Assessment Date:

Next Assessment Date: 6/1/2023 12:00:00 AM

Created By: Krixa Lim at 6/23/2021 4:22:00 PM

Last Updated: 6/28/2022 11:26:00 AM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

?

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Students who learned to navigate their educational benefits were referred to student resources such as the Career Transfer Center, Financial Aid, Academic Resource Center, and the Service Learning Program. In addition, newly enrolled or returning student veterans were required to attend New Student Veteran Orientation starting Spring 2020 semester where they would receive information on academic planning, referrals to additional support services (SSD, EOP&S, etc.), and information on how to submit requests for VA educational benefit certification. Lastly, students who were placed on academic and progress probation were informed to make a counseling appointment, meet with and to seek tutorial services, and to attend probation 1 online and in person probation 2 workshops in the Counseling Office (modified to virtual appointments after March 2020 due to COVID)

We plan to integrate Veterans Services into new Career and Academic Pathways model.

Veterans Resource Grants background, objectives, implementation and results:

- Received two VRC grants from the California Community Colleges State Chancellor's Office, both to enhance the VRC beginning fall 2018: a $40,000 grant and a three-year $200,000 grant. Created a "Pathways to Success" Program:
- Enhanced veteran's counselor from 80% to 100% (limited one year position, from October 2020 to October 2021)
- Added a veteran UPI to assist with follow up advising and outreach.
- Program goals are to increase student success and reduce probation.
- Grant objective is to reach out to 80 students per year
- Activities include:
  - Fall 2019: 170 students were seen (including students not receiving benefits and dismissed). 163 were certified for VA educational benefits (using campus data)
  - Spring 2020: 158 students were seen (including students not receiving benefits and dismissed). 149 students were certified for VA educational benefits (using campus data)
  - Fall 2020: 241 students were seen (including students not receiving benefits and dismissed) 105 were certified for VA educational benefits (using data from ConexEd)
  - Spring 2021: 198 students were seen (including students not receiving benefits and dismissed) 106 students were certified for VA educational benefits (using data from ConexEd)
  - Fall 2021: 211 students were seen (including students not receiving benefits and dismissed) 89 were certified for VA educational benefits (using data from ConexEd)
  - Spring 2022: 208 students were seen (including students not receiving benefits and dismissed) 91 were certified for VA educational benefits (using data from ConexEd)
- Previously students only met once with any counselor to develop an SEP and only returned to a counselor if they changed their goal/major. With these grants, all veteran students must meet with an embedded veteran's counselor twice a semester in the Veterans Students Office in the Mosaic Center: one to initiate benefits for the current semester and again at the end of the semester, to register for the following semester based on success of current semester.
- In addition, all veteran students must meet the Veteran UPI and are given a student success form for each instructor to complete and a referral form which requires students to visit student services programs during the semester including meeting department faculty in their major for

career advice.

Results have been shared with the department through meetings and updates. The campus and district have received updates as well pertaining to the Veteran Resource Center, student updates regarding certification, programming and experiences.

There are common themes amongst campus programs and all other Veterans Resource Centers in the District. Programs are experiencing low student participation and engagement due to restrictions and limitations stemming from COVID-19. Also, several other Veterans Resource Centers in LACCD are experiencing common staffing issues: no full-time tenured counselor, lack of classified staff to support programming and daily office operations.

Saved 6/30/2022 10:05 AM by Krixa Lim

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

The Veterans Services Office is requesting a fulltime tenure track Veterans Counselor and a fulltime office assistant who will be responsible for outreach and one UPI position prior to the expiration of the two state funded Veterans Resource Center grants.

Full-time Tenure Track Veterans Counselor will conduct the following to help increase student enrollment, retention, and success:

- provide consistent academic, personal, and career counseling
- provide at-risk and probation counseling
- implement student success strategies to support new and returning students
- implement student success strategies and intervention to support at-risk probation students
- implement transfer and career focused strategies to support continuing students
- conduct New Student Veteran Orientation
- develop and implement life skills workshops
- collaborate, develop, and implement workshops and training for campus to learn about student veteran experience that will help faculty and staff support veterans in and outside of the classroom
- conduct outreach to veteran organizations and military bases to support enrollment
- collaborate with community organizations to provide wrap around services including VA medical, mental health, housing and food insecurities, job search and placement
- complete administrative tasks: program review, grant submission, updates, and reporting, SLO assessment and reporting

Office Assistant will contribute to Veterans Resource Center operations that support faculty and staff by being responsible for the following tasks:

- assist School Certifying Official with processing and filing of VA certification files
- assist with answering phones, emails, and other correspondence related to VRC
- greet students and visitors to the VRC and direct to appropriate VRC/campus contact/department
- assist with event coordination and implementation
- assist with outreach and communication with campus departments and community organizations to maintain partnerships that support veteran success

Saved 6/30/2022 10:22 AM by Krixa Lim

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 2:40 PM by Florentino Manzano

Validator Response - Final

Validated A.O. 8/30/22

Saved 8/30/2022 6:02 PM by Alex Ojeda

Annual Program Review

Office of Ombudsperson

LAVC Program Review

2022

State: Completed

🛇 Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and _assessments_ must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

*Contact the Service Outcomes Coordinator, _Michelle Fowles_*
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

  ○ Yes   ○ No   ◉ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Validator Response

8/25/2022

FM

Saved 8/25/2022 10:36 AM by Florentino Manzano

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

  - *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
  - *Enter:*
    - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
    - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
    - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

  - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

Active 3   Discontinued 0

🧩 Outcome: Students who receive support (referrals to basic needs, mental health services, etc.) through Ombuds/student discipline/BIT will continue taking classes and persist.

◀ Ready For Assessment

Evidence: Data provided by the Research Office.

Assessment Method: Collaboration with the Research Office.

Performance Standard: 70%

Last Assessment Date: Next Assessment Date: 6/30/2023 12:00:00 AM

Created By: Cecilia Cruz at 6/28/2022 9:54:00 PM   Last Updated: 6/28/2022 9:54:00 PM

Outcome: Students who interact with Ombuds/discipline/BIT will report a positive experience. (This will not apply to students who were suspended or expelled as a result of disciplinary action.)

Evidence: Survey data

Assessment Method: Survey

Performance Standard: 70%

Last Assessment Date:
Created By: Cecilia Cruz at 6/28/2022 9:51:00 PM

Next Assessment Date: 6/30/2023 12:00:00 AM
Last Updated: 6/28/2022 9:51:00 PM

Outcome: Employees who refer a student to student discipline or BIT will report satisfaction with the service.

Evidence: Survey data

Assessment Method: Survey

Performance Standard: 70% of respondents will report satisfaction

Last Assessment Date:
Created By: Cecilia Cruz at 6/28/2022 9:48:00 PM

Next Assessment Date: 6/30/2023 12:00:00 AM
Last Updated: 6/28/2022 9:48:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

OMBUDSPERSON

Under E55 there are formal and informal actions. When a student files E.55.1 that initiates a formal action, however informal communications between student and faculty are encouraged and expected to resolve the grievance. While most E.55 actions surround grade disputes, E.55 can also be applied for "unjust actions" which are typically complaints when a student believes they are dropped w/o cause, when a student is denied a petition from A&R and/or Financial Aid, or any other matter that in their opinion and belief has denied them rights as a student. There are time and substantive limitations to E55 as well.

RESULTS OF ASSESSMENT

GRADE DISPUTES/GRIEVANCES UNDER ADMINISTRATIVE REGULATION E.55

FORMAL ACTIONS: STUDENT FILED E.55 STATEMENT OF GRIEVANCE

INFORMAL ACTIONS: STUDENT COMPLAINED AND MATTER WAS RESOLVED INFORMALLY UNDER E.55

CY 18-19: 11 FORMAL ACTIONS [all resolved - no Hearings], 26 INFORMAL ACTIONS

69% increase from CY 17-18 to CY 18-19 for Formal E.55 filings

CY 17-18: 6 FORMAL ACTIONS, 31 INFORMAL ACTIONS

CY 16-17: 7 FORMAL ACTIONS, 22 INFORMAL ACTIONS

CY 15-16: 8 FORMAL ACTIONS, 32 INFORMAL ACTIONS

HOW RESULTS ARE BEING USED TO IMPROVE SERVICES: Over the last 3 years, the average is 7 for students who actually file a grievance under E55. The reason this rate is low compared to the number of students who may have reason to file a grade grievance can be attributed to the Ombuds acting as facilitator between the upset/concerned student and the faculty member. The number of informal actions are taken from email communications to Ombuds but do not account for the telephone or in-person communication that occurs between faculty/students and Ombuds. Improvements can be made by (1) tracking phone calls/in-person visits and (2) encouraging faculty/students to communicate in writing to express complaints and concerns. Efforts are always made to college offices to refer student complaints to Ombuds for resolution. Phone conversations, faculty drop-in consultations are not tracked at this time.

Improvements can be made by (1) tracking phone calls/in-person visits and (2) encouraging faculty/students to communicate in writing to express complaints and concerns. Efforts are always made to college offices to refer student complaints to Ombuds for resolution.

STUDENT DISCIPLINE

RESULTS OF ASSESSMENT

SUMMARY FOR BIT AWARENESS

CASES COMPARISON

BIT Awareness cases are situations where students exhibit aggressive, hostile, threatening, or otherwise disruptive conduct that necessitates HEAT intervention and BIT review.

The results suggest a rapidly growing trend of high-level disruptive and/or threatening student conduct at LAVC. Tracking this specific kind of student conduct was initiated due to the institutionalized BIT meetings at the college. While the college has always been compliant with keeping student discipline records, comparative data was not measured and assessed in this same fashion. There are multiple variables that may be contributing to the significant increase in these types of cases such as changing demographics, influx of veterans and other special populations. There is however, one consistent variable and that is, continuous communication to the campus community about reporting problematic behavior. In other words, "word of mouth" in creating a reporting culture is the consistent variable. The significant increases over the years may not be a result of more employees understanding the necessity of reporting rather than the campus becoming more at risk on its own.

The data below reflects July 1 - June 30th.

15-16 compared to 16-17:   175% increase

16-17 compared to 17-18:   100% increase

17-18 compared to 18-19:   82% increase

15-16 compared to 18-19: 900% increase

2018-2019:   80 cases

2017-2018:   44 cases

2016-2017:   22 cases

2015-2016:   8

During

During 2018-19 CY, BIT convened 7 times. Additional categories were added due to increase in caseload. Repeatability factor in students in BIT Awareness necessitated the new "BIT Repeaters/Ongoing Concerns" category. For data collection, these two categories will be combined.

As-Needed Meetings: 7/31/18, 10/3/18, 11/7/18

Regularly Scheduled Monthly Meetings: 1st Tuesday of each month in addition to "as needed". 2/5/19, 3/5/19, 4/9/19, 5/7/19

Immediate Suspensions: 7

5150:   7 [communicated through HEAT to BIT] *Caveat: additional cases may exist

Suspensions: 3

BIT Repeaters/Ongoing Concerns: 45

BIT Awareness Cases: 35

HEAT Intervention Required: 22

During 2017-18 CY, BIT convened 5 times.

Immediate Suspensions: 1

BIT Awareness Cases: 44

During the 2016-17 CY, BIT convened 7 times.

Immediate Suspensions: 3

BIT Awareness Cases: 22

During the 2015-16 CY, BIT convened 4 times covering:

Immediate Suspensions: 2

BIT Awareness: 8

HOW RESULTS ARE BEING USED TO IMPROVE SERVICES

The results suggest that continuous communication to faculty regarding reporting conduct issues should be a top priority. Faculty, for the most part, handle cases of academic dishonesty on their own and either allow the student to resubmit or assign a zero to that exam/assignment. For matters of disruptive conduct, faculty may also believe that they should not report and handle on their own. The challenge is to allow faculty the autonomy of handling classroom management and academic dishonesty cases yet at the same time, persuade faculty that reporting inappropriate conduct is part of the college's mission to assist students with ethical personal growth, academic integrity and to identify scholastic and academic issues that can be referred to college resources (writing labs, psych services, SSD, etc.).

The improvement is to collaborate with the Office of Professional Development and Library to increase communication channels for faculty.

Saved 8/25/2022 10:43 AM by Florentino Manzano

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/25/2022

FM

Saved 8/25/2022 10:44 AM by Florentino Manzano

Validator Response - Final

Consider adding awareness of BIT resources for next time.

Saved 9/2/2022 7:13 PM by Barry Gribbons

Annual Program Review

Public Relations

LAVC Program Review

2022

State: Completed

! Getting Started - READ THIS FIRST!   This information is here to help you.

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  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, Michelle Fowles
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) - Modifications can be submitted at the end of the module for subsequent assessment years.*

Service Outcomes Resources:
- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

? Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

Jennifer conducted a Student Survey in November to remedy the missing survey assessment that was missing in the 2021 assessment cycle on the "Effectively communicate college information to faculty, staff, students and stakeholders" outcome. The Survey data is being used to identify improvements to the PR office communications strategy.

Campaign analytics was collected for our Spring 2022 Marketing campaign to help assess the "Effectively promote the college enrollment to prospective and current students and to the community" outcome. It shows the effectiveness of digital marketing as well as the effectiveness of targeted enrollment nudges.

Saved 7/1/2022 12:01 AM by Jennifer Fong

Validator Response

The service outcomes should be updated in an upcoming program review cycle to reflect the current work of the office. The 50 percent performance standard in unclear and on the surface seems low. Media relations should be considered as well.

Saved 8/30/2022 4:55 PM by Barry Gribbons

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).
2. Enter outcome information.

   - *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
   - *Enter:*
     - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
     - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
     - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. Click Save
4. Once you have entered your outcome, you can Modify, Assess, or Discontinue that outcome.
5. Click Assess - **Enter assessment data.**

   - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 2   Discontinued 0

Outcome: Effectively promote the college enrollment to prospective and current students and to the community.

Assessed

Evidence: Performance of responses to advertisements

Assessment Method: Analytics - web pages and digital campaign. Number ads and message types. Student survey.

Performance Standard: Number of ads and analytics

Last Assessment Date:

Created By: Jennifer Fong at 7/11/2021 4:31:00 AM

Next Assessment Date:

Last Updated: 6/16/2022 2:08:00 PM

Assessment Details

Results: Our Spring 2022 campaign included a combination of email, outdoor advertising, digital ads and email nudges. From January-March 2022, our Facebook/Instagram static and testimonial ads increased from 24K to 490K total impressions (starting with 142 to 4K clicks), and SnapChat ads increased from 24K to 179K total impressions (starting with 311 to 2.6K clicks). The next assessment cycle should be assessed based on impressions and clicks rather than number of ads. It is hard to quantify the number of digital ads because that data is not collected in reports. In addition, the metrics of targeted email messaging was not taken into account as an good assessment tool. We had a 30-47% open rate of on our enrollment emails, which is from a new email system we started using this year. Next time, I will include email nudging as part of our measurable marketing activities.

Criterion Met? No

Assessed By: Jennifer Fong at 7/1/2022 12:06:00 AM

Attachments

| 📄 LAVC Data -01.18.22.xlsx | LAVC Marketing Campaign Analytics - 1/18/22 |
| 📄 LAVC-Data-03.14.22.xlsx | LAVC Marketing Campaign Analytics - 3/14/22 |

Outcome: Effectively communicate college information to faculty, staff, students and stakeholders.

`◀ Assessed`

Evidence: Number of internal communications and student communications. Increase in satisfaction of campus communications.

Assessment Method: Blackboard delivery data. Communications survey. Campaign analytics. Number of Valley Weeklys. Number of press releases.

Performance Standard: 50% performance satisfaction by students.

Last Assessment Date:

Created By: Jennifer Fong at 7/11/2021 4:22:00 AM

Next Assessment Date:

Last Updated: 6/30/2022 5:11:00 PM

Assessment Details

Results: The PR Office conducted a Student Communications Survey to gain insight on how students want to be notified and through what means. - Student still preferred to get notified about registration, schedule available, and open classes via their camps email (78%, 77% and 69%) - Students didn't mind learning about campus events via the Valley Weekly (43%-45%) but were also open to individual emails for each event (47%-54%) - Half of the respondents generally didn't want to learn about events (44%-47%) or see content from the college (48%-58%) on social media, but the ones that liked social media preferred Instagram (35%-39%) - Students rarely attended an event after finding out about it from the website calendar, student town hall, social media, or classroom presentations. Campus email and texts and Valley Weekly had the most impact (64%, 53%, and 50%) The survey results may have been skewed since it was an online survey, so they would be more inclined to like to go to their email for college information.

Criterion Met? Yes

Assessed By: Jennifer Fong at 6/30/2022 5:22:00 PM

Attachments

| 📄 Comm Survey as of 11-22-21 Data_All_211122.pdf |
| 📄 2021-09-07 Aug 2021 BlackBoard Usage Report.xlsx |

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Since PR is a one-person office, results will be shared with the division to identify common issues with other areas.

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Not applicable

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Nice progress on marketing analytics.

Saved 9/2/2022 7:33 PM by Barry Gribbons

Annual Program Review

Foundation

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

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Department/Program SAO Status

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Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

    ⚪ Yes   ⦿ No   ⚪ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Faculty/Staff/ Other User/Contributor Response

We can find no evidence of assessment in the previous cycle.

Saved 6/30/2022 11:03 AM by Ronya Waters

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

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  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

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   - **Enter** approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
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3. **Click Save**

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5. **Click Assess** - Enter assessment data.

   - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

| **Active** 3 | Discontinued 0 |

🧩 Outcome: The LAVC Foundation conducts fundraising activities.   **Ready For Assessment**

Evidence: Track fundraising activities.

Assessment Method: Tracking fundraising activities within each fiscal year.

Performance Standard: Tracking fundraising activities within each fiscal year.

Last Assessment Date: Next Assessment Date: 6/30/2023 12:00:00 AM

Created By: Ronya Waters at 6/30/2022 11:01:00 AM   Last Updated: 6/30/2022 11:01:00 AM

🧩 Outcome: The LAVC Foundation awards scholarships to its students.   **Ready For Assessment**

Evidence: Yearly scholarships awarded in end of July/early August as well as awards made throughout the year as result of grants received.

Assessment Method: Track the number of applicants and awardees.

Performance Standard: Continuing in the processes began.

Last Assessment Date:	Next Assessment Date: 6/30/2023 12:00:00 AM
Created By: Ronya Waters at 6/30/2022 10:57:00 AM	Last Updated: 6/30/2022 10:57:00 AM

Outcome: The LAVC Foundation promotes and develops relationships with the campus, alumni and the community.

`Ready For Assessment`

Evidence: Daily working relationships with campus community and presence at events outside of campus as well as community engagement with foundation.

Assessment Method: Track the number of scheduled meetings with constituencies across campus and community. Track the number of attendees at events/activities for marketing /promoting donations.

Performance Standard: Increase in donations as well as managing existing relationships.

Last Assessment Date:	Next Assessment Date: 6/30/2023 12:00:00 AM
Created By: Ronya Waters at 6/30/2022 10:55:00 AM	Last Updated: 6/30/2022 10:55:00 AM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

This needs to be completed next year.

Saved 9/2/2022 6:42 PM by Barry Gribbons

Annual Program Review

Professional Development

LAVC Program Review

2022

State: Completed

Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment***)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:

- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

  ○ Yes   ◉ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

> **?**   Assessment Completion
>
> If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*
>
> *Is your next assessment date properly noted in the assessment window below?*

New/Modified Service Outcome Submission   Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
Build and maintain a comprehensive learning center to promote skill development and knowledge to enhance the student experience in all areas of campus life.	Tracking participation and attendance through the Vision Resource Center.	Prior assessment results
Provide, coordinate, and promote professional development opportunities for all campus constituents through orientations, workshops, training, etc.	Track participation and attendance through the Vision Resource Center. Assess evaluations.	Prior assessment results

Service Outcomes Assessment & Plan   DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).
2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⚑ Service Area Outcomes	Active 0	Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

❓ Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?

As a result of assessing the data on activities, participation, and evaluation, PD is scheduling a roster of events to meet the needs identified.

- Equity issues are addressed through the BUILD series book, *How to be an Anti-Racist*, for Summer and the Fall semester, and the expansion of the Cultural Inclusivenss program. The online and virtual training continues and is expanded, with added session on Microaggressions for staff, admin, and faculty. We have expanded Safe Zone Ally training groups with sessions for Students with Disabilities. We hope to add another session for Veteran Students.
- Technology issues are addressed through offerings in Tech Fest (Fall) with Canvas topics and other sessions during the semesters. The Vision Resource Center is available with multitudes of training opportunities and our community, created this year, contains playlist and other helpful resources to enable finding the training people need.
- Workplace Skills, Teaching and Learning issues are addressed through offerings in Teach Fest (Spring) and semesterly workshops, including engaging students in their learning, with the continued institutionalization of TIA training. The employee orientation now includes both faculty and staff, with multiple sessions throughout the Fall semester, to be repeated in Spring.
- All feedback from evaluations are considered and workshops are improved with those ideas in mind. We have added guidelines for presenters that include being interactive and providing handouts and/or resources for follow up.
- We are working with Guided Pathways and Equity committees and groups to bring forth new opportunities for professional growth, including the Call to Action on Racism in June 2020.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Although we are currently working remotely, we anticipate that at some point next year, we will be returning to in -person events and workshops. The BUILD series needs books, thus we have ordered not only paper copies but ebooks that we can distribute through the mail and email, respectively. We have requested funds for materials and hospitality for workshops for our eventual return to campus. Tech Fest, Teach Fest, Opening Day, the first New Employee Orientation, and other all-day events require hospitality to ensure people stay alert and better engage in the training. The Safe Zone program requires materials for visibility. The Professional Development program requires branded items to increase visibility to support the cultural shift to an ongoing training campus culture.

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Consider revising or adding SAOs related to breadth and depth of participation in PD by classified, faculty, and managers/administrators. Also, satisfaction with PD and impact.

Saved 9/2/2022 7:20 PM by Barry Gribbons

Annual Program Review

Institutional Effectiveness

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) - Modifications can be submitted at the end of the module for subsequent assessment years.*

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

     ◯ Yes   ⦿ No   ◯ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Faculty/Staff/ Other User/Contributor Response

We are scheduled to assess in Fall 2022 prior to the Spring 2023 deadline. OIE regular tracks and collects satisfaction surveys for data and survey requests. The results will be used to inform the assessment of service outcomes.

Saved 6/30/2022 6:33 PM by Michelle Fowles

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- ***Enter:***
  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 4   Discontinued 0

Outcome: Engage the campus community through communication and training on data literacy, awareness, application.

Ready For Assessment

Evidence: Number of presentations and trainings. Number of participants.

Assessment Method: Calendar, communications, meetings and schedule of events. Tracking of contacts and postings.

Performance Standard: Completion of sessions by 10-15 people.

Last Assessment Date: 7/12/2021 12:00:00 AM   Next Assessment Date: 12/15/2022 12:00:00 AM
Created By: Michelle Fowles at 6/30/2022 6:55:00 PM   Last Updated: 6/30/2022 6:55:00 PM

Outcome: Create surveys for campus leaders for the assessment and evaluation of processes, programs,

Ready For Assessment

services, initiatives, and campus needs.

Evidence: Number of reports and surveys created.

Assessment Method: Log of survey requests and surveys in Qualtrics etc. Review survey request log of purpose and initiative.

Performance Standard: Maintenance of the number of surveys conducted. Coverage of the majority of service areas.

Last Assessment Date: 6/27/2018 12:00:00 AM

Next Assessment Date: 12/15/2022 12:00:00 AM

Created By: Agyeman Boateng at 7/13/2021 9:24:00 AM

Last Updated: 6/30/2022 6:40:00 PM

Outcome: Provide excellent customer service, and accurate data and information.

`Ready For Assessment`

Evidence: Client feedback and ratings. Complaints, tracking of on time response.

Assessment Method: OIE request satisfaction survey, participation feedback, and process feedback.

Performance Standard: 75% satisfaction

Last Assessment Date:

Next Assessment Date: 12/15/2022 12:00:00 AM

Created By: Agyeman Boateng at 7/13/2021 9:24:00 AM

Last Updated: 6/30/2022 7:00:00 PM

Outcome: Support institutional operations, planning, and decision-making through quality data e.g. reports, dashboards, and infographics.

`Ready For Assessment`

Evidence: Number of reports, dashboards, and presentations. Frequency and quantity of reports (especially, operational). Number of dashboards and scope of functions.

Assessment Method: Internal tracking of reports and report/infographic/dashboards posted to SharePoint and other sites.

Performance Standard: 10% increase of prior year.

Last Assessment Date: 6/26/2019 12:00:00 AM

Next Assessment Date: 12/15/2022 12:00:00 AM

Created By: Agyeman Boateng at 7/12/2021 9:55:00 AM

Last Updated: 6/30/2022 7:00:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Since our 2017 assessment, OIE has implemented an online request form to assist in tracking data requests. Many requests or modifications and additions to the requests are made without documentation the form and log. While helpful, the initial draft of the form was cumbersome for users and did not decrease the number of conversations necessary with initiators. OIE modified the form with a simpler format and links to existing data. We continue

to work to revise the tracking process, including attempts to track work stemming from more informal requests and impromptu meetings and consultations.

The most recent OIE assessment (2019) focused on feedback from individuals who had made requests and received services (office hours, department visits) rather than the broad campus feedback.

The addition of clerical support has improved the quality and consistency of these aforementioned efforts in tracking and assessing. The OIE has begun exploring follow-up customer feedback surveys that can be delivered with the request response in order to create ongoing collection of that data.

OIE plans to modify its outcomes for the next cycle and proposed modifications last year. We hope to capture some indicators of quality and efficiency in the modified outcomes.

Saved 6/30/2022 2:45 PM by Michelle Fowles

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

The department is requesting professional development, equipment, and supplies to support our outreach efforts and increase the technology and infrastructure to support improved outcomes. For example: while our prior analysis indicated over 80% of respondents found dashboards easy to use and navigate, continued investment in technology and professional development will contribute to improving those results; likewise our forays into video training and presentation show promise for improving the value of our dashboards and websites to campus constituents. Thus, by increasing the quality, capacity and sustainability of the unit, we expect continued improvement in the quality, use and satisfaction of OIE service and outcome indicators.

Saved 6/30/2022 2:46 PM by Michelle Fowles

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Annual Program Review

Office of the President

LAVC Program Review

2022

State: Completed

> **!** Getting Started - READ THIS FIRST!
>
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>
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>
> If you believe you should not have this module, refer to the required modules list.
>
> ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.
>
> **Service outcomes and <u>assessments</u>** must be entered below.
>
> - There are **NO offline submissions** of service outcomes.
>   - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
>   - No paper forms are required for this process.
> - If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
> - **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.
>
> *Contact the Service Outcomes Coordinator, <u>Michelle Fowles</u>*
> - *with general questions regarding service outcomes*
> - *if you do not have an approved outcome*
> - *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.
>
> **Service Outcomes Resources:**
> - <u>Service Area Outcomes meeting/training</u> (Zoom, April 2022)
> - <u>Service Outcomes: Assessment & Improvement</u> (Presentation, April 2022)
> - Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes ⦿ No ○ We have NO approved service outcomes prior to Spring 2022 (new area).

> **?** ◁ Assessment Completion
>
> If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*
>
> **Is your next assessment date properly noted in the assessment window below?*

> ### Faculty/Staff/ Other User/Contributor Response
>
> We will be planning to asses in spring 2023.
>
> Saved 6/30/2022 2:47 PM by Tanya Sirkin

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
    - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- **Enter** approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- **Enter:**
    - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
    - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
    - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess - Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 3   Discontinued 0

Outcome: Enrollments at the college, particularly dual enrollments.

Ready For Assessment

Evidence: Number of enrollments and number of dual enrollments.

Assessment Method: College records.

Performance Standard: Long-term goal of 22,000 enrollments, 6,000 dual enrollments.

Last Assessment Date: 9/15/2020 12:00:00 AM	Next Assessment Date: 6/30/2023 12:00:00 AM
Created By: Tanya Sirkin at 7/7/2021 2:25:00 PM	Last Updated: 6/22/2022 8:59:00 AM

Outcome: Resources received from philanthropy and grants.

Ready For Assessment

Evidence: Dollars raised with philanthropy and grants.

Assessment Method: Foundation and college records.

Performance Standard: Raise at least $1 million.

Last Assessment Date: 6/30/2021 12:00:00 AM

Next Assessment Date: 6/30/2023 12:00:00 AM

Created By: Tanya Sirkin at 7/7/2021 2:23:00 PM

Last Updated: 6/22/2022 8:59:00 AM

Outcome: Satisfaction with communication and leadership from the President.

`Ready For Assessment`

Evidence: Satisfaction ratings from key constituents interacting with the President.

Assessment Method: Survey.

Performance Standard: Satisfaction rated 60% or higher.

Last Assessment Date: 6/30/2020 12:00:00 AM

Next Assessment Date: 6/30/2023 12:00:00 AM

Created By: Tanya Sirkin at 7/7/2021 2:20:00 PM

Last Updated: 6/22/2022 9:00:00 AM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

A total of 27 staff, faculty, and administration members of the campus community responded to a survey sent out in May 2020 regarding Dr. Gribbons's leadership. 70% of respondents strongly agreed and 26% agreed that the President communicates clearly and effectively, with 81% strongly agreeing and 15% agreeing that he provides effective leadership for the College.

A sampling of Dr. Gribbons's calendar during FY 2020-21 indicates that he participated in an average of 61 internal LAVC meetings, 36 internal LACCD District meetings, and 8 meetings with external entities each month.

We are scheduling survey assessment for this cycle for Spring 2023.

Saved 6/22/2022 9:12 AM by Tanya Sirkin

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Annual Program Review

Office of VP Student Services

LAVC Program Review

2022

State: Completed

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  - No paper forms are required for this process.
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- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
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- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

   ○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ ◁ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active **2**   Discontinued **0**

Outcome: Increase employee participation in Professional Development activities.

Ready For Assessment

Evidence: Initially, create a survey to measure interest in participation to possible planned activities. Involve staff in planning and facilitating PD events.

Assessment Method: For each planned event, compare the number of attendees who RSVP to an event to the number of attendees who actually attend. Google Docs, Sign-in Sheets will be used to track attendance participation.

Performance Standard: An acceptable performance percentage would be 75%.

Last Assessment Date: Next Assessment Date: 6/30/2023 12:00:00 AM

Created By: Frances Hurwit at 6/30/2022 2:01:00 PM   Last Updated: 6/30/2022 2:01:00 PM

Outcome: Through further development and improvements to the campus onboarding process, Increase the number of students that complete matriculation.

Ready For Assessment

Evidence: Collect data on student completion at all stages of the matriculation process.

Assessment Method: Work with Institutional Research for reports and surveys.

Performance Standard: Establish a base for the first year.

Last Assessment Date:

Created By: Frances Hurwit at 6/30/2022 1:49:00 PM

Next Assessment Date: 6/30/2023 12:00:00 AM

Last Updated: 6/30/2022 1:49:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Annual Program Review

Office of Academic Affairs

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

   ◯ Yes   ◉ No   ◯ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

The Service Area Outcomes were not assessed due to transitions in leadership and other external factors (i.e., COVID19). Therefore, they will be assessed in the first few weeks of the fall 2022 semester.

Saved 6/19/2022 7:50 PM by Brandon Hildreth

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
    - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
    - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
    - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
    - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.

🧩 Service Area Outcomes

Active **2**   Discontinued **0**

🧩 Outcome: Support key processes in the academic areas of the college to facilitate student success,

Ready For Assessment

including curriculum, publications (schedule, catalog, web updates), complaints, personnel matters (hiring, assignments, attendance, and evaluations), enrollment management, and grant management.

Evidence: Information on our users' perception of our performance of the outcome.

Assessment Method: Survey.

Performance Standard: Greater than 70% of users perceive our performance to be good or better.

Last Assessment Date: 4/1/2020 12:00:00 AM   Next Assessment Date: 9/5/2022 12:00:00 AM
Created By: Matthew Jordan at 6/28/2021 1:08:00 PM   Last Updated: 6/19/2022 7:48:00 PM

Outcome: Provide reliable customer service and support to students, faculty, and staff.

Evidence: Information on our users' perception of our performance of the outcome.

Assessment Method: Survey.

Performance Standard: Greater than 70% of users perceive our performance to be good or better.

Last Assessment Date: 4/1/2020 12:00:00 AM

Next Assessment Date: 9/5/2022 12:00:00 AM

Created By: Matthew Jordan at 6/28/2021 1:08:00 PM

Last Updated: 6/19/2022 7:46:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Both of our service outcomes were assessed in Spring 2020 and reported in the prior program review. Overall, assessment results at that time indicated broad satisfaction with the Academic Affairs Office. In Fall 2021, we will work to revise our survey instrument to incorporate items that address implicit bias, microaggressions, and discrimination. This survey will be administered in Spring 2022 and reported on in next year's program review.

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

n/a

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should

help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed. Outcomes were assessed during this assessment cycle and will be assessed again in the next cylce.

-MJ, 8/31/2022

Saved 8/31/2022 12:18 PM by Matthew Jordan

Validator Response - Final

Reviewed. Outcomes were assessed during this assessment cycle and will be assessed again in the next cylce.

-MJ, 8/31/2022

Annual Program Review

Administrative Services Office

LAVC Program Review

2022

State: Completed

Getting Started - READ THIS FIRST!

This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, <u>Michelle Fowles</u>
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes* (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes　　◉ No　　○ We have NO approved service outcomes prior to Spring 2022 (new area).

? **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
Prompt tech review, approval, and posting of eBTAs	eBTA date/time stamps of each step	Other program evaluation

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
    - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).
2. Enter outcome information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
    - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
    - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
    - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. Click Save
4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.
5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active **2**   Discontinued **0**

Outcome: Prompt tech review, approval, and posting of eBTAs   Ready For Assessment

Evidence: eBTAs mark date/time of each step in process

Assessment Method: Provide evidence of prompt eBTA service via the date/time stamps of each step, will ask ESC SAP if there's canned reports that show this, if not then individual eBTA reports will need to be provided.

Performance Standard: 4 business days from Budget Owner Review until Posting. This excludes eBTAs that are sent to ESC Budget/Accounting for additional reviews.

Last Assessment Date: Next Assessment Date: 7/1/2023 12:00:00 AM
Created By: Henry Louie at 6/30/2022 5:02:00 PM   Last Updated: 6/30/2022 5:25:00 PM

Outcome: Process various documents submitted for review & approval in a timely manner   Ready For Assessment

Evidence: How quickly the documents are processed

Assessment Method: Existing document log will be used to track the processing time of various documents submitted for a specific period of time.

Performance Standard: Three business days

Last Assessment Date: 6/1/2019 12:00:00 AM   Next Assessment Date: 3/31/2022 12:00:00 AM
Created By: Kacey Chua at 6/24/2021 4:26:00 PM   Last Updated: 6/24/2021 4:28:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Shared at the weekly Admin Team Meeting.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

n/a

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Annual Program Review

TRiO Upward Bound & UB Math Science

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**

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If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, <u>Michelle Fowles</u>
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- <u>Service Area Outcomes meeting/training</u> (Zoom, April 2022)
- <u>Service Outcomes: Assessment & Improvement</u> (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Faculty/Staff/ Other User/Contributor Response

Saved 6/27/2022 10:52 AM by Omar Madrid

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- **Enter** approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- **Enter:**
  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

| Active | 3 | Discontinued | 0 |

Outcome: Provide academic tutoring to insure that program participants maintain good academic standing and meet A-G and post-secondary admissions requirements.

Ready For Assessment

Evidence: Number of students in the program with satisfactory GPAs and course completions.

Assessment Method: Transcript evaluations

Performance Standard: 65% of program participants will be at or above a 2.0 GPA.

Last Assessment Date:

Next Assessment Date: 6/30/2022 12:00:00 AM

Created By: Julia Mendoza-Vasquez at 7/14/2021 10:18:00 PM

Last Updated: 7/14/2021 10:18:00 PM

Outcome: Inform student about financial aid and scholarship opportunities.

Ready For Assessment

Evidence: Number of students applying for FASFA and scholarships

Assessment Method: Student will be surveyed and proof of completion will be required.

Performance Standard: 75% of our students will demonstrate accurate knowledge of financial aid and scholarship policies and procedures.

Last Assessment Date:

Created By: Julia Mendoza-Vasquez at 7/14/2021 10:13:00 PM

Next Assessment Date: 6/30/2022 12:00:00 AM

Last Updated: 7/14/2021 10:13:00 PM

Outcome: Provide program participants guidance and knowledge on high school graduation and post secondary admissions requirements.

Ready For Assessment

Evidence: The number of students successfully completing secondary school and gaining admissions to a post-secondary.

Assessment Method: We will collect data from LAUSD transcripts and admissions letters.

Performance Standard: 75% of our graduating class with be enrolled in a post secondary institution in the fall semester following graduation.

Last Assessment Date:

Created By: Julia Mendoza-Vasquez at 7/14/2021 10:07:00 PM

Next Assessment Date: 6/30/2022 12:00:00 AM

Last Updated: 7/14/2021 10:07:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Results are reviewed and taken into consideration during coordination of yearly activities.

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 3:55 PM by Florentino Manzano

Validator Response - Final

The TRiO Upward Bound and Upward Bound Math Science programs will assess their SSO's during the 2022-2023 academic year. SR 8/13/2022.

Saved 8/13/2022 11:22 AM by Sherri Rodriguez

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Annual Program Review

Grants Office

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

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ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment***) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ◉ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

Service Outcomes were assessed last year. The service outcomes will be completed in Spring 2023 since all service outcomes **must be assessed by Spring 2023**.

Saved 6/28/2022 1:43 PM by Nona Matatova

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

⊹ Service Area Outcomes

Active 0   Discontinued 0

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

❓ Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Based on the assessment outcomes done last year, 2021, it has been identified that the Grants Office provides more than adequate services and meets the goals identified during the previous years. However, it has been determined that there are individuals on campus who are not familiar with the services provided by this unit. Taking into consideration the fact that this office is relatively new to campus, more marketing should be done to promote the information about the services available on campus in order to increase the number of faculty who are interested in the process of grant writing.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

*(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).*

The Grants Office meets the goals, even though we are short on staff. Clerical support is needed for this unit. Long term goal is to create a grant office with more personnel so we are more successful in obtaining additional funding to support our faculty and students.

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

The Grants Office is on track to assess SLOs.

Dd

6/30/22

Saved 6/30/2022 3:18 PM by Deborah diCesare

Validator Response - Final

Reviewed. -MJ, 8/27/2022

Saved 8/27/2022 3:59 PM by Matthew Jordan

Annual Program Review

Dual Enrollment

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)

- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:

- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ⦿ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

We are in the process of creating new service outcomes that will need to be approved by the Outcomes Assessment Committee. Once approved, we will assess our outcomes this coming fall 2022. Below are the two outcomes that we hope to get approved and the methods that we'll employ to assess them:

1) Expand dual enrollment and create pathways that guide students in LAVC's feeder schools with high education opportunities.

   - enrollment, success and retention data that will reflect an expansion of courses leading to pathways in several of our feeder schools as well as new relationships established with independent and private institutions

- feedback in the form of surveys from our high school partners regarding the pathway models available at their institutions

2) Improve faculty/student engagement through professional development that includes innovative and culturally inclusive strategies as well as equity-minded training for dual enrollment.

- Faculty and student feedback through survey and evaluation forms

- success and retention data that will reflect increased rates in our dual enrollment courses.

Saved 6/27/2022 8:26 AM by Keidra Morris

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
Expand dual enrollment and create pathways that guide students in LAVC's feeder schools with high education opportunities.	surveys, success, retention and enrollment data	Other program evaluation
Improve faculty/student engagement through professional development that includes innovative and culturally inclusive strategies as well as equity-minded training for dual enrollment.	Faculty and student surveys/evaluations; success and retention data	Other program evaluation

---

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
    - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
    - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
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    - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Future assessment feedback will be used to make adjustments and changes to the Dual Enrollment Program such that partnerships between the college and high schools are strengthened and students served by the program both increase in number and improve their academic success.

Saved 6/30/2022 11:03 AM by Keidra Morris

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

We are currently working with our Professional Development team to implement training for new instructors. We have also made staffing requests in the appropriate module. All other resource requests are being funded through our grant.

Saved 6/30/2022 11:05 AM by Keidra Morris

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed. -MJ, 8/27/2022

Saved 8/27/2022 2:57 PM by Matthew Jordan

Validator Response - Final

The department has established SAOs and plans to assess them in the upcoming year.

-BMH

Saved 7/28/2022 10:07 PM by Brandon Hildreth

Annual Program Review

Umoja/Black Scholars

LAVC Program Review

2022

State: Completed

⚠ Getting Started - READ THIS FIRST!

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Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
    - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
    - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, Michelle Fowles
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- to **modify** *outcomes or submit proposals for new service outcomes* (**must be submitted through the campus process **prior to assessment***) *-* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

  ○ Yes   ● No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Validator Response

Will assess after Spring 2023 A.O. 8/30/22

Saved 8/30/2022 5:36 PM by Alex Ojeda

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

Active 4   Discontinued 0

🧩 | Outcome: Will have greater engagement with academic resources that support reaching their academic goals (computer, printing, book grants, counseling, tutoring).

Ready For Assessment

Evidence: Cranium Cafe Usage Data of CC 102 Computer/Printing Services and Program Assessment Survey

Assessment Method: Calibrate Usage Data, Pisces, and Program Assessment Survey

Performance Standard: Majority of UBS students (more than 64%) engaging with a minimum of three core resources and meeting institutional standard for success, retention, and completion.

Last Assessment Date:	Next Assessment Date:
Created By: Elliott Coney at 7/15/2021 12:00:00 AM	Last Updated: 7/15/2021 12:00:00 AM

🧩 | Outcome: Will have completed educational planning in alignment with their completion goal of certificate, AA,

Ready For Assessment

or transfer

Evidence: PeopleSoft Counseling Contacts of ASEP, CSEP, Follow Up Ed Plans completed, and awards of program students annually.

Assessment Method: Peoplesoft Reports and program assessment survey

Performance Standard: 75% of program students with a completed education plan and meeting institutional standard for completion

Last Assessment Date: 11/30/2020 12:00:00 AM
Created By: Elliott Coney at 7/14/2021 11:58:00 PM

Next Assessment Date: 11/30/2021 12:00:00 AM
Last Updated: 7/14/2021 11:58:00 PM

Outcome: Will have improved knowledge of transfer process and college options

`Ready For Assessment`

Evidence: Student agreement/satisfaction of understanding their process and requirements for transfer and school(s) of choice

Assessment Method: Program assessment survey

Performance Standard: Majority consensus/agreement that program services improved their confidence and knowledge of transfer process and requirements for schools of choice.

Last Assessment Date: 6/1/2020 12:00:00 AM
Created By: Elliott Coney at 7/14/2021 11:56:00 PM

Next Assessment Date: 5/31/2022 12:00:00 AM
Last Updated: 7/14/2021 11:56:00 PM

Outcome: Will have a greater sense of community and belonging on the LAVC campus.

`Ready For Assessment`

Evidence: Student engagement with program activities, other department services, and students' surveyed level of sense of belonging.

Assessment Method: Program assessment survey

Performance Standard: 75% agreement of increased sense of belonging as a result of program participation

Last Assessment Date: 6/1/2020 12:00:00 AM
Created By: Elliott Coney at 7/14/2021 11:55:00 PM

Next Assessment Date: 5/31/2022 12:00:00 AM
Last Updated: 7/14/2021 11:55:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

File Name	Description	Uploaded By	Uploaded	
Umoja 2021 - 2022 Program Assessment.pdf (Open/View)	2021-2022 Program Assessment	Elliott	6/30/2022 6:59:00 PM	Details

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Results will be used to tailor resource and services offerings to better meet the needs of our program students in the following year. Results from the

program survey highlighted that students are in need of emergency financial support, food support, and mental health support. These three areas will be focused on throughout our services during the 2022-2024 academic years. Overall, the student responses indicate that the majority of participants strongly agree that we are meeting our provided outcomes. While assessment is not necessary this year, we have been assessing at the end of each year to support our future planning, programming, services, and resources. Now that we have a basic needs counselor, I look forward to working closely with him this upcoming Fall semester.

Saved 6/30/2022 5:18 PM by Elliott Coney

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Ethnic-specific mental health resources, more placement for Black students in our work-study program, more financial support and referrals for basic needs.

Saved 6/30/2022 5:18 PM by Elliott Coney

Validation

? **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 2:24 PM by Florentino Manzano

Validator Response - Final

Validated A.O. 8/30/22

Saved 8/30/2022 5:36 PM by Alex Ojeda

Annual Program Review

Dream Resource Center

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST! This information is here to help you.

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ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and _assessments_ must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
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- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, Michelle Fowles
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **not** required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

   ◯ Yes   ◉ No   ◯ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

For the 2022-2023 cycle, we will be assessing our service outcomes by collecting data on the usage of the DRC and the success rates of Undocumented, Asylum, Refugee, and mix-status families. Data will be collected from the DRC, Admissions and Record, and Financial Aid as well as other partnering programs and services.

Saved 6/30/2022 3:39 PM by Javier Carbajal-Ramos

Validator Response

> Reviewed. Assessment is on track. A.O. 8/8/22
>
> Saved 8/8/2022 4:24 PM by Alex Ojeda

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

- **Enter** approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- **Enter:**
  - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
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3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

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*Proposed new outcomes should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 2   Discontinued 0

Outcome: Increase the number of students that have access to the DRC workshops and resources by providing online contact in order to increase participation by students associated by with the DRC.

Assessed

Evidence: Students will accept their invitation to take part in the DRC Canvas group and will utilize the digital group as a was to learn about information pertaining to undocumented students in higher education.

Assessment Method: Data will be collected from the digital platform to identify how many students have accepted their invitation to take part in the community. Also, information will be identifies on the average time spent by students interacting with the in the learning platform.

Performance Standard: An acceptable performance will be if the online platform host at least 300 students with at least 60% of them utilizing the system for more than 3 hours at the time of outcome assessment.

Last Assessment Date: 6/25/2021 12:00:00 AM

Next Assessment Date: 6/24/2022 12:00:00 AM

Created By: Javier Carbajal-Ramos at 6/25/2021 10:39:00 AM

Last Updated: 6/25/2021 10:39:00 AM

Assessment Details

Results: Our findings show that 534 students have accepted the information surpassing our goal of 300 for the 2020-2021 school year. Out of the 534 participants 165 students have utilized/interacted in someway with the contact provided for more than 3 hours, 41 students access the system for more than 1 hour, 204 student access the system for less than 1 hour, and 124 students have only accepted their invitation. Although we had our

Criterion Met? No

Assessed By: Javier Carbajal-Ramos at 6/25/2021 10:58:00 AM

Attachments

📄 2021 Program Review Canvas User report_time.xls   2021 Program review DRC Canvas User report and time

---

Outcome: Students will feel comfortable or positive about their understanding on the information they received during their counseling appointment.

`●Assessed`

Evidence: Student will be surveyed on their level of understanding of the content covered during a counseling appointment and if they feel more comfortable with information covered.

Assessment Method: Each student will be surveyed after attending a counseling appointment within the DRC. Each survey will evaluate the students feelings about the information covered during the counseling session to gage if the student is more or less confident that they understood the content covered during their counseling session.

Performance Standard: Acceptable performance outcomes will if 80% of the students that attended a counseling session feel that they understood the information covered and that the information shared during the session covered their questions or concerns.

Last Assessment Date: 6/21/2021 12:00:00 AM

Next Assessment Date: 6/20/2022 12:00:00 AM

Created By: Javier Carbajal-Ramos at 6/24/2021 2:44:00 PM

Last Updated: 6/24/2021 3:13:00 PM

Assessment Details

Results: After accessing the outcome, we identified that 95% of the students that attended the counseling session and responded to the survey offered to them after the end of the session felt conformable with the information shared and would actively identify of the session included information for "financial aid".

Criterion Met? Yes

Assessed By: Javier Carbajal-Ramos at 6/24/2021 3:18:00 PM

Attachments

📄 cranium Student End of Meeting Report 2020-03-23 2021-06-21.doc   Cranium Student End of meeting Survey 2021-06-21

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

❓ **Use of Results/Improvement Plan**

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Utilizing the information that has been collected by the DRC and the District on the number of students eligible for emergency aid and the students that visited the DRC. We hope to increase the future number of students that feel comfortable with submitting their AB 540 eligibility documents and applying for financial aid. By encouraging students to visit the DRC, we hope to provide them with the information they need on their eligibility of AB 540 and as a result, encourage them to submit their affidavit and its required documents OR to pursue completion of the requirements at LAVC.,

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

NA

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/26/2022

FM

Saved 8/26/2022 2:02 PM by Florentino Manzano

Validator Response - Final

Outcomes are aligned with the mission of the campus and DRC. Validated A.O. 8/12/22

Saved 8/12/2022 3:12 PM by Alex Ojeda

Validator Response - Final

Reviewed. SR 8/13/2022.

Saved 8/13/2022 11:59 AM by Sherri Rodriguez

Annual Program Review

Promise/First Year Experience (FYE)

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**

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- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) - Modifications can be submitted at the end of the module for subsequent assessment years.*

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

  ○ Yes   ⦿ No   ○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

<u>ACTION STEPS</u>

1. Program staff will track students' participation in program services and activities.

2. The FYE Coordinator will draft survey questions.

3. The FYE Coordinator will create the online survey.

4. The program staff will administer the survey to students.

5. The FYE Coordinator will evaluate and summarize the evaluation results.

Saved 6/30/2022 3:35 PM by Cynthia Lopez

Validator Response

It is recommended the FYE Coordinator work alongside of OIE to develop the best survey materials.

Saved 8/10/2022 12:10 PM by Sorangel Hernandez

New/Modified Service Outcome Submission

Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
Students will report that the program services helped them complete their Promise requirements as a result of completing at least two program services or activities by the end of the spring semester.	We will use a survey design to evaluate this outcome.	Change in services
Students will report that the program services connected them to campus academic and support programs as a result of participating in at least two activities by the end of the spring semester.	We will use a survey design to evaluate this outcome.	Change in services

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. <mark>Enter outcome</mark> information.

- *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. <mark>Click Save</mark>

4. Once you have entered your outcome, you can <mark>Modify, Assess, or Discontinue</mark> that outcome.

5. <mark>Click Assess</mark> - Enter assessment data.

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready

for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed **new outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes Active **2** Discontinued **2**

Outcome: Students will report that the program services connected them to campus academic and support programs as a result of participating in at least two activities by the end of the spring semester. `Ready For Assessment`

Evidence: We will ask students to respond to statements about their experiences with the program service/activities on a survey. Students who complete at least two program services/activities will report a high degree of agreement to the statements that the services/activities connected them to campus academic and support programs.

Assessment Method: We will use a survey design to evaluate this outcome. The FYE Coordinator will administer an online survey to program students at the end of the 2023 Spring Semester.

Performance Standard: Students will report a high degree of agreement (over 75%) to the statements that the program services/activities connected them to campus academic and support programs.

Last Assessment Date: Next Assessment Date: 6/30/2023 12:00:00 AM
Created By: Cynthia Lopez at 6/29/2022 7:32:00 PM   Last Updated: 6/29/2022 7:33:00 PM

Outcome: Students will report that the program services helped them complete their Promise requirements as a result of completing at least two program services or activities by the end of the spring semester. `Ready For Assessment`

Evidence: We will ask students to respond to statements about their experiences with the program service/activities on a survey. Students who complete at least two program services/activities will report a high degree of agreement to the statements that the services/activities helped them complete their Promise requirements.

Assessment Method: We will use a survey design to evaluate this outcome. The FYE Coordinator will administer an online survey to program students at the end of the 2023 Spring Semester.

Performance Standard: Students will report a high degree of agreement (over 75%) to the statements that the program services/activities helped them complete their Promise requirements.

Last Assessment Date: Next Assessment Date: 6/30/2023 12:00:00 AM
Created By: Cynthia Lopez at 6/29/2022 6:22:00 PM   Last Updated: 6/29/2022 7:26:00 PM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

❓ Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

The FYE coordinator will share the evaluiations results with the Counseling Department staff, Onboarding Committee members, and Dean of Student Success and Support Services.

? Saved 6/30/2022 3:39 PM by Cynthia Lopez

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Every year, the FYE Program experiences staffing shortages which signficantly impacts the coordinator's ability to implement the goals and meet the needs of both first and second year students. The program needs additional funds fto hire support staff to assist the coordinator implement the program's Service Area Outcomes and goals.

Saved 6/30/2022 3:42 PM by Cynthia Lopez

Validation

? Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/29/2022

Saved 8/29/2022 2:53 PM by Florentino Manzano

Validator Response - Final

Validated- S. Hernandez 8/10/2022

Saved 8/10/2022 12:11 PM by Sorangel Hernandez

Annual Program Review

Welcome Center

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**   This information is here to help you.

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - ○ No paper forms are required for this process.
- If the assessment window has no information (i.e. missing green assessed flag, missing assessment data/results), your assessment for the cycle has not been properly submitted.
- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, [Michelle Fowles]
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training] (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement] (Presentation, April 2022)
- [Service Outcome site]

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are <u>**not**</u> required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

　　　　○ Yes　　　○ No　　　○ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ **Assessment Completion**

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

New/Modified Service Outcome Submission   Enter proposed outcomes here.

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.

- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. <mark>Enter outcome</mark> information.

- *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
- *Enter:*
  - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
  - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
  - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. <mark>Click Save</mark>

4. Once you have entered your outcome, you can <mark>Modify, Assess, or Discontinue</mark> that outcome.

5. <mark>Click Assess</mark> - **Enter assessment data.**

- Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 2   Discontinued 0

Outcome: Students will successfully complete LAVC's Onboarding Process to successfully enroll in classes.

`● Assessed`

Evidence: Increase in the number of students that enroll in classes.

Assessment Method: Satisfactory Survey, Tracking Form and OIE enrollment request.

Performance Standard: 1-5% increase in enrollment.

Last Assessment Date: Next Assessment Date: 5/31/2022 12:00:00 AM
Created By: Veronica Garcia-Vargas at 7/13/2021 5:33:00 PM   Last Updated: 7/13/2021 5:33:00 PM

Assessment Details

Results: The Welcome Center provided consistent in-person and virtual registration events for all new and returning students. Students experienced a one-stop-shop to get all of their onboarding needs met, become fully matriculated, receive guidance from Financial Aid, the Business Office, special programs, and Counseling. Support staff assisted students in clearing any holds, and registering for their classes. Additionally, Welcome Center staff helped students apply to the college and showed students next steps. The Welcome Center UPI's proactively worked to contact 973 new and returning students to guide them through the college onboarding process, including but not limited to -- completing financial aid (FAFSA or Dream Act), first-time log in to SIS, Promise requirements and process, ensuring placement for math and English (or AB 705), completing the online orientation, completing counseling, getting connected with special programs, and enrolling in classes. 385 students were successfully enrolled in their classes from Winter and Spring 2022 semesters.

Criterion Met? Yes   Assessed By: Veronica Garcia-Vargas at 6/28/2022 9:43:00 AM

Attachments

📄 Welcome Center - Enrolled Students   List of students that successfully enrolled in classes for the Winter & Spring Semester 2022 with the
Winter & Spring 2022.xlsx   assistance of our Welcome Center Unclassified Paid Interns (UPI's).

Outcome: Staff will receive quality training/knowledge to better assist students with the onboarding process.

● Assessed

Evidence: Develop and implement a training manual for all Welcome Center staff.

Assessment Method: Administer Welcome Center satisfaction survey to assess that student needs are being met.

Performance Standard: 80-100 percent satisfaction from the students receiving assistance from the staff at the Welcome Center.

Last Assessment Date:

Next Assessment Date: 5/31/2022 12:00:00 AM

Created By: Veronica Garcia-Vargas at 7/13/2021 5:27:00 PM

Last Updated: 7/14/2021 12:08:00 PM

Assessment Details

Results: Online training guide was completed for Unclassified Paid Interns and additional information continues to be added. An additional section for Student Workers was added and is in progress. The training hub includes day-to-day resources training materials and videos, and important documents. Satisfaction survey to be implemented in the Fall and will give to all incoming students at the Welcome Center consistently to collect additional data.

Criterion Met? Yes

Assessed By: Veronica Garcia-Vargas at 6/28/2022 9:33:00 AM

Attachments

📄 Welcome Center - Training & Updates Website.PNG   https://sites.google.com/view/lavcwelcomecenter/home

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

? Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Not applicable. Will provide information next year.

? If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

None at the moment.

Validation

Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

8/29/2022

Saved 8/29/2022 3:09 PM by Florentino Manzano

Validator Response - Final

It is recommended the Welcome Center work closely with OIE to include best research methodologies.

Validated- S. Hernandez 8/10/2022

Saved 8/10/2022 12:26 PM by Sorangel Hernandez

Validation Comments

Annual Program Review

Basic Needs

LAVC Program Review

2022

State: Completed

❗ Getting Started - READ THIS FIRST!

If you have access to this module, you need to submit responses about service outcomes.

If you believe you should not have this module, refer to the required modules list.

ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
  - No paper forms are required for this process.
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- **Whether you are assessing in the current year, or not, you must enter your approved outcomes** in the window below, indicate the **next assessment date** and complete the module.

Contact the Service Outcomes Coordinator, Michelle Fowles
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**)* - Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- Service Area Outcomes meeting/training (Zoom, April 2022)
- Service Outcomes: Assessment & Improvement (Presentation, April 2022)
- Service Outcome site

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are <u>**not**</u> required to assess this year (2021-22).

- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle**.*

○ Yes   ○ No   ◉ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Department Chair/Program Director/Owner Response

As the newest service area at LAVC, we will be implementing area outcomes this upcoming fall 2022 semester. We plan to capture data by utilizing several assessment methods. We will provide results by the end of the end of the 2023 assessment cycle.

Saved 6/28/2022 6:54 PM by Juan Castellanos

New/Modified Service Outcome Submission

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

No Records.

Service Outcomes Assessment & Plan

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).

2. **Enter outcome** information.

   - *Enter* **approved/ existing outcomes** and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
   - *Enter:*
     - **Assessment Method** is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
     - **Evidence / Measure** is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
     - **Performance Standard** is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**

4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.

5. **Click Assess** - Enter assessment data.

   - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

Service Area Outcomes

Active 3   Discontinued 0

Outcome: Students who utilize the Helping Hands/Basic Needs Center will say they are aware of the basic needs services available at LAVC.

Ready For Assessment

Evidence: Students will self-report at least two basic needs services after speaking to someone in the center.

Assessment Method: A survey will be provided.

Performance Standard: At least 40% of students who utilized our center will self-report at least two basic needs services offered by the Helping Hands/Basic Needs Center.

Last Assessment Date: 6/1/2023 12:00:00 AM   Next Assessment Date: 12/1/2022 12:00:00 AM

Created By: Juan Castellanos at 6/28/2022 6:24:00 PM   Last Updated: 6/28/2022 6:53:00 PM

Outcome: Students who utilize the Helping Hands/Basic Needs center will feel an increase sense of belonging.

Evidence: Students will self-report an increase sense of belonging in the post survey.

Assessment Method: Create a pre and post survey for students who utilize our service.

Performance Standard: At least 30% of students who utilize our service will self-report an increase sense of belonging.

Last Assessment Date: 6/1/2023 12:00:00 AM

Created By: Juan Castellanos at 6/28/2022 6:19:00 PM

Next Assessment Date: 12/1/2022 12:00:00 AM

Last Updated: 6/28/2022 6:19:00 PM

`Ready For Assessment`

Outcome: Students who utilize our basic needs service once, will more likely utilize the service again within a month.

Evidence: A report will be generated at the end of each semester to indicate how many students utilized our center.

Assessment Method: Track student contact upon entry of the center by collecting their Student ID number and name.

Performance Standard: At least 10% of our total students who initially utilize our service will come back within a month.

Last Assessment Date: 6/1/2023 12:00:00 AM

Created By: Juan Castellanos at 6/28/2022 6:15:00 PM

Next Assessment Date: 12/9/2022 12:00:00 AM

Last Updated: 8/9/2022 11:46:00 AM

`Ready For Assessment`

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

After receiving the assessment outcomes, the Helping Hands/Basic Center will utilize the data to create goals and better our approach servicing students. We will reassess how we deliver and provide our service. If the results come back with positive yielding results, we will continue to find ways through professional development to continue serving our student population in a meaningful and equitable approach.

Saved 6/28/2022 6:47 PM by Juan Castellanos

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

NA

Saved 8/9/2022 11:43 AM by Elizabeth Negrete

Validation

❓ **Validation Comments**

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Not sure if SAO #1 should be included.

L. Negrete- 8/9/2022

Saved 8/9/2022 11:47 AM by Elizabeth Negrete

Annual Program Review

Adult Education/ Vocational Education Noncredit

LAVC Program Review

2022

State: Completed

❗ **Getting Started - READ THIS FIRST!**

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ALL services/operations outside of instruction, i.e. tied to courses, should have service outcomes.

Service outcomes and <u>assessments</u> must be entered below.

- There are **NO offline submissions** of service outcomes.
  - ○ **All service outcomes assessments, modifications,** and updates are entered in the **program review module.**
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Contact the Service Outcomes Coordinator, [Michelle Fowles](#)
- *with general questions regarding service outcomes*
- *if you do not have an approved outcome*
- *to **modify** outcomes or submit proposals for new service outcomes (*must be submitted through the campus process **prior to assessment**) -* Modifications can be submitted at the end of the module for subsequent assessment years.

Service Outcomes Resources:
- [Service Area Outcomes meeting/training](#) (Zoom, April 2022)
- [Service Outcomes: Assessment & Improvement](#) (Presentation, April 2022)
- [Service Outcome site](#)

Department/Program SAO Status

Cycle 4: Fall 2020 through Spring 2023

Has your department completed an assessment of **all service outcomes** for this cycle?

Assessments are **<u>not</u>** required to assess this year (2021-22).
- You must enter approved outcomes and assessment methods.
- All service outcomes **must be assessed by Spring 2023**.
- *Assessments are due **once per cycle***.

　○ Yes　　○ No　　◉ We have NO approved service outcomes prior to Spring 2022 (new area).

❓ ◁ Assessment Completion

If not, what is your plan to compete your assessment(s) by the end of the cycle? *Include actions steps and person(s) responsible.*

*Is your next assessment date properly noted in the assessment window below?

Validator Response

N/A

Saved 7/25/2022 10:37 AM by Brandon Hildreth

To **establish new outcomes or modify existing outcomes** for your area, complete the window below.

Outcomes must be approved prior to your assessment.

- If you have an approved outcome that is **user-centered**, you do not need to submit a modification. Review 2022 training.
- If you are a new area to program review, you must complete this question.
- Consult with the Service Outcome Coordinator as soon as possible for approval, especially if you are planning to assess in the cycle.

Service Outcome Submission/Modification

New/Updated Service Outcome	Assessment Method	Justification
Students enrolled in noncredit courses and programs will be aware of the student support services available in the Adult Education Department	Indicator of students' awareness of services	New Area/ Service
Industry partners will be satisfied with their experience working with the Adult Education Department and feel that our courses and program meet their vocational and workforce needs	Indicators from new and existing industry partners who are connected to vocational noncredit courses and programs	New Area/ Service
Community partners will be satisfied with their experience working with the Adult Education Department and feel that our courses and program meet the unique needs of the community they serve.	Indicators from new and existing community partners who are connected to noncredit courses and programs for specific populations	New Area/ Service

Service Outcomes Assessment & Plan

DO NOT leave blank!

INSTRUCTIONS -

Enter **outcome statements** and **assessments** using the pop-ups below.

- Enter information below for all outcomes, **regardless of current assessment submission.**
  - This allows for tracking of current outcomes and the unit assessment plan.
- Cycle 4 Assessment Submission - Fall 2020 - Spring 2023

1. Click on **Add a New SAO** (Service Outcome).
2. **Enter outcome** information.

   - *Enter* approved/ existing outcomes and assessment information. Do not enter proposed outcomes that have not been approved by the Outcomes Assessment Committee (OAC).
   - *Enter:*
     - *Assessment Method* is your means of assessment (e.g. tracking tool, survey, focus groups). *How will you gather information for the assessment?*
     - *Evidence / Measure* is how you actually capture and evaluate the data (e.g. # of completed transactions, # of satisfied responses to a question, % of on-time transactions). *What specific information will you collect to assess?*
     - *Performance Standard* is the level that your area has defined as acceptable/satisfactory performance. For example, if you are currently performing at 58%(of measure) and have set 70% (criteria) as appropriate, the program might set a goal for the year to improve the performance on that outcome. *What is an acceptable performance outcome for this assessment?*

3. **Click Save**
4. Once you have entered your outcome, you can **Modify, Assess, or Discontinue** that outcome.
5. **Click Assess** - Enter assessment data.

   - Do not enter information other than assessment data or narrative here.

Once you have **entered and saved** the service outcome statement and related fields, the colored tag in the upper right indicates the **status of your outcome**, e.g. ready for assessment, assessed. Review your assessment information to make sure it is current for the cycle.

*Proposed n**ew outcomes** should be submitted at the end of the module for OAC approval for 2022-2023. *Contact Michelle Fowles about this process.*

🧩 Service Area Outcomes

Active 3   Discontinued 0

Outcome: Community partners will be satisfied with their experience working with the Adult Education Department and feel that our courses and program meet the unique needs of the community they serve.

Ready For Assessment

Evidence: Indicators from new and existing community partners who are connected to noncredit courses and programs for specific populations

Assessment Method: Survey

Performance Standard: 70% of community partners agree that our courses and programs meet their needs

Last Assessment Date:

Created By: Brandon Hildreth at 7/25/2022 10:42:00 AM

Next Assessment Date:

Last Updated: 7/25/2022 10:42:00 AM

Outcome: Students enrolled in noncredit courses and programs will be aware of the student support

services available in the Adult Education Department

Ready For Assessment

Evidence: Indicator of students' awareness of services

Assessment Method: surveys, student logs for services in Adult Education

Performance Standard: 70% of students agree that they are aware of the services

Last Assessment Date:

Created By: Brandon Hildreth at 7/25/2022 10:40:00 AM

Next Assessment Date:

Last Updated: 7/25/2022 10:40:00 AM

Outcome: Industry partners will be satisfied with their experience working with the Adult Education

Department and feel that our courses and program meet their vocational and workforce needs

Ready For Assessment

Evidence: Indicators from new and existing industry partners who are connected to vocational noncredit courses and programs

Assessment Method: Survey

Performance Standard: 70% of industry partners agree that our courses and programs meet their needs

Last Assessment Date:

Created By: Brandon Hildreth at 7/25/2022 10:40:00 AM

Next Assessment Date:

Last Updated: 7/25/2022 10:40:00 AM

Upload documentation here to **support the assessment** entered above (e.g. tracking log, survey results etc.). The assessment must be entered in the window above where outcomes are stated.

No Attached File(s).

Use of Results

Use of Results/Improvement Plan

Summarize how the results of completed assessments are being/ will be used to improve services in your area.

- How are results shared with the department?
- Are results shared within the division or other campus areas? Have common issues been identified?

Not applicable at this time.

Saved 7/25/2022 10:44 AM by Brandon Hildreth

If the department has any resource requests resulting from assessment analysis and related improvement plans, describe below.

(*Additionally, be sure to create the related resource request in the appropriate module, e.g. Technology, Supplies, Professional Development, Staffing).

Not applicable at this time.

Saved 7/25/2022 10:44 AM by Brandon Hildreth

Validation

❓ ### Validation Comments

Please enter comments about the module content. The committees use this information for planning and decision-making. Information should help the committee contextualize responses and requests as well as provide feedback to the program.

Validator Response - Final

Reviewed. The department should assess in the 2022-23 year.

-MJ, 8/24/2022

Saved 8/24/2022 1:37 PM by Matthew Jordan

Validator Response - Final

I completed this section.

-BMH

Saved 7/25/2022 10:44 AM by Brandon Hildreth