Los Medanos College

Student Services PR Y5 LSO Assessment Section Report

LMC Admissions & Records:

  • Student Services Units Program Review Year Five Update - Admissions & Records

SI Section Templates: 4. Assessment Update and Effectiveness

Date: 03-22-2022

 Sorted by: Program

LMC Admissions & Records

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - Admissions & Records

*PLEASE COPY AND PASTE THE TABLE BELOW
IN YOUR RESPONSE AND COMPLETE ACCORDINGLY*

<table>
<tr><td colspan="6">LEARNING SUPPORT
OUTCOMES UPDATE</td></tr>
<tr><td>LEARNING SUPPORT OUTCOME</td><td></td><td></td><td></td><td></td><td>Example: Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).</td></tr>
<tr><td>TARGET*
*Indicate at least one of the following in your response:

• Student
•
Employee
• Service</td><td></td><td></td><td></td><td></td><td></td></tr>
</table>

MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* ****Please indicate a status from the following options:*** • ***Abandoned*** • ***In Progress*** • ***Completed*** • ***New Outcome***					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					***Example:*** *Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES					***Example:*** *Jennifer Ma,*

				Financial Aid Office
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES				***Example:*** *SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS				***Example:*** *Increase the FAFSA filing and completion rate for currently enrolled students.*

Significant changes/improvements in Admissions and Records include the following:
1. Enhanced trainings and materials for faculty and staff as it pertains to A&R processes.
2. Streamlined accessibility in forms for faculty, students, and staff with the use of
technological advances in dynamic forms.
3. Increased participation of staff members in college-wide committees, such as, Curriculum,
DE, GE, and SEM work groups provides a different lens and the opportunity to explore ideas for
how to streamline processes for our students.

LEARNING SUPPORT OUTCOMES						
UPDATE						
LEARNING SUPPORT OUTCOME	**Students will utilize the InSite Plan-Progress tool to register for courses.**	**Students will utilize the InSite Plan-Progress tool to register for courses.**	**Faculty will successfully complete regulatory processes related to Admissions and Records.**	**Faculty will successfully complete regulatory processes related to Admissions and Records.**	**Veteran students will be able to adhere to key timelines for Admissions and Records processes.**	**Veteran students will be able to adhere to key timelines for Admissions and Records processes.**
Students will utilize the InSite Plan-						

Progress tool to register for courses.						
Faculty will successfully complete regulatory processes related to Admissions and Records.						
Veteran students will be able to adhere to key timelines for Admissions and Records processes.						
TARGET* **Indicate at least one of the following in your response:* • *Student* • *Employee* • *Service*	• **Student**	• **Student**	• Employee	• Student		
• **Student**						
MEASURE	**A&R collects statistical reports each semester using the SQL Reporting service. A&R will track student count by registration method for each term using the Online and In-Person**	**Compare number of census rosters completed and submitted by deadline.** **Compare number of outstanding grades issued at end of terms.**	**Collect statistical reports showing number of VA students who completed processes on time.** **Collect statistical reports showing student utilization of**		*Example:* Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.	

	(staff overrides) Registration report.	Compare and track reduction in amount of receipt of student appeals related to no show drops.	priority registration dates. Track reduction in amount of student appeals received.		
STATUS* **Please indicate a status from the following options:* • *Abandoned* • *In Progress* • *Completed* • *New Outcome*	**• In Progress**	**• In Progress**	**• In Progress**		
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	https: //documentclo ud.adobe. com/link/revie w?uri=urn: aaid:scds:US: e02bad17- 29ac-4db7- 8c6d- f7bee09912c5 #pageNum=1	Data collection is ongoing for 2021-2022 and will be completed in spring.	Data collection is ongoing for 2021-2022 and will be completed in spring.		
NEXT STEPS	**Enhance web instructions and create video tutorials for registration using InSite Plan-Progress tool.**	**Continue to build communicati on and training materials through flex sessions, department chair meetings, and web resources.** **Conversion of census rosters to**	**A&R converted forms through Dynamic Forms electronic submission with regular effective communicati on/interactio n with students.** **Dynamic forms queue**		*Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*

		Dynamic Forms. **Create mail merge letters related to required processes for faculty.** **Encourage A&R staff participation in the creation of training materials, enhancements to electronic forms, and committee engagement.**	**management software supports staff ability to maintain deadlines without the need for additional exceptions. Additional organization created specifically for Veteran student management.** **Created ZOOM account for VRC to conduct student orientation process.**		
RESPONSIBLE PARTIES	Outreach Admissions & Records	DO IT Office of Instruction Admissions & Records	Veterans Resource Center Admissions & Records		*Example:* *Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	Student Engagement and Success Equity and Inclusion	Commitment to Innovation and Creativity Equity and Inclusion	Student Engagement and Success Equity and Inclusion Commitment to Innovation and Creativity		*Example:* *SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	**Streamlining the automated processes related to the enrollment and graduation process.**	**Support and enhance Professional Development opportunities.**	**Improve certification process for veterans by converting files to a paperless process.** **Support and enhance Professional**		*Example:* *Increase the FAFSA filing and completion rate for currently enrolled students.*

			Development opportunitie s.		

Students will utilize the InSite Plan-Progress tool to register for courses.

Faculty will successfully complete regulatory processes related to Admissions and Records.

**Veteran students will be able to adhere to
key timelines for Admissions and Records processes.**

 Example:
Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible). **TARGET***
*Indicate at least one of the following in your response:

- *Student*
- *Employee*
- *Service*

• **Student**

- Employee

- Student
MEASURE

  A&R collects statistical reports each semester using the SQL Reporting service. A&R will track student count by registration method for each term using the Online and In-Person (staff overrides) Registration report. Compare number of census rosters completed and submitted by deadline.

Compare number of outstanding grades issued at end of terms.

Compare and track reduction in amount of receipt of student appeals related to no show drops.
  Collect statistical reports showing number of VA students who completed processes on time.

Collect statistical reports showing student utilization of priority registration dates.

Track reduction in amount of student appeals received. *Example:*
Will gather the following data:
# of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
 STATUS*
*Please indicate a status from the following options:

- *Abandoned*

- ***In Progress***
- ***Completed***
- ***New Outcome***

- **In Progress**

- **In Progress**

- **In Progress**
   INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT https: //documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:e02bad17-29ac-4db7-8c6d-f7bee09912c5#pageNum=1 Data collection is ongoing for 2021-2022 and will be completed in spring. Data collection is ongoing for 2021-2022 and will be completed in spring.   **NEXT STEPS Enhance web instructions and create video tutorials for registration using InSite Plan-Progress tool.**

   Continue to build communication and training materials through flex sessions, department chair meetings, and web resources.

Conversion of census rosters to Dynamic Forms.

Create mail merge letters related to required processes for faculty.

Encourage A&R staff participation in the creation of training materials, enhancements to electronic forms, and committee engagement.
   A&R converted forms through Dynamic Forms electronic submission with regular effective communication/interaction with students.

Dynamic forms queue management software supports staff ability to maintain deadlines without the need for additional exceptions. Additional organization created specifically for Veteran student management.

Created ZOOM account for VRC to conduct student orientation process.   *Example:*
Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.
   RESPONSIBLE PARTIES
   Outreach
Admissions & Records DO IT
Office of Instruction
Admissions & Records Veterans Resource Center
Admissions & Records   *Example:*
Jennifer Ma, Financial Aid Office
   ALIGNED STUDENT SERVICES GUIDING PRINCIPLES Student Engagement and Success
Equity and Inclusion Commitment to Innovation and Creativity
Equity and Inclusion Student Engagement and Success
Equity and Inclusion
Commitment to Innovation and Creativity   *Example:*
SS Theme #1: Demonstrate proficiency in the use of college online services.
   ALIGNED PROGRAM REVIEW YEAR THREE GOALS Streamlining the automated processes related to the enrollment and graduation process. Support and enhance

Professional Development opportunities. Improve certification process for veterans by converting files to a paperless process.

Support and enhance Professional Development opportunities.   *Example:*
Increase the FAFSA filing and completion rate for currently enrolled students.

Los Medanos College

Student Services PR Y5 LSO Assessment Section Report

LMC Athletics:	**Date: 03-22-2022**
• Student Services Units Program Review Year Five Update-LMC Athletics	**Sorted by:** Program

LMC CalWORKS:

• Student Services Units Program Review Year Five Update - CalWORKS Program

LMC CARE Program:

• Student Services Units Program Review Year Five Update-LMC CARE Program

LMC Career Center:

• Student Services Units Program Review Year Five Update - Career Center

LMC Counseling Office:

• Student Services Units Program Review Year Five Update - Counseling Office

LMC DSPS Program:

• Student Services Units Program Review Year Five Update - DSP&S

LMC EOP&S Program:

• Student Services Units Program Review Year Five Update - EOP&S

SI Section Templates: 4. Assessment Update and Effectiveness

LMC Athletics

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update-LMC Athletics

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE				
LEARNING				***Example:***

SUPPORT OUTCOME					Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).	
TARGET* **Indicate at least one of the following in your response:* • ***Student*** • ***Employee*** • ***Service***						
MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.	
STATUS* **Please indicate a status from the following options:* • ***Abandoned*** • ***In Progress*** •						

Completed • *New Outcome*					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					*Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES					*Example: Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					*Example: SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					*Example: Increase the FAFSA filing and completion rate for currently enrolled students.*

Instructions
Learning Support Outcomes (all Student Services Areas)
Briefly describe **<u>at least three</u>** of the most significant changes/improvements your
department, program or service area made in the past three years as a response to analysis

and discussion of learning support outcome results. Please note, all are required to **include at least one** student learning support outcome.*
The development of a Student-Athlete handbook collaborating with other departments who assist student-athletes on campus.
The development of new COVID protocols for our student-athletes to compete in their respective sports.
Student- Athletes enrolled in KNICA-100 which gives the students strategies for success in academic and athletic eligibility.

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE						
LEARNING SUPPORT OUTCOME					***Example:*** Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).	
TARGET* ****Indicate at least one of the following in your response:*** • ***Student*** • ***Employee*** • ***Service***					Student-athletes who read and comprehend the new student-athlete handbook provides information essential for your successful participation in our intercollegiate athletic program. It is important to be aware that the student-	Student-athletes who read and comprehend the new student-athlete handbook provides information essential for your successful participation in our intercollegiate athletic program. It is important to be aware that the student-

					athletes are bound by additional rules and regulations as set forth by the Contra Costa Community College District, the California Community College Athletic Association (CCCAA), the Bay Valley Conference (BVC), and the LMC Athletic Department.	athletes are bound by additional rules and regulations as set forth by the Contra Costa Community College District, the California Community College Athletic Association (CCCAA), the Bay Valley Conference (BVC), and the LMC Athletic
Student-athletes who read and comprehend the new student-athlete handbook provides information essential for your successful participation in our intercollegiate athletic program. It is important to be aware that the student-athletes are bound by additional rules and regulations as set forth by the Contra Costa Community College						

District, the California Community College Athletic Association (CCCAA), the Bay Valley Conference (BVC), and the LMC Athletic						
MEASURE					Freshmen Measurement: Maintaining a 2.0 GPA or above and completing 24 units in their first year of competition. Sophomore Measurement: Student-athlete will earn a degree or earn enough units to matriculate (transfer) to a 4-year institution.	Freshmen Measurement Maintaining a 2.0 GPA or above and completing 24 units in their first year of competition.
Freshmen Measurement: Maintaining a 2.0 GPA or above and completing 24 units in their first year of competition.						
STATUS* **Please indicate a status from the following options:* • *Abandoned*					In Progress	

• *In Progress* • *Completed* • *New Outcome*					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					N/A
NEXT STEPS					This work is currently in process and we will continue to evaluate its effectiveness with transfer and graduation data.
RESPONSIBLE PARTIES					*Richard Villegas*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					***Student engagement and success***
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					*Increase the student-athlete graduation, completion and transfer rate for currently enrolled students.*

Student-athletes who read and comprehend the new student-athlete handbook provides information essential for your successful participation in our intercollegiate
athletic program. It is important to be aware that the student-athletes are bound by additional
rules and

regulations as set forth by the Contra Costa Community College District, the California Community
College Athletic Association (CCCAA), the Bay Valley Conference (BVC), and the LMC Athletic

Department. **MEASURE**

Freshmen Measurement:
Maintaining a 2.0 GPA or above and completing 24 units in their first year of competition.

Sophomore Measurement: Student- athlete will earn a degree or earn enough units to matriculate (transfer) to a 4-year institution.
  STATUS*
*Please indicate a status from the following options:

- *Abandoned*
- *In Progress*
- *Completed*
- *New Outcome*
     In Progress **INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT**   N/A **NEXT STEPS**   This work is currently in process and we will continue to evaluate its effectiveness with transfer and graduation data.
  RESPONSIBLE PARTIES

Richard Villegas
  ALIGNED STUDENT SERVICES GUIDING PRINCIPLES   *Student engagement and success*
  ALIGNED PROGRAM REVIEW YEAR THREE GOALS
Increase the student-athlete graduation, completion and transfer rate for currently enrolled students.   Size

LMC CalWORKS

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - CalWORKS Program

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT					
OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME					*Example:* Students who attend the Financial Aid Lab will be

					able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* **Indicate at least one of the following in your response:* • *Student* • *Employee* • *Service*					
MEASURE					*Example:* Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* **Please indicate a status from the following options:* • *Abandoned* • *In Progress* • *Completed* • *New Outcome*					

INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					*Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES					*Example: Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					*Example: SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					*Example: Increase the FAFSA filing and completion rate for currently enrolled students.*

LEARNING SUPPORT OUTCOME	Students completing CalWORKs orientation training will more efficiently and	Increase the number of CalWORKs students at LMC		Create ongoing training for student services such as counseling, cashier,	*Example:* Students who attend the Financial Aid Lab will be able to complete and

	successfully be able to navigate college and County processes			Bookstore, for working effectively with CalWORKs students	submit a Free Application for Federal Student Aid (FAFSA) and receive

					financial aid successfully (if determined eligible).
TARGET	**T** Student	**T** Service		1. Employee	1. Student 2. Employee 3. Service
MEASURE	Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid, # of students connected with required county services. May also gather data from bookstore, cashier, # students co-registered in other student services programs such as EOPS, etc.	Will gather the following data: MIS student data		Training presentation created. Training offered to student services, bookstores or departments could also include an assessment survey.	*Example:* Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.

STATUS	1. Abandoned	1. Abandoned	1. Abandoned	1. Abandoned	1. Abandoned

	T In Progress 1. Completed 2. New Outcome	2. In Progress 3. Completed T New Outcome	2. In Progress 3. Completed 4. New Outcome	2. In Progress 3. Completed 4. New Outcome	2. In Progress 3. Completed 4. New Outcome
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS	Collaborate with research to create CalWORKs cohort in Tableau for data; Create assessment for CalWORKs orientation sessions to be implemented beginning 2020	Hire coordinator. Conduct outreach to county CalWORKs. Identify potentially CalWORKs eligible students SQL data; contact those students to encourage students to apply. Conduct recruitment activities such as tabling on campus.		Hire & train CalWORKs coordinator. Coordinator will need to attend technical assistance training from the state chancellor's office and on-campus training for bookstore and cashier processes. Coordinator will then need to develop overview training for other departments	*Example:* *Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES	Jeffrey Benford, Chialin Hsieh Roslyn Guillory, CCCEHSD	Jeffrey Benford CalWORKs coordinator Marques McCoy		Jeffrey Benford CalWORKs coordinator Marques McCoy	*Example:* *Jennifer Ma, Financial Aid Office*

ALIGNED STUDENT SERVICES THEME	Equity & inclusion	Student engagement & success		Empowering student services professionals	*Example:* *SS Theme #1: Demonstrate proficiency in the use of college online services.*

| ALIGNED COMPREHENSIV E PROGRAM REVIEW GOALS | Increase career support activities offered by CalWORKs including career inventory workshops, dress for success, mock interview and resume training, job search skills, among others.

Provide pre and post-surveys for students that complete workshop training sessions. | Increase program consistency and services to students by hiring new permanent staffing

Conduct job readiness workshops during SP 22 | | Students will demonstrate a variety of job-related soft skills.

Students will successfully navigate CalWORKs County business processes.

Students will successfully utilize academic support services at LMC. | *Example:*
Increase the FAFSA filing and completion rate for currently enrolled students. |

LMC CARE Program

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update-LMC CARE Program

This section has no content

LMC Career Center

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - Career Center

PLEASE COPY AND PASTE THE TABLE BELOW
IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME					***Example:*** Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* ****Indicate at least one of the following in your response:*** • ***Student*** • ***Employee*** • ***Service***					
MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* ****Please***					

indicate a status from the following options: • *Abandoned* • *In Progress* • *Completed* • *New Outcome*					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					***Example:*** *Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES					***Example:*** *Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					***Example:*** *SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE					***Example:*** *Increase the FAFSA filing and*

GOALS					*completion rate for currently enrolled students.*

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of learning support outcome result

In response to continued analysis of student learning outcomes over the last three years, the following changes and improvements have been implemented:

1. CWEE has addressed changes in two different areas to improve and increase the LSO related to increasing CWEE enrollment:

1. Improve Unduplicated Enrollment Tracking: the Director of Transfer & Career worked with district and college data coaches to develop reports that allow for reporting unduplicated headcounts over multiple terms. A tableau dashboard is now available to track enrollment with unduplicated headcount.

1. Increase CWEE annual enrollment: Increase and restore internship-based 180 courses through partnership with workforce and economic development. As of Fall 2021, Career Services meets monthly with Workforce and Economic development office to discuss internship development and student outreach.

1. Career Services has incorporated experiential learning activities in employer information sessions like use of Poll Everywhere and Virtual Jeopardy to build mid-session knowledge checks during workshops.

1. Career Services holds pre-workshop planning sessions with Career staff and industry presenters to identify resources and create additional shared handouts and weblinks for students, to ensure student learning goals are met.

Learning Support Outcome	Students who attend an industry tour will be able to identify resources available to employees and/or internships at the company they visit	Increase Cooperative Work Experience Education student enrollment to 279 students annually by Fall 2022			Example: Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* *Indicate at least one of the following	Student	Service			

in your response: • Student • Employee • Service					
Measure	Method: Post Tour Survey Above Proficiency: Student will show advanced proficiency in their ability to identify resources available to employees and/or internships if they identify 3 or more resources and activities between the two related questions in evaluation. Proficient: Student will show proficiency in their ability to identify resources available to employees and/or internships if they identify 2 or more resources and activities between the two related questions in evaluation. Below Proficiency Students knowledge did not increase in	Unduplicated headcount in COOP-160, and -170, -180 work experience courses. Above Proficiency: more than 279 students enrolled in CWEE Sections Proficient: 279 students enrolled in CWEE Sections Below Proficiency: Less than 279 students enrolled in CWEE Sections			Example: Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.

	their ability to identify resources available to employees and/or internships if they commented on 0-1 of the categories in the evaluation.				
STATUS* *Please indicate a status from the following options: • Abandoned • In Progress • Completed • New Outcome	In Progress	In Progress			
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	https: //email4cd-my. sharepoint. com/:b: /g/personal/ra nicetti085_em ail_4cd_edu/Ef nFdM7ORFpDv 51Un1lijCoBGo zzWd3nHqUcz MLpsVsUwg? e=4Yc7dS	https: //email4cd-my. sharepoint. com/:b: /g/personal/ra nicetti085_em ail_4cd_edu/Ef - ZJA0L50xErYRi 3x_DI- gBfSKnFs6usjv SAEMgCxNv_g ?e=NUJwUH			
Next Steps	• Summer 2021: plannin g our workshop activities and create co ntent with structure and feedback for students	Fall 2021: Career Director calls quarterly internship development meetings with Workforce & Economic Development (WED)			Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will

	addressing a variety of learning styles. • August 2021: pilot our work with student ambassadors in the late summer and evaluate with student feedback, what worked and what can we improve. • Fall 2021: full implementation of our workshop activities for students who will begin to engage with our learning activities hosting weekly workshops during both fall and spring semesters 2021-2022.	• Initial goals will be to identify target instructional departments interested in 180 internship support and growth January 2022: WED and Career Services meet with CTE committee to discuss internship partnerships and faculty outreach March 2022: meet initial goal of 2 new internships for Summer 2022			continue to evaluate its effectiveness.
Responsible Parties	Cynthia Perez Nicholas Reginald Turner	Cynthia Perez Nicholas			
Aligned Student Services Guiding Principles	Student Success and Engagement	Student Success and Engagement			
Aligned Program Review Year Three Goals	Increase the number of students trained in 21st century (employability) skills	Increase the number of students engaging and participating in Work Based Learning activities			

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of learning support outcome result

In response to continued analysis of student learning outcomes over the last three years, the following changes and improvements have been implemented:

   1. CWEE has addressed changes in two different areas to improve and increase the LSO related to increasing CWEE enrollment:

   1. Improve Unduplicated Enrollment Tracking: the Director of Transfer & Career worked with district and college data coaches to develop reports that allow for reporting unduplicated headcounts over multiple terms. A tableau dashboard is now available to track enrollment with unduplicated headcount.

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   1. Career Services holds pre-workshop planning sessions with Career staff and industry presenters to identify resources and create additional shared handouts and weblinks for students, to ensure student learning goals are met.

Learning Support Outcome	Students who attend an industry tour will be able to identify resources available to employees and/or internships at the company they visit	Increase Cooperative Work Experience Education student enrollment to 279 students annually by Fall 2022			Example: Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* *Indicate at least one of the following in your response: • Student •	Student	Service			

Employee • Service					
Measure	Method: Post Tour Survey Above Proficiency: Student will show advanced proficiency in their ability to identify resources available to employees and/or internships if they identify 3 or more resources and activities between the two related questions in evaluation. Proficient: Student will show proficiency in their ability to identify resources available to employees and/or internships if they identify 2 or more resources and activities between the two related questions in evaluation. Below Proficiency Students knowledge did not increase in their ability to identify resources available to employees	Unduplicated headcount in COOP-160, and -170, -180 work experience courses. Above Proficiency: more than 279 students enrolled in CWEE Sections Proficient: 279 students enrolled in CWEE Sections Below Proficiency: Less than 279 students enrolled in CWEE Sections			Example: Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.

	and/or internships if they commented on 0-1 of the categories in the evaluation.				
STATUS* *Please indicate a status from the following options: • Abandoned • In Progress • Completed • New Outcome	In Progress	In Progress			
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	https: //email4cd-my. sharepoint. com/:b: /g/personal/ra nicetti085_em ail_4cd_edu/Ef nFdM7ORFpDv 51Un1lijCoBGo zzWd3nHqUcz MLpsVsUwg? e=4Yc7dS	https: //email4cd-my. sharepoint. com/:b: /g/personal/ra nicetti085_em ail_4cd_edu/Ef - ZJA0L50xErYRi 3x_DI- gBfSKnFs6usjv SAEMgCxNv_g ?e=NUJwUH			
Next Steps	• Summer 2021: plannin g our workshop activities and create co ntent with structure and feedback for students addressing a variety of learning styles. • August	Fall 2021: Career Director calls quarterly internship development meetings with Workforce & Economic Development (WED) • Initial goals will be to identify target			Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.

	2021: pilot our work with student ambassadors in the late summer and evaluate with student feedback, what worked and what can we improve. • Fall 2021: full implementation of our workshop activities for students who will begin to engage with our learning activities hosting weekly workshops during both fall and spring semesters 2021-2022.	instructional departments interested in 180 internship support and growth January 2022: WED and Career Services meet with CTE committee to discuss internship partnerships and faculty outreach March 2022: meet initial goal of 2 new internships for Summer 2022			
Responsible Parties	Cynthia Perez Nicholas Reginald Turner	Cynthia Perez Nicholas			
Aligned Student Services Guiding Principles	Student Success and Engagement	Student Success and Engagement			
Aligned Program Review Year Three Goals	Increase the number of students trained in 21st century (employability) skills	Increase the number of students engaging and participating in Work Based Learning activities			

LMC Counseling Office

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - Counseling Office

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME					***Example:*** Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* ****Indicate at least one of the following in your response:*** • ***Student*** • ***Employee*** • ***Service***					
MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of

					students successfully received financial aid.
STATUS* **Please indicate a status from the following options:* • *Abandoned* • *In Progress* • *Completed* • *New Outcome*					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					*Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES					*Example: Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					*Example: SS Theme #1: Demonstrate proficiency in the use of*

					college online services.
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					***Example:*** *Increase the FAFSA filing and completion rate for currently enrolled students.*

 *PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE	
LEARNING SUPPORT OUTCOME	**New LMC students who attend the COUNS-031 (Educational Planning) course will be able to develop an abbreviated education plan prior to starting at LMC.**
TARGET* ***Indicate at least one of the following in your response:** **Student** **Employee** **Service**	**Student**
MEASURE	**Altered this LSO to align with collaboration between Outreach and Counseling.**
STATUS* ***Please indicate a status from the following options:** **Abandoned** **In Progress** **Completed** **New Outcome**	**Complete/Abandon (see new SLO)**
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	
NEXT STEPS	**Currently the counseling department is collaborating with outreach on ed planning and registration workshops. For Spring 2021, Counseling 31 is being offered at four high schools.**
RESPONSIBLE PARTIES	

Student engagement and success	Student engagement and success
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	**Goal #1, Goal #2**

LEARNING SUPPORT OUTCOMES UPDATE	
LEARNING SUPPORT OUTCOME	**Increase by 20% the accuracy of student's selected "Primary major" with their intended graduation major listed in Insite**
TARGET* ***Indicate at least one of the following in your response:** **Student** **Employee** **Service**	**Student**
MEASURE	**Will verify major during counseling appointment** **EXPLORE ALTERNATIVE WAYS TO MEASURE**
STATUS* ***Please indicate a status from the following options:** **Abandoned** **In Progress** **Completed** **New Outcome**	**In progress**
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	
NEXT STEPS	**During counseling meetings with students, counselors will first verify major on file on student's insite account is accurate. If changes are to be made to update a student's major, counselors will assist student with updating their major through Insite.**
RESPONSIBLE PARTIES	**All counselors and front desk staff**
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	**Student engagement and success**
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	**Goal #1, Goal #2**

LEARNING SUPPORT OUTCOMES UPDATE	
LEARNING SUPPORT OUTCOME	**Increase the number of Counselors trained for online counseling appointments by 50% to better serve students in the distance education environment**
TARGET* ***Indicate at least one of the following in your response:** **Student** **Employee** **Service**	**Employee**
MEASURE	**100% of faculty trained and serving students online and by on phone**
STATUS* ***Please indicate a status from the following options:** **Abandoned** **In Progress** **Completed** **New Outcome**	**Completed**
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	
NEXT STEPS	**Maintain high-quality counseling online, by phone, and in-person to increase access to students and meet them where they are**
RESPONSIBLE PARTIES	**All counselors and front desk staff**
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	**Empowering student services professionals, commitment to innovation and creativity**
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	**Goal #1, Goal #2**

LEARNING SUPPORT OUTCOMES UPDATE	
LEARNING SUPPORT OUTCOME	**New LMC students who attend an Educational Planning and Registration workshop (a collaboration between Counseling and Outreach) and be able to ..... TBD--Collaborating with Outreach to work toward a common measure**
TARGET*	**Student**

*Indicate at least one of the following in your response: **Student** **Employee** **Service**	
MEASURE	**TBD--Collaborating with Outreach to work toward a common measure**
STATUS* ***Please indicate a status from the following options:** **Abandoned** **In Progress** **Completed** **New Outcome**	**New Outcome**
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	
NEXT STEPS	**Throughout Fall and Spring 21-22, Counseling and Outreach will collaborate on a series of Education Planning and Registration workshops.**
RESPONSIBLE PARTIES	**Counseling and outreach**
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	**Student engagement and success**
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	**Goal #1, Goal #2**

LMC DSPS Program

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - DSP&S

**PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY*

LEARNING SUPPORT				
OUTCOMES UPDATE				
LEARNING SUPPORT OUTCOME				*Example:* Students who attend the Financial Aid Lab will be able to

					complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* ****Indicate at least one of the following in your response:*** • ***Student*** • ***Employee*** • ***Service***					
MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* ****Please indicate a status from the following options:*** • ***Abandoned*** • ***In Progress*** • ***Completed*** • ***New Outcome***					
INSERT LINK					

TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					*Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBL E PARTIES					*Example: Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					*Example: SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					*Example: Increase the FAFSA filing and completion rate for currently enrolled students.*

4. Assessment Update and Effectiveness

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE	
LEARNING SUPPORT OUTCOME	Students with disabilities will demonstrate the ability to successfully navigate college and community support systems.
TARGET* *Indicate at least one of the following in your response:*	Student.

Student Employee Service	
MEASURE	Survey to students.
STATUS* *Please indicate a status from the following options: Abandoned In Progress Completed New Outcome	In Progress.
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	
NEXT STEPS	SLO is ongoing and being assessed in Fall 2021-Spring 2022
RESPONSIBLE PARTIES	
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	

4. Assessment Update and Effectiveness

*PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE	
LEARNING SUPPORT OUTCOME	Students eligible for DSP&S will demonstrate the ability to successfully utilize accommodations and services effectively.
TARGET* *Indicate at least one of the following in your response: Student Employee Service	Student.
MEASURE	Rates of students who request test accommodations, rates of students who request test accommodations at least one week in advance or more, rates of students who submit auxiliary services and alternative media requests at the beginning of the semester.
STATUS* *Please indicate a status from the following options: Abandoned In Progress Completed New Outcome	In Progress.
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	
NEXT STEPS	Assessment began fall 2019 and will follow up in Spring 2022.
RESPONSIBLE PARTIES	
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	

LMC EOP&S Program

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - EOP&S

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME					***Example:*** Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* **Indicate at least one of the following in your response:* • **Student** • **Employee** • **Service**					
MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students

					successfully received financial aid.
STATUS* **Please indicate a status from the following options:* • *Abandoned* • *In Progress* • *Completed* • *New Outcome*					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					*Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES					*Example: Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					*Example: SS Theme #1: Demonstrate proficiency in the use of college online*

					services.
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					***Example:*** *Increase the FAFSA filing and completion rate for currently enrolled students.*

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME	UPDATE EOPS and CARE students will demonstrate the ability to develop an educational plan that specifies an educational goal and outlines a sequence of courses needed to achieve the specified goal in six semesters.	UPDATE EOPS and CARE students will be able to establish student-instructor relationships that promote intellectual development.	UPDATE EOPS and CARE students will develop and increase academic support networks with both LMC non-instructional staff and agencies external to the college.	NEW Students will be able to identify the total units and classes that are required to achieve their academic goal.	NEW Decrease the average number of units accumulated by EOPS and CARE students earning associate degrees, to no more than 79 total units.
TARGET	1. Student 2. Employee 3. Service	1. Student 2. Employee 3. Service	1. Student 2. Employee 3. Service	1. Student 2. Employee 3. Service	1. Student 2. Employee 3. Service
MEASURE	Track the number of students that completed an education plan at the end of each semester	Review the number of progress reports that were submitted. Students were required to meet with their instructors to		Students will complete a survey to measure their knowledge of progress towards their academic goals	A report will be ran at the end of each semester to determine the number of units that were completed.

	discuss their academic performance.				
STATUS	1. Abandoned 2. In Progress 3. Completed	1. Abandoned 2. In Progress 3. Completed	1. Abandoned 2. In Progress 3. Completed	1. Abandoned 2. In Progress 3. Completed	1. Abandoned 2. In Progress 3. Completed

	1. New Outcome	1. New Outcome	1. New Outcome	1. New Outcome	1. New Outcome
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS	Current data supports that all students are completing their educational plans. Due to new students being admitted each semester we will continue to monitor the data.	LMC Connect will not be used this semester. Paper academic progress reports will be used again. Students will be required to meet with their instructors to receive an academic update.		The survey will need to be completed and distributed.	Review the current procedures that occur during an ed planning appointment.
RESPONSIBLE PARTIES	Steven Freeman Jr.	Steven Freeman Jr.		Elizabeth Costanza, Rudolf Rose, Steven Freeman Jr.	Elizabeth Costanza, Rudolf Rose, Steven Freeman Jr.
ALIGNED STUDENT SERVICES THEME	Equity and Inclusion	Equity and Inclusion	Equity and Inclusion	Equity and Inclusion	Equity and Inclusion
ALIGNED	Goal #3:	Goal 5:	Goal 5:	Goal #3:	Goal #3:

COMPREHEN SIVE PROGRAM REVIEW GOALS	Improve retention of EOPS and CARE students from Fall to Spring Semester	Continue to promote academic networking to EOPS and CARE students	Continue to promote academic networking to EOPS and CARE students	Improve retention of EOPS and CARE students from Fall to Spring Semester	Improve retention of EOPS and CARE students from Fall to Spring Semester

LMC Financial Aid Office:	**Date: 03-22-2022**

- Student Services Units Program Review Year Five
Update - Financial Aid Office

Sorted by: Program

LMC Outreach Office:

- Student Services Units Program Review Year Five
Update - Outreach

LMC Retention/Support Svcs:

- Student Services Units Program Review Year Five
Update - Student Retention & Support Services

LMC Student Activities Center:

- Student Services Units Program Review Year Five
Update - Office of Student Life

LMC Transfer Center:

- Student Services Units Program Review Year Five
Update - Transfer Center

SI Section Templates: 4. Assessment Update and
Effectiveness

LMC Financial Aid Office

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - Financial Aid Office

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME					***Example:*** Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal

					Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* **Indicate at least one of the following in your response:* • *Student* • *Employee* • *Service*					
MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* **Please indicate a status from the following options:* • *Abandoned* • *In Progress* • *Completed* • *New Outcome*					
INSERT LINK TO COMPLETED LEARNING SUPPORT					

OUTCOME REPORT					
NEXT STEPS					***Example:*** *Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES					***Example:*** *Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					***Example:*** *SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					***Example:*** *Increase the FAFSA filing and completion rate for currently enrolled students.*

*PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT					
OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME	Students who attend the Financial Aid Lab will be able to complete and	Implement loan default prevention strategies to decrease the institution's	As a result of participating in the Scholarships - Free Money for College		***Example:*** Students who attend the Financial Aid Lab will be able to complete and submit a Free

	submit a Free Application for Federal Student Aid (FAFSA).	cohort default rate.	presentation, students will demonstrate how to submit a complete LMC Foundation General Application through Academic Works (Blackbaud).		Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* **Indicate at least one of the following in your response:* • *Student* • *Employee* • *Service*	Student	Employee	Student		
MEASURE	Will utilize SARS to track students who used the in-person FA lab with the intent of completing a financial aid application. We will export data from SARS to track students on an excel worksheet. We will identify student records in Colleague to determine if the student successfully submitted a FAFSA. For students who did not successfully submit a FAFSA, FA staff will follow	Will utilize SARS to track students who used the in-person FA lab with the intent of completing a financial aid application. We will export data from SARS to track students on an excel worksheet. We will identify student records in Colleague to determine if the student successfully submitted a FAFSA. For students who did not successfully submit a FAFSA, FA staff will follow up with the	1. Collect student data through Student Connections. 2. Identify students who are: -In Grace - 0-60 days delinquent 3. Contact students in the above categories an d advise of repayment options 4. Did the student take action?	The previous survey indicated students had difficulty obtaining references from an LMC staff member; the 2022 scholarship no longer requires a student to submit a reference from an LMC staff member. The requirement for 2022 is two references from a reputable source. Schol arship coordinator will assess if changing the reference requirement	The previous survey indicated students had difficulty obtaining references from an LMC staff member; the 2022 scholarship no longer requires a student to submit a reference from an LMC staff member. The requirement for 2022 is two references from a reputable source. Schol arship coordinator will assess if changing the reference requirement increased the	

	up with the student via phone/email to determine how we can assist the student with completing the process (1) return to FA lab (2) make an appointment with an FA Coordinator. We will work to identify stopping points on the worksheet.	student via phone/email to determine how we can assist the student with completing the process (1) return to FA lab (2) make an appointment with an FA Coordinator. We will work to identify stopping points on the worksheet.		increased the number of completed applications submitted. Review sign-in sheets and compare data from 2021 scholarship to 2022 cycle.	number of completed applications submitted. Review sign-in sheets and compare data from 2021 scholarship to 2022 cycle.	
Will utilize SARS to track students who used the in-person FA lab with the intent of completing a financial aid application. We will export data from SARS to track students on an excel worksheet. We will identify student records in Colleague to determine if the student successfully submitted a FAFSA. For students who did not successfully submit a FAFSA, FA staff will follow up with the student via phone/email to determine how we can						

assist the student with completing the process (1) return to FA lab (2) make an appointment with an FA Coordinator. We will work to identify stoppi ng points on the worksheet.	
The previous survey indicated students had difficulty obtaining references from an LMC staff member; the 2022 scholarship no longer requires a student to submit a reference from an LMC staff member. The requirement for 2022 is two references from a reputable source. Schol arship coordinator will assess if changing the reference requirement increased the number of completed applications submitted. R eview sign-in sheets and compare data from 2021 scholarship to	

2022 cycle.						
STATUS* **Please indicate a status from the following options:* • *Abandoned* • *In Progress* • *Completed* • *New Outcome*	In Progress	In Progress/Modified	In Progress			
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	https: //email4cd. sharepoint. com/:w: /s/LMC/sslt/EV g9Ti0vvS5Eprt N1gYggjABLsX KByc38JDy8tC rUSu0mg? e=rsCdrs	https: //email4cd. sharepoint. com/:w: /s/LMC/sslt/EV g9Ti0vvS5Eprt N1gYggjABLsX KByc38JDy8tC rUSu0mg? e=rsCdrs		https: //email4cd. sharepoint. com/:w: /s/LMC/sslt/EV g9Ti0vvS5Eprt N1gYggjABLsX KByc38JDy8tC rUSu0mg? e=snR2F2	https: //email4cd. sharepoint. com/:w: /s/LMC/sslt/EV g9Ti0vvS5Eprt N1gYggjABLsX KByc38JDy8tC rUSu0mg? e=snR2F2	
https: //email4cd. sharepoint. com/:w: /s/LMC/sslt/EV g9Ti0vvS5Eprt N1gYggjABLsX KByc38JDy8tC rUSu0mg? e=rsCdrs						
https: //email4cd. sharepoint. com/:w: /s/LMC/sslt/EV g9Ti0vvS5Eprt N1gYggjABLsX KByc38JDy8tC rUSu0mg? e=snR2F2						
NEXT STEPS	1. Create excel worksheet 2. Create calling and	1. Create excel worksheet 2. Create calling and email script	1. Create excel worksheet 2. Create calling and email script	1. Post information on social media accounts 2. Update webpage with	Fall 2021: 1. change reference requirement - two references	Fall 2021: 1. change reference requirement - two reference from reputable

	email script 3. Determine the time line for following up with student	3. Determine the time line for following up with student	3. Determine the time line for following up with student	Student Connection information and information about resources and repayment options 3. Calling and email campaign to students in grace – 60 days delinquent. 4. Track data	from reputable source. 2. Students who attend the presentation will receive a handout with tips on how to ask for a letter of recommendation. The handout will be posted on the scholarship webpage. 3. Compare number of incomplete applications from 2021 cycle to 2022 scholarship cycle	source. 2. Students who attend the presentation will receive a handout with tips on how to ask for a letter of recommendat on. The handout will be posted on the scholarship webpage. 3. Compare number of incomplete applications from 2021 cycle to 2022 scholarship cycle
1. Create excel worksheet 2. Create calling and email script 3. Determine the time line for following up with student	1. Create excel worksheet 2. Create calling and email script 3. Determine the time line for following up with student					
1. Create excel worksheet 2. Create calling and email script 3. Determine the time line for following up with student						
Fall 2021: 1. change reference requirement - two references from reputable						

	source. 2. Students who attend the presentation will receive a handout with tips on how to ask for a letter of recommendati on. The handout will be posted on the scholarship webpage. 3. Compare number of incomplete applications from 2021 cycle to 2022 scholarship cycle				
RESPONSIBLE PARTIES	Office of Financial Aid Staff	Deborah Baskin	Tammy Oranje		*Example: Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	Equity and Inclusion Student Engagement and Success	Student Engagement and Success	Student Engagement and Success		*Example: SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA	Implement loan default prevention strategies to decrease the institution's cohort default rate.	As a result of participating in the Scholarships - Free Money for College presentation, students will demonstrate how to submit a complete LMC Foundation General Application through Academic		*Example: Increase the FAFSA filing and completion rate for currently enrolled stud*

			Works (Blackbaud).		

Will utilize SARS to track students who used the in-person FA lab with the intent of completing a financial aid application. We will export data from SARS to track students on an excel worksheet. We will identify student records in Colleague to determine if the student successfully submitted a FAFSA. For students who did not successfully submit a FAFSA, FA staff will follow up with the student via phone/email to determine how we can assist the student with completing the process (1) return to FA lab (2) make an appointment with an FA Coordinator. We will work to identify stopping points on the worksheet.

 1. Collect student data through Student Connections.
2. Identify students who are:
   -In Grace
   - 0-60 days delinquent
3. Contact students in the above categories and advise of repayment options
4. Did the student take action?

The previous survey indicated students had difficulty obtaining references from an LMC staff member; the 2022 scholarship no longer requires a student to submit a reference from an LMC staff member. The requirement for 2022 is two references from a reputable source. Scholarship coordinator will assess if changing the reference requirement increased the number of completed applications submitted.   Review sign-in sheets and compare data from 2021 scholarship to 2022 cycle.

 Example:
Will gather the following data:
# of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
 STATUS*
*Please indicate a status from the following options:

- ***Abandoned***
- ***In Progress***
- ***Completed***
- ***New Outcome***
 In Progress In Progress/Modified In Progress   **INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT**

https://email4cd.sharepoint.com/:w:
/s/LMC/sslt/EVg9Ti0vvS5EprtN1gYggjABLsXKByc38JDy8tCrUSu0mg?e=rsCdrs

https://email4cd.sharepoint.com/:w:
/s/LMC/sslt/EVg9Ti0vvS5EprtN1gYggjABLsXKByc38JDy8tCrUSu0mg?e=snR2F2

 NEXT STEPS

1. Create excel worksheet 2. Create calling and email script 3. Determine the time line for following up with student	1. Create exc 2. Create calli 3. Determine t
1. Create excel worksheet 2. Create calling and email script 3. Determine the time line for following up with student	

1. Create excel worksheet
2. Create calling and email script
3. Determine the time line for following up with student

1. Post information on social media accounts
2. Update webpage with Student Connection information and information about resources and repayment options
3. Calling and email campaign to students in grace – 60 days delinquent.
4. Track data

Fall 2021: 1. change reference requirement - two references from reputable source. 2. Students who attend the presentation will receive a handout with tips on how to ask for a letter of recommendation. The handout will be posted on the scholarship webpage. 3. Compare number of incomplete applications from 2021 cycle to 2022 scholarship cycle

Example:
Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.

RESPONSIBLE PARTIES
Office of Financial Aid Staff Deborah Baskin Tammy Oranje   *Example:*
Jennifer Ma, Financial Aid Office

ALIGNED STUDENT SERVICES GUIDING PRINCIPLES Equity and Inclusion

Student Engagement and Success Student Engagement and Success   Student Engagement and Success   *Example:*
SS Theme #1: Demonstrate proficiency in the use of college online services.

ALIGNED PROGRAM REVIEW YEAR THREE GOALS
Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA Implement loan default prevention strategies to decrease the institution's cohort default rate. As a result of participating in the Scholarships - Free Money for College presentation, students will demonstrate how to submit a complete LMC Foundation General Application through Academic Works (Blackbaud).   *Example:*
Increase the FAFSA filing and completion rate for currently enrolled stud

LMC Outreach Office

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - Outreach

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME					*Example:* Students who attend the Financial Aid Lab will be able to

					complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* **Indicate at least one of the following in your response:* • *Student* • *Employee* • *Service*					
MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* **Please indicate a status from the following options:* • *Abandoned* • *In Progress* • *Completed* • *New Outcome*					
INSERT LINK					

TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					*Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES					*Example: Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					*Example: SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					*Example: Increase the FAFSA filing and completion rate for currently enrolled students.*

One of the most significant improvements that Outreach & Welcome Services has made in the area of learning support outcomes, has been the development of the Educational Planning & Registration workshops in partnership with Counseling. These workshops provide students with content that previously was covered by two distinct workshops -an Outreach registration workshop and a Counseling educational planning workshop- into one workshop condensed down to two hours. A follow-up improvement has been the connection of the workshop to a Learning Support Outcome. As of spring 2022, the Outreach and Counseling departments will be able to look at student

feedback regarding the usefulness of the content received through student surveys to assess if the workshops are meeting students' needs.

As part of a department wide initiative to move towards the implementation of Asana, a work management platform, the opportunity for professional development for the whole team has been an opportunity to align on setting goals, developing milestones, and keep clear lines of communication around task completion.

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME	Students that complete the Assessment & Early Registration Workshop will have access to their recommended placement, understand the different math course options based on major (career), login to InSite Portal and place recommended math and English course on their first semester educational planning tool.	Students that participate in the Outreach Pre-orientation Workshop at the high school will apply to LMC and complete the prescribed enrollment steps outlined by the college (SSSP – orientation, assessment and Senior Saturday).	Students that attend Educational Planning & Registration workshops will feel comfortable navigating InSite tiles to check their email, canvas, financial aid status, and access the LMC Support Hub. Students will also learn how to find resources to register & search for classes and how to add classes after the semester has started.	Develop program coordinators skill set pertaining to project management, including initiation, planning, execution, goal and milestone setting, and communication. P rogram coordinators will learn how to use the Asana as a project management software as the department tool for project management.	
TARGET* *Indicate at least one of the following in your response: *Student Employee Service*	<u>Student</u> Employee Service	Student Employee <u>Service</u>	<u>Student</u> Employee Service	Student <u>Employee</u> Service	
MEASURE	Will gather data for students: *Have access to their recommended placement *Select appropriate math course based on major/career option *login InSite portal place recommended math and English	Participants will complete: *College application *Online Orientation *Assessment *Attend Senior Saturday	Will gather data by having students complete a post workshop survey at the end of each workshop. Questions for each topic will ask students how they would score their knowledge of each subject prior to attending followed by a question asking them to score	At the end of each training, program coordinators will answer questions using a Likert scale to indicate their level of confidence using a new framework for practice, their personal evaluation of how much they learned as it pertains to project management	

	class in their first semester educational planning tool.		their knowledge after having attended the workshop. Students will score their ability to navigating each resource with 1 reflecting little to no understanding and 5 reflecting expertise and mastery level understanding.	organization, and a self- evaluation on their skill development using Asana as a project management software.	
STATUS **Please indicate a status from the following options:* **Abandoned In Progress Completed New Goal**	<u>Abandoned</u> In Progress Completed New Goal	<u>Abandoned</u> In Progress Completed New Goal	Abandoned In Progress Completed <u>New Goal</u>	Abandoned In Progress Completed <u>New Goal</u>	
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	<u>https: //email4cd. sharepoint. com/:f: /s/LMCStudent Outreach/Eu6 q22tn9YxNrbu vWedJBccBqPt lTYdU_GlSd4m jTtFVlw? e=lGTC1K</u>	<u>https: //email4cd. sharepoint. com/:f: /s/LMCStudent Outreach/Eu6 q22tn9YxNrbu vWedJBccBqPt lTYdU_GlSd4m jTtFVlw? e=lGTC1K</u>			
NEXT STEPS	*This LSO was abandoned 01.2021 with the realignment of Assessment from Outreach to Counseling*	*This LSO was abandoned 09.2020 as a result of COVID-19 and high schools starting the year completely online and the realignment of Assessment from Outreach to Counseling*	A post-survey for the Educational Planning & Registration workshops was developed and are sent to students at the end of each workshop for them to complete before logging off. Students that are unable to complete the survey before logging off are emailed the link to the survey.	As a team, the department will collectively participate in Asana online courses and watch selected video tutorials that are a part of the Asana academy. The focus will be to break work down into actionable items for whole team collaboration, setting up and organizing tasks, improving team communication, and building a successful project plan in Asana with	

				actionable tasks to execute the work.	
RESPONSIBLE PARTIES	Nicole Almassey Ninnette Alfaro Jorge Cea	Elizabeth Ramirez Reggie Turner Jorge Cea	Maryam Portillo Robert Delgado	Maryam Portillo Outreach Team	
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	Student Engagement & Success	Student Engagement & Success	Student Engagement & Success	Empowering Student Services Professionals	
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	Increase the number of first-time students that complete English and math first year of enrollment	Create a self-sustaining outreach infrastructure to handle the ever-changing demands in student outreach by spring 2019. The outreach model should be comprised of staff from multiple Student Services and instructional areas. The structure should address high school outreach, including high school graduating seniors, dual enrolled students, and early outreach for 9th to 11th graders.	In partnership with Counseling evolve the Outreach registration workshop into an Educational Planning & Registration workshop in which both Counseling and Outreach collaborate to provide students with the opportunity to receive support selecting their first semester of courses and registering by spring 2022.	By September 2018, put forth the structure for an on-going professional development training series for outreach staff in the area of student communication and interactions, student equity facilitation, and student support technologies	

LMC Retention/Support Svcs

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - Student Retention & Support Services

PLEASE COPY AND PASTE THE TABLE BELOW
IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME					***Example:*** Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* ****Indicate at least one of the following in your response:*** • ***Student*** • ***Employee*** • ***Service***					
MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* ****Please indicate a***					

status from the following options: • *Abandoned* • *In Progress* • *Completed* • *New Outcome*					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					***Example:*** *Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBLE PARTIES					***Example:*** *Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					***Example:*** *SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					***Example:*** *Increase the FAFSA filing and completion*

					rate for currently enrolled students.

Three Learning Support Outcomes (LSO) have been created. Analysis of the LSOs shown in the chart below has resulted in the following department actions:

Offer non-credit college course
A six-week college success course to prepare Dismissal students for successful re-engagement

Online Canvas Student Support Workshops
Workshops designed to offer several skills (i.e., time management, study skills) to increase students' preparedness. Workshops are available 7 days a week to all students.

Online Canvas Starfish Guide
User guide to provide faculty and staff navigation knowledge of the retention software. The location of the guide has been placed in an area frequently utilized by faculty

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME	After attending an Alert (formerly Probation) workshop, students will be able to identify academic, career, and/or personal goals, as well as identify services on campus that will support them in achieving their goals.	Increase awareness of Starfish LMC Connect and its role in supporting student success at LMC.	Design online Canvas resource course in an effort to expand knowledge of student/academic support services available.		*Example:* Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* **Indicate at least one of the following in your response:* • **Student** • **Employee** • **Service**	Student	Employee	Employee		
MEASURE	Pre/Post	Increased	Development		*Example:*

	Surveys. Insert rubric here:	awareness and use of LMC Connect.	of online resources and evaluation of usage from term to term.		Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* **Please indicate a status from the following options:* • *Abandoned* • *In Progress* • *Completed* • *New Outcome*	New Outcome	New Outcome	New Outcome		
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS	1. Review and update surveys as needed. 2. Identify timeline and touch points where the surveys can be disseminated. 3. Review and compile the data.	1. Incorporate LMC Connect as an action step for collegewide student success and retention plan. 2. Garner faculty/staff and student engagement through marketing efforts.	Collaborate with Student Service departments to develop resources to help faculty/staff support student success and retention.		*Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*
RESPONSIBL	L. Greene	L. Greene	T. Gage		*Example:*

E PARTIES					*Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	Student Engagement & Success	Commitment to Innovation and Creativity	Empowering Student Services Professionals		***Example:*** *SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	Promote Student Academic Preparedness	Improve and/or expand transition program and Student Services	Improve and/or expand student Academic Support Services.		***Example:*** *Increase the FAFSA filing and completion rate for currently enrolled students*

LMC Student Activities Center

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - Office of Student Life

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME					***Example:*** Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if

					determined eligible).
TARGET* **Indicate at least one of the following in your response:* • *Student* • *Employee* • *Service*					
MEASURE					*Example:* Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* **Please indicate a status from the following options:* • *Abandoned* • *In Progress* • *Completed* • *New Outcome*					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					*Example: Current data*

					illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.
RESPONSIBLE PARTIES					***Example:*** *Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					***Example:*** *SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					***Example:*** *Increase the FAFSA filing and completion rate for currently enrolled students.*

ʟEARNING SUPPORT OUTCOMES UPDATE					
LEARNING SUPPORT OUTCOME	LSO 1: Student employees in the Office of Student Life will be able to demonstrate	LSO 2: LMCAS students will better understand shared governance through their active			***Example:*** Students who attend the Financial Aid Lab will be able to complete and

	leadership skills in planning and implementing sponsored events by the Office of Student Life	participation in on-campus shared governance committees.			submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* **Indicate at least one of the following in your response:* • *Student* • *Employee* • *Service*	Student	Student			
MEASURE	Evaluation of student employees facilitated by	Evaluation of officers and senators/Representatives as it			***Example:*** Will gather the following data: # of

	Director of Student Life and student employees upon completion of activity/event to include the following criteria: Initiative, Accountability, Communication, Time Management, and Budget	relates to their active participation within shared governance committees representing student voice by Chair of the committee. The form includes Committee Name with Officer/Senator/Representative Name 1. Overall attendance at meetings 2. Preparedness for meetings (ex. completing			students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.

		committe e assignme nts, readings, review of pre- meetings materials) 3. Overall level of engageme nt in meetings 4. Suggestio ns for improvem ent: Rating Scale: 1 __very poor, 2 __poor, 3 __average , 4 __good, 5 __very good A separate Evaluation will be provided to Student Officer/Se nator/Repr esentative				

		to evaluate their contributi on(s) or learning to/from the committe e			
STATUS* **Please indicate a status from the following options:* • *Abandon ed* • *In Progress* • *Complete d* • *New Outcome*	In Progress	In Progress			
INSERT LINK TO COMPLET ED LEARNIN G SUPPORT OUTCOM E REPORT	https://email4cd-my.sharepoint.com/:b: /g/personal/tarchaga691_email_4cd_edu/EU0- srQzzZRGmQS5qMOVJHABQ8DXuLFOQ33tuDy79WKtcQ?e=eHWFX0				

NEXT STEPS	Areas for further development include continued training and development in event planning for all student employees. A "pre/post" evaluation will be administered at the annual fall retreat and upon completion of each event. Rubric for evaluations is in process of development as evaluation as we have not had	LMCAS members will be evaluated by chairs of committees to measure student contribution to discussions and decision-making upon completion of each semester to gauge learning and participation to support the training and development of student leaders. A separate Evaluation will be provided			*Example:* *Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*

	associates hosting events during the pandemic.	to Student Officer/Senator/Representative to evaluate their contribution(s) or learning to/from the committee. This action began in spring 2021 and will be ongoing through 2023.			
RESPONSIBLE PARTIES	Director of Student Life and Student Life Associates	Director of Student Life, LMCAS Members, and Chairs/Co-Chairs of committees			*Example: Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES	**STUDENT ENGAGEMENT & SUCCESS**	**EQUITY & INCLUSION STUDENT ENGAGEMENT & SUCCESS**			*Example: SS Theme #1: Demonstr*

GUIDING PRINCIPLES					*ate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS	Goal 5: A professional development plan is still in development for implementation in the 2021-2022 academic year to ensure that all Student Life staff are adequately prepared to meet the needs of students and engage with confidence when	Goal 1: Increase high involvement in LMCAS. By 2023, we would like to increase and maintain LMCAS membership from 10 to 15.			*Example: Increase the FAFSA filing and completion rate for currently enrolled students.*

involved with Social Justice programming and activities as set out in goal #3				

LMC Transfer Center

4. Assessment Update and Effectiveness

Student Services Units Program Review Year Five Update - Transfer Center

PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY

LEARNING SUPPORT OUTCOMES UPDATE				
LEARNING SUPPORT OUTCOME				*Example:* Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* ****Indicate at least one of the following in your response:*** • ***Student***				

• **Employee** • **Service**					
MEASURE					***Example:*** Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
STATUS* ***Please indicate a status from the following options:*** • ***Abandoned*** • ***In Progress*** • ***Completed*** • ***New Outcome***					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT					
NEXT STEPS					***Example:*** *Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.*

RESPONSIBLE PARTIES					*Example: Jennifer Ma, Financial Aid Office*
ALIGNED STUDENT SERVICES GUIDING PRINCIPLES					*Example: SS Theme #1: Demonstrate proficiency in the use of college online services.*
ALIGNED PROGRAM REVIEW YEAR THREE GOALS					*Example: Increase the FAFSA filing and completion rate for currently enrolled students.*

Learning Support Outcome	Students who participate in a Transfer Basics class presentation will increase their knowledge of transfer options and resources available to them.	Increase the number of Black/African American students participating in transfer activities (workshops, class presentations, and university tours) by 15% by Fall 2022			Example: Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
TARGET* *Indicate at least one of the following in your response: • Student • Employee	student	Service			

• Service					
Measure	Method of Assessment: Post Survey

1. Above Proficiency: Student will show advanced proficiency if they are able to identify 4-5 transfer options/resources available to them.

1. Proficient: Student will show proficiency if they are able to identify 2-3 transfer options/resources available to them.

1. Below Proficiency: Student knowledge did not increase proficiently if they unable to identify at least 2 transfer options/resources available to them. | Method of Assessment: tracked unduplicated headcount of Black/African American students attending transfer workshops

1. Above Proficiency: Current attendance will be established Summer 2020. >15% increase over current attendance.

1. Proficient: Current attendance will be established Summer 2020. 15% increase over current attendance.

1. Below Proficiency: Current attendance will be established Summer 2020. <15% increase over current attendance. | | | | Example: Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid. |
| STATUS* **Please indicate a status from the following options:

• | In Progress | In Progress | | | |

Abandoned • In Progress • Completed • New Outcome					
INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT	https: //email4cd-my. sharepoint. com/:b: /g/personal/ra nicetti085_em ail_4cd_edu/Ed zNknBM- m9NtFgeZSrQ XNwBmxP5pX LkmbRXD- CD8riYgg? e=xzwf3D	https: //email4cd-my. sharepoint. com/:b: /g/personal/ra nicetti085_em ail_4cd_edu/EY Z0Ts7Nym5Bp 39d1Jw6SAsB OolhbcqZR3dL a8HK6vpezA? e=8UCMGa			
Next Steps	Changes to assessment survey and incorporation of in-workshop assessment will be added to the transfer basics workshop over the summer (2021) by the presenter, Sandra Parsons, Senior Program Coordinator of Transfer Services. The language change to the assessment tool (survey) will also be made over the summer (2021) by Sandra Parsons.	Summer 2021: The Senior Program Coordinator will be responsible for connecting with presenters who can offer target population specific workshops. They will use partnerships with LMC's Umoja program, financial aid, and HBCU representative s to bring relevant and informative presentations to our Black/African American students. Fall 2021: At least one workshop will			Example: Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.

		be offered in fall 2021 and one workshop will be offered in spring 2022. In addition, the Senior Program Coordinator will begin to run SQL reports at the beginning of each semester, beginning Fall 2021, to send targeted emails/marketing to Black/African American students about transfer workshops & events.			
Responsible Parties	Sandra Parsons	Sandra Parsons Rachel Anicetti			
Aligned Student Services Guiding Principles	Student Engagement and Success	Equity & Inclusion			
Aligned Program Review Year Three Goals	Increase transfer activities and discussions in classroom settings, engaging students, faculty, and staff- hold transfer presentations in every English 100 and 100/100S section, every semester, by	Increase transfer rates among Black/African American students by 15% in 5 years.			

	June 2020.				