

## Student Services ILOs

Department	SLO	ILO			
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Admissions	The population of students who have enrolled at Mt. SAC without completing an Educational Plan has grown due to a recent enrollment growth decision. Fall 2014-15 enrollees who don't have an educational plan on file will have an electronic plan on file prior to the end of the 2014-15 school year.	I	I	P	P
Arise	75% of Arise students who complete a survey will be able to identify one reason why the educational plan is important.		I		P
Arise	60% of the students who attend half or more of the Fale Fono events each full semester (Fall and Spring terms) will report increases in at least two of the six student success factors.				P
Aspire	Black History Luncheon – Students will increase their cultural and social awareness and networking opportunities.	I			I
Assessment	Based on newly developed processes to inform students about Test Information Sessions, students will be aware that Test Information Sessions are available to them prior to taking placement tests.				P
Assessment	After attending a Math Test Information Session, students will be better informed as to which math test to take.				P
Assessment	After attending a Math Test Information Session, students will know how to prepare for the math placement test.				I

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Bridge	Summer Bridge participants will be able to identify how three support services will help the student be successful during the Summer Bridge Program.	P	P		
Bridge	Learning community students will report a positive experience after receiving peer advisor's mentoring, advising, and role modeling.	P	P		
CalWORKS	CalWORKS students participating with CalWORKS counselors will have a high level of confidence concerning the CalWORKS requirements, dates, deadlines and course selection for the next semester.			I	I
CalWORKS	CalWORKS students participating with CalWORKS counselors will become better familiar with their individual graduate/ transfer requirements.			I	I
CalWORKS	CalWORKS students participating in the CalWORKS Tutorial services will demonstrate an increase in academic confidence and performance				I
CalWORKS	Upon attending the biannual CalWORKS Work Preparedness Mini-Conference, students will be able to identify the key components of an effective resume, improve interview skills, and develop stronger soft skills related to job success.			I	I
Counseling	Counseling - On-Line Counseling – Student level of satisfaction of on-line counseling services will increase by 10% from a 75% satisfaction level as reported in On-line Counseling			I	I

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	Satisfaction Survey.				
Counseling	Front Counter - As a result of front counter interaction, 75% of assessed students will feel they had a positive experience.				
Counseling	As a result of participating in counselor facilitated orientation, 75% of the students assessed will feel confident about starting their first semester at Mt. SAC.		I		I
Counseling	Probation Notification – 80% of current students on academic and/or progress probation will understand the new probation policy.				I
DSPS DHH	Students who are Deaf will understand critical information by accessing it in a sign language format.	I		P	
DSPS DHH	(SLO) Students who are Deaf or hard of hearing will report that DHH services are of good quality.	P			P
DSPS	(SLO) Students with disabilities will demonstrate an increased level of personal responsibility as a result of learning about and using DSPS services or taking a DSPS class.				P
DSPS	(SLO) Students with disabilities will demonstrate an increased level of self-advocacy as a result of learning about and using DSPS services or taking a DSPS class.				P
DSPS	(SLO) Students registered with DSPS know their learning needs and take appropriate, proactive steps to ensure that they access services necessary to their success.				P
DSPS	(SLO) Students with disabilities will demonstrate increased knowledge of identified barriers or obstacles to		P	P	

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	transfer to guide decision-making re: future resources, activities, strategies as a result of DSPS intervention.				
EOPS	Potential EOPS/CARE students will be able to identify 3 key services provided by the EOPS/CARE program.	P			P
EOPS	Students will be able to identify at least 2 study skills strategies important to success after completing Counseling 2 class.	P			P
EOPS	Students will be able to identify at least 2 Self- Management strategies learned from Counseling 2 class.	P			P
Financial Aid/ACES	After attending a Financial Literacy Event/Workshop, students will know the costs of education amongst the different segments of higher education.		I		I
Financial Aid/ACES	After participating in the Fall Semester Financial Literacy Awareness Week workshops, students will know the tools/strategies needed to build individual wealth such as savings and good credit.		I		I
High School Outreach	Students that attend Seniors' Day will have an increased awareness of the academic and student services programs available at Mt. SAC.	I			p
High School Outreach	High School counselors, career technicians, and special education coordinators that attend the High School Educators' Conference will feel better equipped to assist students with	I	p		

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	Mt. SAC related questions.				
High School Outreach	Sending the Seniors' Day invitation to the high schools in Pomona Unified 1 week before all other districts to 3 High School contacts: principal, liaison to Mt. SAC and special education coordinator, will increase their attendance/participation.	p			
International Students	International Student Program will report knowledge of how well student and academic support services are benefiting them.	I			
International Students	International Student Program Orientation will increase participation and satisfaction as reported in a survey	I			
International Students	International Students who attended a workshop will increase their communication skills (verbal) with their faculty so that they feel comfortable asking questions, participating in class room discussion and meeting one on one with their professors	I		I	
International Students	International Student program will increase participation in a variety of programs such as field trips, workshops and campus activities				I
Student Health	Students with Depressive symptoms requesting mental health services will show improvement their Patient Health Questionnaire-9 (PHQ-9)	P			P
Student Health	# 2 Medical/RNs: Students with positive TB tests reactions will receive post-positive TB education, resulting in the ability to verbalize understanding of results and importance of further		M		M

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	diagnostics				
Student Health	Medical/RNs: Improve medical outcomes of injured students with RN-provided educations and intervention		P		P
Student Health	Health Education /Outreach: Students attending Health Center educational workshops will demonstrate an understanding of healthy lifestyle practices and demonstrate changes in behavior. Example: "Relationship Status: Dating, Hooking-Up, and Everything In-Between."	I		I	I
Student Life	All club advisors will understand their role and how to uphold college policies and procedures as a result of Student Life office efforts, including the Advisor Handbook, and Advisor Orientation.	I	I		I
Student Life	At least 80% of students who participate in Representation Fee sponsored events will understand of how to conduct advocacy/ policy formation.	I	I		I
Student Life	L.E.A.D. students who earn a certificate will have a better understanding of their personal leadership values and beliefs.		I		I
Transfer	Through one on one appointments and workshops, transfer students will be able to understand the benefits of earning an Associate Degree for Transfer (ADT)				P
Transfer	Through one on one appointments and workshops, transfer students will able to identify minimum transfer requirements to CSU and UC as well as learn the navigation basics of transfer/articulation site: assist.org		P		P

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Transfer	Students will learn to upload resumes and research job leads on Mountie Career Source			P	P
Transfer	While engaging in a mock interview with job developer, student will demonstrate appropriate interview skills, and appropriately answer eight of ten sample questions	P	I		
			I		I
TRiO Programs (ACES)	Students will increase their transfer applications to UC and Private schools as a result of visits to such schools		P		P
TRiO Programs (Upward Bound)	Students will demonstrate knowledge of the State of CA Four Systems of higher education and utilize this information to inform their decisions regarding their college application process		P		P
TRiO Programs (Upward Bound)	Campus Visits – Student exposure to university culture and admissions requirements help them choose their preferred transfer school(s).		P		P
TRiO Programs (Upward Bound)	Students will demonstrate knowledge of the State of CA Four Systems of higher education and utilize this information to inform their decisions regarding their college application process		P		P

ILOs -- choices:

1 - Communication: students effectively communicate with and respond to varied audiences in written, spoken or signed and artistic forms. [comprehending, responding, speaking/signing, expressing ideas in writing]

2 - Critical Thinking: Students apply creative, computational and analytical skills to identify and solve problems, analyze information, synthesize and evaluate ideas, and transform existing ideas into new forms. [analyzing content, developing conclusions, computing information, designing strategies]

3 - Information and Technology Literacy: Students will use resources and technologies to locate, evaluate, synthesize, and communicate information in various formats. [interpreting information, researching data using technology to communicate, solve problems, complete tasks]

4 - Personal, Social, Civic and Environmental Responsibility: Students demonstrate awareness and respect for personal, social, civic, and environmental responsibilities. [monitoring academic, career, financial, personal goals; managing physical and mental health needs; developing self-awareness; being informed]