

Program of Service (SSO) Outcomes

Unit Name	Outcome
Academic Support - Honors Program	Students in Honors Program will be able to analyze and synthesize information, differentiate facts from opinions, and draw reasoned conclusions.
	Students in the Honors Program will plan to successfully transfer to a four-year college or university upon completion of the Honors Program.
Academic Support - Athletics	Students will demonstrate athleticism.
	Students will demonstrate scholarship.
	Students will demonstrate sportsmanship.
Academic Support - Cal WORKS	CalWORKs participants will be knowledgeable in the program's policies and procedures, and in campus and community services.
	Each CalWORKs participant will make progress toward their educational goal as stipulated in their Student Education Plan, within the imposed County timeline, and will demonstrate knowledge of the requirements of their certificate or degree program.
Academic Support - FYC	First Year Experience (FYE) students will demonstrate college engagement through participation in program activities
	First year students will achieve academic success and progress in math and English
Academic Support - Helen Miller Bailey Library	75% of students will agree or strongly agree that the workshop will help them achieve greater success with current and future assignments
	75% of students will report satisfaction with the library's print and electronic resources: book collection; print newspapers, magazines, and journals; content of the online databases; the DVD collection; and textbook or reserve materials
	75% of instructors will agree or strongly agree that the orientation was a valuable use of class time
	75% of referring instructors will agree or strongly agree that students benefited from attending a library workshop
	75% of students will agree or strongly agree that the orientation will help them complete their research project
	75% of the students will report satisfaction with the building and study conditions
	75% of the students will report satisfaction with the library computers, printers, scanners and copy machines
	75% or higher satisfaction rate with customer service at the Circulation, Reference and Tech Help desks
Academic Support - Learning Assistance Center	Program Learning Outcome 3: Students who use the Computer Assisted Instruction Laboratory in the Learning Assistance Center will be satisfied with the services received and will return again to use the Lab.
	Students who receive tutoring at the Learning Assistance Center will achieve satisfactory grades in the classes for which they were tutored.
	Students who use the Computer Assisted Instruction (CAI) Laboratory at the Learning Assistance Center will increase their knowledge and use of a computer.
Academic Support - Math Lab	Students who receive services from the Math Lab for at least 16 total hours, in a semester, will pass their respective math class with a grade of C or better.
Academic Support - Math, Eng & Sci Achievement (MESA)	Have an adequate resume in order to obtain internships to professionally develop themselves for tomorrow's workforce.
	Have an educational plan that outlines the requirements needed for transfer to a four-year institution.
	Have developed the confidence required to successfully navigate the academic process at the accepted transfer institution.

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	Have identified a long-term support system including faculty, on- campus resources, professional organizations, and potential employers.
Academic Support - Puente Program	Students will create a network of mentors.
	Students will demonstrate knowledge of UC and CSU application process.
Academic Support - Writing Center	Students will accept responsibility to seek appropriate assistance to improve their writing skills.
	Students will apply the skills they acquire or strengthen at the Writing Center to academic courses
	Students will have a clearer understanding of the expectations of writing and/or a specific writing task
Academic Support- Distance Education	Assist faculty and students with online student support.
	Assist faculty with best practices for online student success.
	Introduce instructional technology that empowers the success of faculty and students in distance education.
Admin - Community Services	Increase Community Services participant satisfaction with the services and educational and recreational opportunities provided by the department.
	Increase the Community Service presence in the local community. Offer educational and recreational courses to meet the needs of the members of the community.
	Increase the number of students registering for Community Services using the Department's online registration system.
Admin - Information Technology	Determine the awareness and promote the use of technology to the students, faculty and staff. Administer surveys to determine if the campus users are aware of the services available, the frequency of use, and over all satisfaction.
Student Service - Bookstore	50% of the textbooks used in classrooms will be rented.
	Students will generally be satisfied with bookstore service.
	Students will utilize the online bookstore more.
Student Service - South Gate Education Center	Ensure appropriate staffing levels to accommodate growth in enrollment.
	Provide adequate student support services.
Student Services - Counseling	To compare and contrast the effectiveness of online versus in-person orientation.
	To increase student knowledge and awareness of online counseling services such as appointment booking, advising and orientation.
	To increase students' general satisfaction with Counseling Department services.
Student Services - Admissions	75% of grades processed within one week of due date 85% of grades processed within two weeks of due date 95% of grades processed within three weeks of due date 100% of grades processed within four weeks of due date
	decrease the number of course sections that instructor process after the due date for completing the State required attendance accounting for no show and no longer active students. Also to decrease the number of days past the deadline before our college become 100% submission.
	Increase Student Awareness of add deadline and have the majority of adds processed within a reasonable period of time of the add deadline.
Student Services - Associated Student Union (ASU)	ASU student leaders will apply and articulate learned leadership skills.
	General student population will be able to identify at least three (3) services provided by the Office of Student Activities
	Inter Club Council (ICC) student leaders will apply and articulate learned leadership skills.
Student Services - Career and Job Services	Increase the number of student career assessment appointments

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	To increase attendance at Job Preparation Skills Workshops and appointments that will assist in the progress of student's job search.
	To increase the number of students attending career workshops.
Student Services - Child Development Center	SSO #2 - Applicants indicated that approximately 50% received information about the center from campus departments or the college website (decrease of 10% from 2013), enrollment in the program remains stable. Work with OIE to find data on the number of students needing evening child care.
Student Services - DSP&S	By completing the orientation/counseling appointment with a DSP&S Specialist, DSP&S Students will be able to identify what services DSP&S offers and what services they are eligible for.
Student Services - EOPS/CARE	Through in-reach and outreach videos, students will be exposed to the DSP&S program in an effort to become more knowledgeable about program eligibility, criteria, and services. Through in-reach and outreach videos, students will be exposed to the EOPS/CARE programs in an effort to become more knowledgeable about program eligibility, criteria, and services.
Student Services - Financial Aid	Assist student with the financial aid application process. Educate students regarding the federal loan programs Process and promote financial aid program throughout the campus Promote and assist students to apply for the Federal Pell Grant Program Promote and Provide Federal Work-study program to qualify financial aid students
Student Services - International Student Services	The financial aid Office will process financial aid applications on a timely fashion. Students who submitted their application by the May 1 deadline will be awarded before the first day of fall term. 1. Demonstrate an understanding of F-1 visa federal requirements . 2. Navigate American higher education system structure.
Student Services - Matriculation/Assessment	Demonstrate awareness of transfer process and requirements to four-year institutions. To gather baseline data on student awareness and preparation for the assessment placement process
Student Services - Outreach and Recruitment	Offer at least 4 campus tours to prospective students on how to access admissions information; recognize that community college is the most affordable option between the college systems; and an increased understanding through recall of the programs and services offered at ELAC.
Student Services - Student Activities	Increase general student population's knowledge, awareness and participation in student clubs. Increase student's knowledge of services offered from the Student Center.
Student Services - Student Health Center	Students who received mental health services will gain a better understanding of themselves and will be able to apply coping strategies in an effective manner. Students who received services for general health related concerns will gain an better understanding of how to live a healthier life style. Students will be able to identify at least three (3) services provided by the Student Health Center.
Student Services - Transfer Center	ELAC students will be aware of the Transfer Center location on campus and services that are offered. Students will successfully write a strong fully developed personal statement essay. Number of students served by volunteer English faculty will be recorded. Number of students not able to access seminars will be recorded.