

## Student Services Assessment Plan EOPS

**Department:** EOPS

	<p><b>SLOs: Write an SLO for each service if that service teaches students specific skills or knowledge. If the service doesn't teach specific skills, state how it indirectly contributes to mastery of the four college competencies.</b></p>
1. On-going Counseling	<ul style="list-style-type: none"> <li>-Successful matriculation within 6 semesters.</li> <li>-Students successfully transfer to four-year schools.</li> <li>-Retain eligibility for EOPS and Financial Aid.</li> <li>-Students successfully pass classes.</li> <li>-Improve and apply problem-solving skills.</li> <li>-Utilize student services; e.g. tutoring, career center, MESA, etc.</li> </ul>
2. Writing/Adjusting Educational Plans	<ul style="list-style-type: none"> <li>-Students articulate, identify, develop, and clarify educational, career, vocational, degree, and transfer goals.</li> <li>-Students communicate their interests and needs.</li> <li>-Students attain goals in reasonable and expected time frames.</li> <li>-Students learn adjustment, flexibility, and adapting skills.</li> </ul>
3. Semester Orientation	<ul style="list-style-type: none"> <li>-Students will <i>know how to</i>, and <i>access</i> student services on campus such as: tutoring, DSPS, student activities, financial aids, etc.</li> <li>-Students will <i>clarity</i> and <i>choose</i> between vocational and transfer tracks.</li> <li>-Students will <i>understand</i> and <i>utilize</i> EOPS support services.</li> <li>-Students will know responsibilities of EOPS program and <i>retain</i> eligibility.</li> </ul>
4. Progress Reports	<ul style="list-style-type: none"> <li>-Students communicate directly with instructors.</li> <li>-Students participate in their own evaluation process.</li> <li>-Students with less than passing grades strategize with counselor in ways to improve.</li> <li>-Students incorporate feedback with personal academic success strategy.</li> </ul>
5. Contract/Advisor Meetings	<ul style="list-style-type: none"> <li>-Students demonstrate reliability, punctuality, and follow through.</li> <li>-Identify goals, policies, and procedures for retention and matriculation.</li> <li>-Learn consequences and demonstrate commitment.</li> <li>-Students perfect social skills, and ideally identify and bond with other students.</li> </ul>

<p><b>Assessment Evaluation</b></p> <p><b>Describe the process the department will use to evaluate assessment results. Include:</b></p> <p><b>What meetings will be held?</b></p> <p><b>When?</b></p> <p><b>Who will be involved?</b></p> <p><b>What will be discussed?</b></p> <p><b>What process will be used to implement any improvements needed to services?</b></p>	<p>Assessments used are:</p> <ol style="list-style-type: none"> <li>1. Results of orientation “follow-up survey” by students</li> <li>2. Results of final “Program Evaluation” analysis by students</li> <li>3. Tabulation of the number of students each semester who utilize: <ol style="list-style-type: none"> <li>a. tutoring</li> <li>b. DSPS</li> <li>c. C&amp;G classes</li> <li>d. attend orientations</li> <li>e. attend CARE workshops</li> <li>f. priority registration</li> </ol> </li> <li>4. Calculation of the number of students who: <ol style="list-style-type: none"> <li>a. transfer</li> <li>b. receive degrees, certificates</li> <li>c. are successfully retained in the program</li> <li>d. return progress reports</li> <li>e. remain qualified for financial aid</li> <li>f. are granted each semester</li> <li>g. meet EOPS obligations</li> <li>h. are disqualified from Financial Aid</li> </ol> </li> <li>5. Evaluation of tutoring reports</li> <li>6. Participation in EOPS special events</li> <li>7. Number of students visiting office.</li> </ol> <p>Assessment will be discussed with:</p> <ol style="list-style-type: none"> <li>1. Regular, 1-2 times per month meetings between faculty and support staff</li> <li>2. Regular meetings between Counselor and Advisors, approximately once monthly</li> <li>3. End-of and beginning-of-semester full staff meeting.</li> </ol> <p>At each meeting reports are given by each staff member, problems discussed and necessary strategies implemented as needed.</p>
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<p><b>Assessment of Services:</b>  <b>List the services you will assess under each year of the 5 year Departmental Review Process</b></p>	<p><b>Describe the Assessment Process your department will use to evaluate each service and its outcomes. Include the assessment tool you plan to use and the criteria to evaluate success. If using a rubric, attach it to the end of this form.</b></p>
<p><b>Year One Service:</b>  <b>1. Educational Plans</b></p>	<p>As a department, we will tally and organize the year's total results from "Assessment #1," "a" through "h," and evaluate where, if anywhere, adjustments need to be made as a department.</p>