

Student Learning Outcome and Service Area Outcome Report: Admissions and Records 2016-2018



Overview of Results

Type	Outcome	Results
SLO	Potential graduates will know how to request an official Alamo Colleges Transcript via ACES.	<p>During the period of 2016-2017, a total of 1388 status letters were sent with instructions on requesting official transcripts online. A total of 534 or 38.5% of potential graduate students requested their transcripts.</p> <p>During the period of 2017-2018, additional instructions were added to status letters and a total of 1659 were sent and 736 or 44.3% of those students requested official transcripts.</p>
SAO	After visiting Admissions and Records, students will understand the services provided.	<p>During the period of 2016-2017, a total of 546 customer satisfaction surveys were completed with a 89.3% overall satisfaction/understanding of services.</p> <p>During the period of 2017-2018 a total of 651 customer satisfaction surveys were completed with a 92.38% overall satisfaction/understanding of services</p>

Use of Results, Student Learning Outcome

Action Item	Owner	Timeline
Using the baseline of 16-17 where 1388 status letters were sent, 38% of graduates requested an official transcript using the instructions to request an official transcript online. With this information, additional information was added to the letters, and student behavior changed by 6% percent in 17-18.	Graduation Certification Team	Cycle of Improvement implemented from 16-17 to 17-18
This process will be a standard practice to ensure that students continue to be taught the importance of requesting a final transcript after a degree is conferred.	Graduation Certification Team	Institutionalized

Use of Results, Service Area Outcome

Action Item	Owner	Timeline
Using the 16-17 baseline of 564 customer service surveys it was determined that 89% left satisfied and understanding the services they received. An FAQ for staff was developed to use at the counter to improve services provided. Overall, understanding improved by 3% after this implementation of the FAQ.	Admissions and Records	Cycle of Improvement implemented from 16-17 to 17-18
Feedback from the customer satisfaction survey was also implemented into existing practices and satisfaction increased by 3%.	Admissions and Records	Review Occurred in October 2018/Implementation of Feedback Spring 2019
Based on these results a continuous enhancement of the Admissions and Records FAQs will be standard practice in order to maintain positive satisfaction rates.	Admissions and Records	Institutionalized



2016-2018 Assessment Plan

Palo Alto College Student Success SLO/SAO Assessment Cycle Template

DEPARTMENT NAME: Counseling Services

Academic Year: 2017-2018

Department Mission: To promote wellness, academic success, and retention in the Palo Alto College community by providing mental health counseling, resources, consultation, and outreach. Counseling Services will be a vital resource for personal and student development to the entire PAC community in pursuit of success and excellence.

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
1. Students, staff, and faculty will be familiar with Counseling Services location and hours.	Strategic Direction 1: Empowering Students for Success ILOs 1, 3, 6	Surveys by email and to classes after presentations. CS will continue to track number of students seen individually and through events and presentations and will compare visit numbers to prior year.	After each presentation Full review at the end of each semester (Fall and Spring)	Student Success Division Meetings, College Leadership, and E-Team at the end of each semester
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
1. Students will have an improved sense of well-being and a reduction of symptoms.	Strategic Direction 1: Empowering Students for Success ILOs 1, 3, 6	Pre/post surveys (symptom checklist) in person during intake and after 3 sessions are completed. Ask student after each session, "Was this helpful?" Track PGR and Persistence rates at the end of each semester for students Track % of students who have a second appointment	For those students completing 3 sessions Full review at the end of each semester (Fall and Spring) Full review at the end of each semester (Fall and Spring)	Student Success Division Meetings, College Leadership, and E-Team at the end of each semester

