

## **PART 2: Learning or Service Outcomes**

2.1 Summarize any key student learning or service outcomes (SLOs) since the last review.

SLO #1 has been successfully achieved in 2010-11 in that the persistence rate has been well above 70% for each semester. This is remarkable, given the reduced counseling faculty hours available to students. The results indicate that the changes made in the EOPS program (group contacts and concentrated appointments for identified students) have lessened the fiscal impact on students. EOPS is proud to be able to offer innovative solutions while continuing to provide a quality program for students.

2.2 Identify how you have used the assessment of student learning or service outcomes to update or make changes to the delivery of content/services, or the development of new goals.

The SLOs have helped EOPS to confirm that we are indeed accomplishing our goals, budget crisis notwithstanding. Utilization of the internal database in EOPS has allowed us to have quantifiable information on the persistence rate of our students. No new goals have been developed nor has any been revised. EOPS awaits the start of its new director sometime in spring 2012, and this person will probably want to have input in the future goals of the program.

# Assessment Plan and Report Template

Program:       EOPS       Division (if applicable):       Student Development      

Year:       2009-10       Author:       Deborah LeFalle      

Course (if applicable): \_\_\_\_\_

Plan				Report		
Program Outcomes	Course Outcomes	Assessment Measures and Criteria	Schedule for Assessment	Assessment Results	Use of Results	Effect on the program
#1 Each EOPS/CARE student should be knowledgeable of and abide by participant responsibilities contained in the Student Agreement Contract(s) in order to maintain eligibility.		Students who complete the semester successfully (as defined by EOPS).	File Review process at end of fall and spring.		To help in knowing where to dedicate resources and how to improve program.	More effective program for higher student success rates.
#2 Each EOPS student should be informed on the requirements and sequence for completing her/his educational goal.		Students who meet with an EOPS Counselor at least once each semester and have in their file an Educational Plan and evidence of use of advising sheets, supplemented by counselor notes.	File Review process at end of fall and spring.		To help in knowing where to dedicate resources and how to improve program.	More effective program for higher student success rates.