

Objectives	Supportive Functions	Student Outcomes
<ul style="list-style-type: none"> <li>• Students will be placed in classes suitable to their academic skills</li> </ul>	<ul style="list-style-type: none"> <li>• Testing</li> <li>• Placement</li> <li>• ESL evaluation</li> <li>• Advisement</li> <li>• Transfer evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• All degree-seeking freshmen will take skills tests as required.</li> <li>• Students will report satisfaction* with testing services.</li> <li>• The proportion of students who cannot register for English and/or Math due to missing scores will decrease.</li> <li>• The proportion of students who register for needed basic skills courses will increase.</li> <li>• The proportion of eligible students who attend immersion programs will increase.</li> <li>• The number of misplacements in Math and English/ESL courses will decrease (students will not need to switch levels once classes start).</li> <li>• Students will report satisfaction* with the academic advisement process.</li> <li>• The proportion of advanced standing transfer admissions who receive transcript evaluations in time to register for appropriate classes will increase.</li> </ul>

\* In addition to overall satisfaction, the following outcomes reported by students will be included, as applicable:

- a. They were treated with courtesy and respect
- b. The service was efficient, convenient, and/or accessible
- c. Their questions/problems/special situations were addressed or resolved satisfactorily
- d. They were notified in a timely manner of the procedures and their responsibilities
- e. They were satisfied with the outcomes of the process

Objectives	Supportive Functions	Student Outcomes
<ul style="list-style-type: none"> <li>• Students will be able to register efficiently for appropriate courses</li> </ul>	<ul style="list-style-type: none"> <li>• Orientation</li> <li>• Advisement</li> <li>• Registering for classes</li> <li>• Registration help center</li> <li>• Special permissions</li> <li>• Freshman programming</li> <li>• Financial aid, billing, and payment</li> <li>• Veterans affairs</li> <li>• Health services</li> <li>• Computer services</li> </ul>	<ul style="list-style-type: none"> <li>• Students will report satisfaction* with registration processes such as:                             <ul style="list-style-type: none"> <li>○ obtaining class registrations</li> <li>○ financial aid</li> <li>○ billing and payment</li> <li>○ health services/immunization</li> </ul> </li> <li>• The proportion of students who report that they knew which courses they should take will increase.</li> <li>• The proportion of students who report being unable to solve their problems with registration, including stops and special permissions, will decrease.</li> <li>• The proportion of freshmen who register for specially programmed freshman sections will increase.</li> <li>• The proportion of continuing students who file for Financial Aid early will increase.</li> <li>• A smaller proportion of students will be decertified for TAP.</li> <li>• A smaller proportion of students will be deregistered for not paying their bills.</li> <li>• Students who are entitled to Veteran’s Benefits will be accurately identified.</li> <li>• Students who attend orientation will increase their knowledge about course selection and registration.</li> </ul>

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- d. They were notified in a timely manner of the procedures and their responsibilities
- e. They were satisfied with the outcomes of the process

Objectives	Supportive Functions	Student Outcomes
<ul style="list-style-type: none"> <li>• Students will be aware of and effectively utilize college services</li> <li>• Students will be satisfied with college services</li> </ul> <p>(continued on next page)</p>	<ul style="list-style-type: none"> <li>• Pre-Enrollment</li> <li>• Admission services</li> <li>• Orientation</li> <li>• Counseling</li> <li>• Health services</li> <li>• Evening services</li> <li>• Child care</li> <li>• Career Center</li> <li>• Special Services</li> <li>• Assistive technology</li> <li>• International Student Services</li> <li>• Women’s Center</li> <li>• Library</li> <li>• Instructional Computing</li> <li>• Parking</li> <li>• Transportation</li> <li>• Safety and security</li> <li>• Recreation and intramural athletics</li> </ul>	<ul style="list-style-type: none"> <li>• The number of students using these services will increase, and students will express satisfaction* with them:               <ul style="list-style-type: none"> <li>○ Orientation</li> <li>○ Counseling</li> <li>○ Health Services</li> <li>○ Career Center</li> <li>○ Women’s Center</li> <li>○ Recreation and intramural athletics</li> <li>○ Instructional Computing</li> </ul> </li> <li>• Students will report satisfaction* with:               <ul style="list-style-type: none"> <li>○ Services received in the evenings and on weekends</li> <li>○ Admission Services</li> <li>○ Child care</li> <li>○ Assistive technology</li> <li>○ International Student Services</li> <li>○ Parking</li> <li>○ Transportation arrangements made by the college</li> <li>○ Campus safety and security</li> </ul> </li> <li>• The proportion of applicants who enroll will increase.</li> <li>• Students who attend orientation will increase their knowledge about the college’s services and facilities.</li> </ul>

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- d. They were notified in a timely manner of the procedures and their responsibilities
- e. They were satisfied with the outcomes of the process

Objectives	Supportive Functions	Student Outcomes
<ul style="list-style-type: none"> <li>• Students will be aware of and effectively utilize college services</li> <li>• Students will be satisfied with college services</li> </ul> <p>(continued from previous page)</p>		<ul style="list-style-type: none"> <li>• Students will rate the library highly for:                             <ul style="list-style-type: none"> <li>○ Access to information</li> <li>○ Affect of service</li> <li>○ The library as a place</li> <li>○ Provision of control over personal data to users</li> </ul> </li> <li>• Students will rate instructional computing highly for:                             <ul style="list-style-type: none"> <li>○ Enhancing coursework</li> <li>○ Access to web and e-mail</li> <li>○ Exchanging personal information and conducting business with the college</li> <li>○ Ensuring privacy and security</li> </ul> </li> </ul>

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- e. They were satisfied with the outcomes of the process

Objectives	Supportive Functions	Student Outcomes
<ul style="list-style-type: none"> <li>• Students will persist and achieve their academic goals</li> </ul>	<ul style="list-style-type: none"> <li>• Orientation</li> <li>• Counseling</li> <li>• Tutoring</li> <li>• Workshops</li> <li>• Special Services</li> <li>• Assistive technology</li> <li>• Workshops for skills not traditionally taught in classrooms (e.g., time management, study skills, interpersonal interaction, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Students who attend orientation will report having reduced anxiety, increased confidence and enthusiasm, and increased knowledge about the college as a result of having attended orientation.</li> <li>• Students in need of counseling will be identified and will obtain it and increase their academic success.</li> <li>• Students who desire tutoring are able to obtain it and increase their academic success.</li> <li>• Students with special needs will obtain appropriate services and increase their academic success.</li> <li>• Students with the need for assistive technology will obtain appropriate assistance and increase their academic success.</li> <li>• Students who seek social and learning skills not traditionally taught in classrooms are able to obtain appropriate instruction, improve those skills, and increase their academic success.</li> </ul>

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- e. They were satisfied with the outcomes of the process

Objectives	Supportive Functions	Student Outcomes
<ul style="list-style-type: none"> <li>• Students will be satisfied with ancillary services</li> </ul>	<ul style="list-style-type: none"> <li>• Bookstore</li> <li>• Cafeteria</li> </ul>	<ul style="list-style-type: none"> <li>• Students will report satisfaction* with:                             <ul style="list-style-type: none"> <li>○ Bookstore services</li> <li>○ Cafeteria services</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Students will have the opportunity to interact positively with peers and develop leadership skills</li> </ul>	<ul style="list-style-type: none"> <li>• Student Government</li> <li>• Clubs</li> <li>• Peer Advising</li> <li>• Athletics</li> <li>• Extracurricular activities</li> </ul>	<ul style="list-style-type: none"> <li>• A large proportion of students will participate in and express satisfaction* with:                             <ul style="list-style-type: none"> <li>○ Student Government</li> <li>○ Clubs</li> <li>○ Peer Advising</li> <li>○ Athletics</li> <li>○ Extracurricular activities</li> </ul> </li> <li>• Students who participate in the following activities will increase their leadership skills and social integration in the college                             <ul style="list-style-type: none"> <li>○ Student Government</li> <li>○ Clubs</li> <li>○ Peer Advising</li> <li>○ Athletics</li> <li>○ Extracurricular activities</li> </ul> </li> </ul>

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- d. They were notified in a timely manner of the procedures and their responsibilities
- e. They were satisfied with the outcomes of the process