Action Plan Details
Report Generated by Taskstream
Student Services Assessment Workspace
2015-2018 Assessment Cycle; Action Plan and Status Report
Student Services Operational/Action Plan Template
Tuesday, March 06, 2018

Outcome Set	Outcome	Outcome Description	Action Item Title	Action details
Admissions Student Learning Outcomes	#1	Students will demonstrate the ability to successfully complete the online application process.	SLO #1	Continue to support the online application process and modify as necessary to meet students' needs and meet SSSP mandates. Support the implementation of CCCApply, anticipated for Fall 2018.
Admissions Student Learning Outcomes	#2	Students will demonstrate the ability to successfully register, pay fees, and receive an enrollment confirmation.	SLO #2	Continue to support the online enrollment process and modify as necessary to meet students' needs. Support the implementation of Campus Solutions student portal, anticipated Fall 2018.
Admissions Student Learning Outcomes	#3	Prospective international students will demonstrate the ability to successfully complete the paper application process.	SLO #3	Continue to refine the international student application process in accordance with Federal regulations and District policies and procedures. Continue to advocate for a dedicated department or staff to solely support the admission of international students and funding to support professional development, in order to ensure compliance.
Financial Aid Outcome Set	SLO #1	#1 Students will demonstrate the ability to complete the financial aid application process.	SLO #1	Increase number of completed applications.
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Financial Aid Outcome Set	SLO #2	#2 Students will learn to apply for the two main entitlement financial aid programs, Pell and Board of Governors waiver.	SLO #2	Increase number of PELL and BOG Waivers.
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Financial Aid Outcome Set	SLO #3	#3 Students will understand the implications of dropping/withdrawing from all classes before the 60% point of the semester.	SLO #3	Decrease number of students withdrawing before the 60% mark point.
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Health Services Outcome Set	SLO # 1 Personal Responsibility	#1. Personal Responsibility can involve taking actions in small steps: As a function of the health care encounter, 30% of the students can demonstrate learning through small actions.	SLO #1	Submit proposals to hire a faculty registered nurse (RN). Requests for a ranking will continue to be made to the faculty hiring committee so a position could be funded y general funds. Other funding options can include requests to SSSP, SEP committees for position funding. We will continue to work on the education of employees regarding the role that Student Health Services plays in our student body well-being, retention, and safety on campus. We will also continue to educate employees and the campus on the strengths and needs of Student Health Services including the provision of more comprehensive mental health services , as we are now located in one area.

Health Services Outcome Set	SLO #2 Health Maintenance	#2. With the help of a health care provider or staff, 20% students can learn a new preventive action to take towards their own Preventative Care and Health Maintenance ideals.	ways for improved findings	essentially same as SLO #1.
Health Services Outcome Set	SLO # 3 Immunization Education	#3 Immunization for influenza: 80% of students will identify one possible adverse reaction they had learned about prior to receiving their vaccination that day.	improved outcome	essentially same as SLO#1.
Health Services Outcome Set	SLO #4		No Action specified	
Mental Health Outcome Set	SLO#1	As a result of attending a counseling session. students will be able to identify, address, and articulate their own needs and goals.	SLO 1	Revise SLO to solely pertain to Mental Health, as the MH Program will be branched out of General Counseling as of 2014-2015 for Program Review and SLOs. SLO #1 will be changed to:
Mental Health Outcome Set	SLO # 2	As a result of attending a counseling session, students are able to review, adjust, and modify academic, career, and personal choices.	SLO #2	Revise SLO to solely pertain to Mental Health, as the MH Program will be branched out of General Counseling as of 2014-15 for Program Review & SLOs. SLO #2 will be changed to:
Mental Health Outcome Set	SLO #3	As a result of attending a counseling session, students will take personal responsibility for their mental health.	SLO #3	Revise SLO to solely pertain to Mental Health, as the MH Program will be branched out of General Counseling as of 2014-15 for Program Review & SLOs. SLO #3 will be changed to:
to be deleted	SLO #1	As a result of attending the Jets Jump Start Orientation, newly enrolled students will learn how to access campus resources and programs.	SLO #1	Continue to collaborate with all Student Services departments to effectively disseminate info.
to be deleted	SLO #2	Students will demonstrate the ability to successfully complete the Freshmen Year Experience (FYE) program admission process.	SLO #2	Revise FYE process to effectively serve target population and not just any first time student.
to be deleted	SLO #3	Upon completion of the Freshmen Year Experience (FYE) registration workshop, students will demonstrate the ability to successfully navigate the class schedule and select appropriate classes for their first ever semester in college	SLO #3	Continue to provide necessary support during FYE workshops to students by accommodating with enough staff/facilitators.
Student Affairs Outcome Set	SLO #1	As a result of conference participation student leaders will learn the importance of student engagement and decision making. Students will learn at least 5 new things as a result of conference attendance	SLO #1 Action	Research new instruments that might be more challenging to analyze student learning at conferences
Student Affairs Outcome Set	SLO #2	As a result of participation with Associated Student Council and reviewing a checklist for successful event planning, students will learn and be able to communicate at least 5 effective components to event planning and develop professional skills.	SLO #2 Action	Consider developing a training program for AS members about Event Planning
Student Affairs Outcome Set	SLO #3	As a result of participation with the voter registration process, Associated Student Council members will learn the 5 requirements to be eligible to vote by providing voter registration Information on campus at information tables and encouraging students on campus to vote.	SLO #3 Action	Develop a training regarding Voter Registration
This participating area has not included any Outcome, Action or Status for this Action Plan				
Assessment Outcome Set	SLO #1	Students will accurately learn the correct English or ESOL, and math placement levels to determine classes to be taken.	SLO #1	Maintain completion rate with expanded testing hours and additional students.
Assessment Outcome Set	SLO #2	Students will learn placement re-test requirements as part of the assessment process.	SLO #2	Maintain completion rate with expanded testing hours and additional students testing

Assessment Outcome Set	SLO #3	Students will learn Matriculation steps, basic placement test information, and the assessment process by taking On-line Orientation.	SLO #3	Maintain completion rate with expanded testing hours and additional students taking the test.
CalWORKs Student Learning Outcomes	SLO #1	Students will meet with a counselor & complete a Student Education Plan (SEP) that will meet the requirements within their Welfare-to-Work (W2W) contract.	SLO 1	Increase the percentage of students to meet with a counselor and complete an Education Plan, to ensure students are enrolling in classes that will meet their W2W contract. (1) Establish deadlines and requirements similar to EOPS (2) Receipt of monthly gas cards contingent upon completing established requirements by deadlines (3) Starting Summer 2017, notify CW students that ITP certification of hours in school will only be for classes that are in the current Ed Plan that the student is following (NEW)
CalWORKs Student Learning Outcomes	SLO #2	Students will learn the value of early planning & registration, by seeking & receiving services before the start of each semester.	SLO 2	Increase of students seeing a counselor before the start of each semester, to complete their ITP and Book Requests prior to generate their benefits right away. (1) Market the use of priority enrollment for first pick in desired classes (2) Establish deadlines for students to schedule appointments (3) Advertise through email blasts, Facebook, and newsletters
CalWORKs Student Learning Outcomes	SLO #3	Students will utilize their priority enrollment every semester	SLO 3	Increase the usage of priority enrollment by developing a marketing plan similar to EOPS: (1) Post on tv monitors through K1-Building (2) Walk-in counseling services on priority enrollment day (3) Post signage in office on bulletin board (4) Send email blasts (5) List on newsletter
CARE Program Goals	GOAL 1: Marketing/Outreach	To establish an outreach plan in recruiting potential CARE students on campus & in community agencies that serve low-income single parents on cash aid & with children under the age of 13.	GOAL 1: Marketing/Outreach	Identify the local community agencies that specifically serve low-income single parents, & designate the staff member who will conduct outreach to these agencies. Create marketing/outreach list of what to bring & pre-pack bag. Possibly create posters or flyers.
CARE Program Goals	GOAL 2: Enrollment Growth/Management	To target & increase the number of CARE students served to at least 20 students each year.	GOAL 2: Enrollment Growth/Management	Actively cross-reference with CalWORKs database, Miramar students who claim one-parent household with children under age 13. Consult with the Financial Aid Office, if a list of low-income student parents with young children can be generated. If so, send the students an email with information on the CARE program & application to apply.
CARE Program Goals	GOAL 3: Operational Effectiveness	To track semester & cumulative GPAs for student academic progress & conduct extensive follow-up services for students earning below a 2.0 GPA.	GOAL 3: Operational Effectiveness	Add columns on database for cumulative GPAs, & semester GPAs for tracking. Contact students by email and/or phone to alert them regarding low GPA & to discuss with their counselor during follow-up appointment. Offer resources such as the student parent group session to address personal issues; tutoring services on campus; mental health counseling; etc.

Career Services Outcome Set	Learning Outcome 1	Students will learn to develop resumes that will allow them to apply for employment.	Provide additional resume development tools	Provide resume workshops. Continue to present in classrooms. Market and demonstrate how to use College Central Network to develop resumes.
Career Services Outcome Set	Learning Outcome 2	Students will learn how to utilize on-line job posting resources.	Increase student registration on College Central Network	Make sure students and faculty are aware of the new online job search database, College Central Network, which replaced Job Connect.
Career Services Outcome Set	Learning Outcome 3	Students will learn to identify skills and interests and how they align with possible career fields/majors.	Provide additional career assessments	The Career Center needs to have a variety of career assessments available for Miramar College students including the MBTI and Strong Interest Inventory.
Counseling Student Learning Outcomes	#1	As a result of attending a counseling session, students will be able to identify, address, and articulate their own needs and goals.	Action Plan for SLO #1	Continue to provide resources and staff development to counseling faculty and staff that is current and up to date. Survey students each semester to determine what needs were not met during counseling session. Discuss survey results with counselors and staff to implement strategies for student success.
Counseling Student Learning Outcomes	#2	As a result of attending a counseling session, students are able to review, adjust, and modify their academic, career and personal decisions.	Action Plan for SLO #2	Continue to provide resources and staff development to counseling faculty and staff that is current and up to date. Survey students each semester to determine what needs were not met during counseling session. Discuss survey results with counselors and staff to implement strategies for student success.
Counseling Student Learning Outcomes	#3	As a result of attending a counseling session, students will be able to take personal responsibility for their own actions and understand course selection towards completion of their academic, career and personal goals.	Action Plan for SLO #3	Continue to provide resources and staff development to counseling faculty and staff that is current and up to date. Survey students each semester to determine what needs were not met during counseling session. Discuss survey results with counselors and staff to implement strategies for student success
DSPS Outcome Set	DSPS Outcome #1	Identify individual educational limitations and the appropriate respective accommodations based on verified disabilities	DSPS Action for SLO #1	Maintain program activities related to this SLO #1 Hire additional Counselors as needed to meet student growth in program
DSPS Outcome Set	DSPS Outcome #2	Utilize appropriate disability management strategies	DSPS Action for SLO #2	Continue to advocate for an additional contract position for test proctoring in order to extend available proctoring hours. Continue to remind students with posted notices outside our department and via email/messaging service to utilize their registration appointment date. Continue to advocate for extended hours of High Tech Center operation to allow more students to fit it into their class schedule.
DSPS Outcome Set	DSPS Outcome #3	Identify college and community resources to maximize independence	DSPS Action for SLO #3	*Continue to promote campus and community services directly to students verbally, via hard copy materials, and through email/messaging. * Maintain liaison relationships with DOR and WAIII weekly service providers.
EOPS Program Outcomes1	SLO #1	Students will comply with EOPS requirements by turning in their EOPS projects by the set deadlines.	SLO 1	Increase the number of students complying and turning in their EOPS Projects & Progress Reports by the established deadlines, specifically in the Fall 2017 semester. (1) Post reminders through the K-Bldg tv monitors, Email and Social Media (Facebook page) (2) Create Instagram Account (3) Advertise through Outreach (4) Create signage in the office by student computers & presentation board

EOPS Program Outcomes1	SLO #2	EOPS students will utilize their priority enrollment.	SLO 2	Overall increase in using Priority Enrollment by revamping marketing plan: (1) Post on tv monitors throughout K-Bldg (2) Walk-In Counseling (3) Provide refreshments (4) Post signage at lobby / computer areas
EOPS Program Outcomes1	SLO #3	EOPS students will complete their 2013-14 FAFSA applications by the March 2nd priority deadline	SLO 3	Create an extensive marketing campaign to fill out the FAFSA by the March 2nd Priority Deadline: (1) Collaborate with Financial Aid Office (2) Offer a Financial Aid Workshop in a computer lab classroom to help students fill out (3) Post reminders on tv monitor through K-Bldg (4) Send emails & post on social media (5) Create signage for lobby area & by computers.
This participating area has not included any Outcome, Action or Status for this Action Plan				
Transfer Center Outcome Set	SLO #1	Student will demonstrate understanding of admission guidelines and academic requirements for target institutions	Action SLO #1	Continue with the small group workshops according to target institutions
Transfer Center Outcome Set	SLO #2	Create an educational plan with appropriate general education and major requirements	Action SLO #2	Continue with small group workshops
Transfer Center Outcome Set	SLO #3	Utilize existing electronic resources to plan transfer paths	Action SLO #3	Continue with small group workshops
Transfer Center Outcome Set	SLO #4	Express confidence in selecting a university that will match personal and cultural values	Action SLO #4	Disseminate information about university trips throughout college and plan on additional university trips in collaboration with 4 year university partners
Veterans Affairs Outcome Set	SLO #1	VA students will understand the connection between an educational plan and VA benefits.	SLO #1	Continue to work on the development and implementation of the VA orientation and edits to VA handbook, in order to facilitate students understanding of the connection between the Student Education Plan and VA benefits.
Veterans Affairs Outcome Set	SLO#2	Students will understand how to successfully enroll and complete necessary VA certification paperwork.	Action: SLO #2	Continue to work on the development and implementation of the VA orientation and edits to VA handbook, in order to facilitate students understanding of required paperwork for certification.