

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Academic Counseling and Educational Support

Mission Statement: The mission of the Academic Counseling and Educational Support program (ACES) is to increase the retention, graduation, and university transfer rates among low income, first generation, and disabled students through academic counseling, tutoring, mentoring, and financial literacy. ACES serves 140 students annually and is funded through a U.S. Department of Education , TRIO - Student Support Services grant.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
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| <p>CSEP - Students will complete a comprehensive 2 year Student Education Plan every academic year. Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 08/26/2013 Activity_v4: -Student Education Plan: SSS student will meet with the SSS Counselor to develop a comprehensive 2 year Student Education Plan every academic year.</p> | <p>Direct: Portfolio Review - Review SSS student file and OnBase repository for most current 2 year Student Educational Plan. Performance Target (Required)*: 75% of all active SSS students will have a completed 2 year Student Educational Plan dated within the past two semesters. Related Documents: SAO1.SEPcheck.04.04.14.pdf</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: No Of the 85 student records reviewed, 53 students (62.4%) had an SEP dated within the current academic year. 15.3% had an SEP dated during the previous academic year 2013-2014. The remaining 22.4% had a first year plan or an SEP dated 2012-2013 or later. While the target was not met, we have achieved an increase from the prior year (51.2% in 2013-2014). (07/02/2015) Name and Contact Information : Lisa Chavez Director, ACES Program 951-571-6275 lisa.chavez@mvc.edu Total # of Students Assessed: 85 Notes: reviewed notes in CASM to see most recent SEP Related Documents: SEP.efforts.2014-2015.pdf</p> | <p>Action Plan: The SSS renewal grant is anticipated (pending announcement of funding) to begin September 1, 2015. In the personnel section, the Educational Advisor position was eliminated and those funds transferred to support more hours in part-time Counseling. The Counselor will also be available to meet with students on-line, in-person at the ACES offices, and when conducting orientations or workshops in locations throughout campus. (07/02/2015) Action Plan Number: 1</p> |
| <p>Tutorial Services - Students will utilize tutorial services when necessary. Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 08/25/2014</p> | <p>Direct: Institutional Research or Other Data - using SARS data tied to the location "Tutorial" examine how many ACES students attending tutoring. Performance Target (Required)*:</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes A SARS report demonstrated that 42 ACES students utilized tutoring during the 2014-2015 academic year. In 2013-2014 29 students received tutoring, an increase of 44.8%. (08/19/2015)</p> | <p>Action Plan: The assessment method used to measure individual students' use of tutorial services doesn't truly reflect the goal of assisting students in course completion. This outcome</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
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| | <p>20% over the previous year</p> <p>Related Documents: MVC_LifeSkills_UserGuide.pdf</p> | <p>Name and Contact Information : Lisa Chavez, 951-571-6275, lisa.chavez@mvc.edu</p> <p>Total # of Students Assessed: 109</p> <p>Related Documents: 2014-2015.Tutorial.pdf</p> | <p>and assessment method will be reevaluated for the 2015-2016 academic year, with the possibly evaluating whether students who were referred to tutoring followed through, how many hours they attended tutoring, and the final grade achieved. This process would be time consuming and would require additional staff to examine student records and tutorial attendance. (07/02/2015)</p> <p>Action Plan Number: 2</p> |
| <p>Transfer - Annual ACES student cohorts will transfer to a four year university within four years of first being served by the ACES program.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2013 - 2014, 2014 - 2015</p> <p>Start Date: 08/25/2014</p> | <p>Direct: Institutional Research or Other Data - Examine clearinghouse data to see which students from a given cohort, enrolled in a four-year college/university the Fall semester immediately following their exit from MVC, within four years of first being served by the ACES program</p> <p>Performance Target (Required)*: 20% of cohort</p> <p>Notes: cohorts are identified in Blumen database Clearinghouse data will not be available until September/October when students have enrolled at the university</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: No</p> <p>National Student Clearinghouse (NSCH) Data from FA14 reported that 11 students of the 2012 cohort (78 total) had already transferred to and enrolled at a university. Of those who were still enrolled at MVC and active in the 14-15 academic year, 3 additional students reported they would be transferring in FA15. Historically, more students who were still enrolled at MVC, but not active in ACES, will transfer. That exact number will be available in FA15. Tentatively 14 students of 78, 18%, have or are expected to transfer. (08/19/2015)</p> <p>Name and Contact Information : Lisa Chavez</p> <p>Total # of Students Assessed: 78</p> <p>Notes: Final numbers will be available in FA15 through NSCH</p> | <p>Action Plan: Continue transfer activities including transfer requirement workshops, university field trips, CSEPs, and expand to do more focused workshops on Associate degree for Transfer workshops. PT Counselor will evaluate transcripts of those students close to transferring to ensure they meet deadlines. (08/19/2015)</p> <p>Action Plan Number: 3</p> <hr/> <p>Action Plan: Additional administrative support needed to relieve Director of administrative tasks, so that Director can provide follow-up services with those identified students. (08/19/2015)</p> <p>Action Plan Number: 4</p> <hr/> <p>Action Plan: Additional space need to provide study space, host workshops, and desktop stations to assist when completing university admission applications, FAFSA, and other academic related on-line activities. (08/19/2015)</p> |

Outcome

Assessment Methods

Assessment Result

Action Plans

Action Plan Number: 5

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Program Review 2014-2015

Student Services - Admissions and Records

Mission Statement: To provide accurate and effective services to students to meet their enrollment and registration needs.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
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| <p>SAO - Admissions and Records will increase the level of customer service satisfaction among students. Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 08/25/2014 Inactive Date: 06/11/2015</p> | <p>Indirect: Survey/Self-Reported Learning - Distributed satisfaction surveys to all MVC students Spring 2015. Performance Target (Required)*: 80% Satisfaction desired.</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes 82% of students reported that they were satisfied with the Admissions and Records office. (06/10/2015) Name and Contact Information : Jamie Clifton 951 571-6293 Jamie.clifton@mvc.edu Total # of Students Assessed: 100 Notes: used SurveyMonkey for survey results. Related Documents: Spring 2015 Admissions Satisfaction Survey</p> | <p>Action Plan: Many students complained of long lines and phones not being answered. Action plan is to hire more staff. We need to increase our part time Student Services Technician position to full time in order to provide coverage in addition to the current single staff member that we currently have, and create and utilize a phone schedule. In addition we need to hire a Student Services Specialist to help assist with sending email blasts, research Extenuating Circumstances Petitions, roll classes, credit by exams, etc. which will free up our other technicians to help out at counter, and answer phones and student emails. (06/10/2015) Action Plan Number: 1</p> |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Assessment

Mission Statement: The Moreno Valley Assessment Center & Ben Clark Assessment Center is committed on being easily accessible and to provide a quiet student centered testing environment for students to accomplish their matriculation requirements. Assessment dedicates its resources to encourage and empower students to achieve their academic and occupational goals by guiding them through the enrollment process and available placement services.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
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| <p>Off Site High School Senior Testing - Moreno Valley Assessment Center will increase the number of HS seniors testing at the local feeder HS.</p> <p>Goal Status: Active Assessment Cycle: 2012 - 2013, 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 03/01/2013 Activity_v4: -On Site High School Seniors Tested : This reports the total number of senior students tested at each high school site during each spring semester.</p> | <p>Direct: Institutional Research or Other Data - 2014-2015 Number of tested HS seniors from each local feeder high school were tracked and counted at the end of each Spring term and compared to previous years totals.</p> <p>Performance Target (Required)*: 10% - Increase total number of tested HS seniors from our local feeder high schools by 10% compared to that last year. (332 tested student in 2014)</p> <p>Notes: List of high school seniors were tracked using excel.</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: No A total of 221 high school seniors were assessed at their high school site during 2015. Assessing 221 students results in a decrease of 30% student served from the prior year.</p> <p>This is the 3rd year of services/effort to increase the amount of HS senior served from the local feeder high school. However, the main difference between this year and 13-14 was that in 2015 services were provided starting (JAN/FEB) were in 2014 services were provided later in the spring term.</p> <p>This effort is geared towards assisting high school seniors complete the AOC process before the priority deadline; listed by A&R. Services were provided as such; Outreach provided the Application Workshop, Assessment provided testing services, Outreach provided the Online Orientation Workshop but in person (07/15/2015)</p> <p>Name and Contact Information : Edward F. Alvarez Total # of Students Assessed: 221 Notes: Testing for these type of students must be provided closer towards the end of their senior graduation or during the High School senior conference which take place</p> | <p>Action Plan: To increase the total amount of high school seniors tested during their senior year, Assessment must be provided later (Apr, May, Jun) in the year for these students. Another plan to increase this service is capture and test high school seniors during their visit to our college during the High School Senior Conference that normally takes place during January.</p> <p>A solid plan to increase testing of these students is to provide afternoon testing at MVC so high school seniors can take the test during hours that they are not in school.</p> <p>MVC needs an Assessment Center Coordinator to provide oversight of the services at the local high schools and to adequately manage MVC, BCTC, and offsite testing services. An Assessment Center Coordinator will enable</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
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| | | <p>during the month of January.</p> <p>Related Documents: 2015 Tested High School Seniors As Of 05 18 15.xlsx</p> | <p>MVC to be independent from RCC and increase its control of services, outreach services.</p> <p>Staffing needs: 1 Assessment Center Coordinator and 1 Assessment Specialist to provide evening testing services and Saturday Ben Clark Testing. (10/13/2015)</p> <p>Action Plan Number: 1</p> |
| <p>Increase Testing Services at Ben Clark - Increase the number of testing offered at the Ben Clark Center by offering Thursday afternoon and Saturday morning appointments.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2012 - 2013, 2013 - 2014, 2014 - 2015, 2015 - 2016, 2016 - 2017</p> <p>Start Date: 07/01/2012</p> | <p>Direct: Institutional Research or Other Data - 2014-2015 - Number of Accuplacer assessed students at Ben Clark will be tracked and counted at the end of academic year.</p> <p>Performance Target (Required)*: 5% - Increase total assessed students at Ben Clark by 5% compared to the last year.</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>A total of # were Accuplacer assessed at the Ben Clark Center during Thursday afternoon and Saturday morning assessment. (07/15/2015)</p> <p>Name and Contact Information : Edward F. Alvarez</p> <p>Total # of Students Assessed: 12</p> | |
| <p>Services Provided By Category - The Assessment Center will track the total amount of services provided to students in each category: Accuplacer Tested, ESL Tested, Spa Tested, In Person-Front Counter Questions, Voice Messages, and requested Raw Scores.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017</p> <p>Start Date: 07/01/2014</p> <p>Activity_v4: -Spanish & ESL Testing Attendance: This report records the months stats for Spanish and ESL testing attendance. The report provides a total of students that made Appointments, Attended, Did</p> | <p>Direct: Institutional Research or Other Data - 2014-2015 - Record the total number of served students in each category.</p> <p>Categories: Accuplacer Tested, ESL Tested, Spa Tested, In Person-Front Counter Questions, Voice Messages, and Raw Scores.</p> <p>Performance Target (Required)*: 3000</p> <p>Notes: Still Pending</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>Total Accuplacer Assessed Students; 2937;</p> <p>Breakdown:</p> <p>First Time College Students: 1911, Continuing MVC Students: 104, New to MVC but Attended Other College(Transfer): 399, Returning to MVC(after 1 or more years): 70, Left Blank: 453,</p> <p>Total ESL Assessed Students: 107</p> <p>Total SPA Assessed Students: 130</p> <p>Total Voice Messages Received: 680.</p> <p>Breakdown:</p> <p>Calls from 7am-11:59am: 322</p> <p>Calls from 12pm-6pm: 358</p> | <p>Action Plan: More Staff! MVC Assessment Center needs a larger center to better serve students (receptionist area) and offer Accuplacer & SPA/ESL testing simultaneously.</p> <p>To better serve students additional staffing is needed far beyond the capability of student workers(can't use college database). Our Center has 6 student workers that are able to assist student at a minimal however, services to students would be more efficient with 1 more additional staff (full time classified) that has access to the</p> |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
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| <p>Not Show, Were Added On, and Total Number Tested for each calendar week or month. -Accuplacer Raw Scores: Incoming / Outgoing Processed Raw Scores -Walk-In General Questions/Services Stats: Walk-In Stats -Accuplacer Testing Attendance Stats: Accuplacer appts</p> | | <p>Total of Raw Scores: 40 Breakdown: 30 Incoming Raw Scores Processed, 10 Outgoing Raw Scores Processed.</p> <p>Total of In Person "Front Counter" Questions: 1352. Breakdown: 675 of students (general questions-other then testing) serve from 8am-12pm, 677 of students (general questions-other then testing) serve from 12pm-4pm. (07/15/2015)</p> <p>Name and Contact Information : Edward F. Alvarez</p> <p>Total # of Students Assessed: 5206</p> <p>Notes: Total of served students: Accuplacer 2937, ESL 107, SPA 130, Front Counter 1352, Voice Message 680</p> | <p>college database.</p> <p>Staffing needs: 1 Assessment Center Coordinator and 1 Assessment Specialist to provide evening MVC testing services and Saturday Ben Clark Testing.</p> <p>Physical Resource needs: Larger center to serve students; receptionist area, noise reduced testing floor, and dual labs. (10/13/2015)</p> <p>Action Plan Number: 1</p> |

Assessment: Assessment Unit Four Column

Student Services - CalWorks

Mission Statement: The mission of CalWORKs is to guide students in developing career pathways by providing a continuum of wrap around services that assist in the career pathway planning process to include integration of internships and work study positions for the purposes of achieving self-sufficiency and gainful employment through academic, personal, career and financial aid counseling that facilitate academic success in higher education.

CalWORKs provides advocacy for students receiving cash assistance through CalWORKs/TANF who are underrepresented, unemployed, and economically impacted. CalWORKs provides services to students in preparation for employment readiness, career advancement and economic mobility thru scholastic success and continuing education.

No data found for the selected criteria.

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Career / Transfer Center

Mission Statement: The Career/Transfer Center's mission is dedicated to improving students' career exploration process and increasing the transfer function. This is done by educating students and increasing their awareness of the Career/Transfer center and the services provided in effort to increase the number of students prepared for transfer to baccalaureate - level institutions. The Career/Transfer Center coordinates college transfer efforts, with an emphasis on the preparation and transfer of underrepresented students, including students with disabilities, low-income students, first-generation college students, and other groups of students underrepresented in the transfer process. The Career/Transfer Center serves as the focal point for career and transfer activities and is designed to strengthen the career exploration and transfer functions at Moreno Valley College by assisting students through the career exploration and transfer process.

Major developments and changes: Over the last year, with support from state Student Success Support Programs funding, Moreno Valley College received approval to hire a full time permanent (contingent upon continuation of funding) counselor/coordinator for the Career/Transfer Center.

Highlights and Accomplishments: Initially a 0.475 FTE counselor/coordinator was hired for the 2014-2015 AY. The college had its first combined Career Fair and Transfer Fair in Spring 2015.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
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| <p>SAO: Provide students with a variety of Transfer Center services and activities - Provide Transfer Fairs twice annually Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 07/01/2014 Inactive Date: 06/30/2015</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes 2 Transfer Fairs were held in the Fall 2014 and Spring 2015 semesters (1 transfer fair held each semester) 150 students were expected to participate in each of the 2 transfer fairs. The Spring Semester Transfer Fair was the college's first combined Transfer and Career Fair. (06/29/2015) Name and Contact Information : Michael Paul Wong 951-571-6251 Total # of Students Assessed: 300</p> | <p>Action Plan: Incorporate assessment process into planning of 2015-2016 Transfer Career Fairs. Develop incentive process for students to increase response rate (goal increase by 10%) (09/30/2015) Action Plan Number: 3 Follow-Up: Incorporate \$50 for this incentive into CTC budget (07/31/2015)</p> <hr/> <p>Action Plan: M.G. to upload employer, school, and student participant sign in forms with synopsis of participation numbers. (07/31/2015) Action Plan Number: 1 Follow-Up: MPW to follow up with MG that this has been</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
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| | <p>Directly related to Outcome</p> | | <p>accomplished (08/01/2015)</p> <p>Action Plan: M.G. to upload a copy of the program evaluation for the 2 Transfer Fairs. MG to upload data synopsis of evaluations from students, employers, transfer institutions with data synopsis. Included: plan to incorporate results from the evaluations in planning for 2015-2016 Transfer Fairs in order to improve the program. (07/31/2015)</p> <p>Action Plan Number: 2</p> <p>Follow-Up: MPW to follow up with MG that this has been accomplished (08/01/2015)</p> |
| | <p>Direct: Presentation/Performance - Evidence of the fair having taken place -- document with marketing materials, student and transfer institution/employer participation sign-in materials, other documentation.</p> <p>Performance Target (Required)*: 100 students participating and 20 transfer institutions and employers participating.</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015)</p> <p>Performance Target Met?: Yes In Fall 2014 the event had XX 4-year college and university representatives. In Spring 2015 the event had 25 4-year college and university representatives (including UC Merced, University of Redlands, UC Riverside, UCLA, UC Santa Cruz, La Sierra University), and 20 employers (including FedEx, CHP, San Bernardino Sheriffs, LAPD, Amazon, Jack n the Box) at our 1st ever combined Career and Transfer Fair. University and employer participation was only limited by space. 150-200 students participated. Program evaluations. (06/29/2015)</p> <p>Name and Contact Information : Monique Green, monique.green@mvc.edu</p> <p>Total # of Students Assessed: 150</p> | <p>Action Plan: Plan Fall and Spring events early in 2015-2016 so that we can have more space available -- outcome: increase in participation in both events from employers and transfer institutions. Put together marketing plan for employers and transfer institutions to encourage participation. (07/31/2015)</p> <p>Action Plan Number: 4</p> <p>Follow-Up: MPW to follow up with MG that this has been submitted and uploaded (08/01/2015)</p> |
| <p>SAO: Provide a variety of Transfer Center services and activities - Provide 12-15 transfer workshops annually</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015</p> <p>Start Date: 07/01/2014</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015)</p> <p>Performance Target Met?: Yes 12 transfer workshops held with 5 students participating in each (06/29/2015)</p> <p>Name and Contact Information : Monique Green, monique.green@mvc.edu</p> | <p>Action Plan: MG to provide marketing materials, agenda/PowerPoint, student sign-in materials, and evaluation/surveys to show documentation of the workshops</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
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| <p>Inactive Date: 06/30/2015</p> | <p>Directly related to Outcome</p> | <p>Total # of Students Assessed: 60</p> | <p>and student participation. (07/31/2015) Action Plan Number: 5 Follow-Up: MPW to follow up with MG that the documents have been uploaded (08/03/2015)</p> |
| | <p>Direct: Presentation/Performance - Evidence of the workshops having taken place -- document with marketing materials, student sign-in materials, and agenda/PowerPoint from the workshops Performance Target (Required)*: 120 students overall participating in workshops</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes Workshops were held -- student sign-in materials, agenda/PowerPoint from the workshops, marketing materials all available (06/29/2015) Name and Contact Information : Monique Green, monique.green@mvc.edu Total # of Students Assessed: 60</p> | <p>Action Plan: MG to develop student evaluations (numbers) and synopsis of results. MG to develop plan to improve assessment, workshops, marketing with a plan to incorporate evaluation results into improvement of the program (07/31/2015) Action Plan Number: 6 Follow-Up: MPW to document that the information has been uploaded, assessment and improvement plan developed (08/03/2015)</p> |
| | <p>Direct: Institutional Research or Other Data - Document student sign-ins for each workshop Performance Target (Required)*: 60 -- 5 students at 12 workshops</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes Workshop student sign-ins, marketing, planning documents, agenda/PowerPoint from the workshops, evaluations/surveys from workshops with information and plan to use the information to improve the program (06/29/2015) Name and Contact Information : Monique Green, monique.green@mvc.edu Total # of Students Assessed: 60</p> | <p>Action Plan: Develop plan to improve student participation in workshops (07/31/2015) Action Plan Number: 7</p> |
| <p>SAO: Evaluate CTC events, workshops and activities - Develop and use written assessment for CTC activities Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 07/01/2014</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes Document of the survey instrument created and a plan for use of the survey and how the information can be incorporated into the improvement of the program (06/29/2015) Name and Contact Information :</p> | <p>Action Plan: Develop the survey, and document both its creation and planned use, both in the implementation of the survey instrument and in planned use of the survey in the improvement of the program. Send a copy of the</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
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| <p>Inactive Date: 06/30/2015</p> | <p>Directly related to Outcome</p> | <p>Monique Green, monique.green@mvc.edu Total # of Students Assessed: 150</p> | <p>survey to every student who signs in for a CTC activity: drop-in career transfer counseling, transfer institution meeting, workshops, fairs (07/31/2015) Action Plan Number: 7 Follow-Up: Summer 2015 meeting between Ms. Green and Dr. Wong to collect program documents to be incorporated into Program Review (07/31/2015) Follow-Up: Spring 2015 planning meeting with MG and MPW to begin program evaluation, start planning for 2015-2016 (06/05/2015)</p> |
| | <p>Indirect: Survey/Self-Reported Learning - Hold a monthly Career and Transfer Center staff meeting to evaluate all events and take into consideration how to make events more effective on campus Performance Target (Required)*: 6 meetings Notes: Have meeting minutes taken in order to document the meetings took place and to have a mechanism for the information in the meeting to find its way into the program planning</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes Regular monthly meetings held between CTC counselor/coordinator, Counseling Clerk III assigned to support the program (Y. Paloma), and FWS student staff. (06/29/2015) Name and Contact Information : Monique Green, monique.green@mvc.edu Yoshi Palomo, yoshi.palomo@mvc.edu Total # of Students Assessed: 1</p> | <p>Action Plan: MG to provide evidence of meetings, agendas (07/31/2015) Action Plan Number: 8 Follow-Up: MPW follow up with MG to assess usefulness of meetings, and how they can be improved (08/03/2015)</p> |
| | <p>Indirect: Survey/Self-Reported Learning - Document creation of the written assessment document (survey) and results back from using it Performance Target (Required)*: Documented survey tied to program outcomes, and documented timeline for use of the survey, use of the survey results in improvement of the</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes Surveys created in Spring 2015, information gathered to distribute the surveys, but ran out of time to distribute the survey and bring back information. Target partially met. (06/29/2015) Name and Contact Information : Monique Green, monique.green@mvc.edu Yoshi Palomo, yoshi.palomo@mvc.</p> | <p>Action Plan: Re-evaluate the survey, in Summer 2015 develop assessment calendar to gather student contacts, send survey to students, and analyze returned surveys in order to improve program (06/29/2015) Action Plan Number: 9 Follow-Up: Document assessment calendar (uploaded to</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
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| | program. | edu Total # of Students Assessed: 0 | documents), creation of assessment use plan, evaluation of student survey and creation of other assessment plans and incentive program to encourage students to provide needed information to improve the program. (07/31/2015) |
| <p>SAO: Provide necessary resources to equip students, faculty, and staff with current information necessary for transfer transition - Develop a resource library of college and university catalogs Have transfer information available inside and outside the Transfer Center Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 07/01/2014 Inactive Date: 06/30/2015</p> | <p>Directly related to Outcome</p> <p>Direct: Portfolio Review - Develop portfolio that includes: figures on specific materials at the beginning and end of the year, evidence of e-mailed information going out to counselors, copies of flyers sent out to students with dates and deadlines for transfer, copies of marketing materials used to bring students into Career/Transfer Center Performance Target (Required)*: Substantial value added based on professional judgment</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes CTC gathered 10 college and university catalogs, and 10 career and transfer books for student use (06/29/2015) Name and Contact Information : Monique Green, monique.green@mvc.edu Total # of Students Assessed: 0 Notes: Incorporate usefulness of resource library materials into CTC survey</p> <hr/> <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes CTC counselor/coordinator was able to gather 10 additional materials in the resource library (06/29/2015) Name and Contact Information : Monique Green, monique.green@mvc.edu Total # of Students Assessed: 0 Notes: Incorporate usefulness of the resource library materials into annual survey</p> | <p>Action Plan: Purchase and gather resources for the resource library (06/29/2015) Action Plan Number: 10 Follow-Up: Assess pre and post plan, document purchases and communication with transfer institutions (07/08/2015)</p> <hr/> <p>Action Plan: Develop portfolio that includes: figures on specific materials at the beginning and the end of the year available in the CTC; evidence of e-mailed information going out to counselors; copies of flyers sent out to students with dates and deadlines for transfer; copies of marketing materials used to bring students into Career/Transfer Center (07/31/2015) Action Plan Number: 10 Follow-Up: MPW to follow up with MG that the portfolio has been created, uploaded to TracDat (08/03/2015)</p> |
| | Direct: Institutional Research or | Semester Assessed: 2014 - 2015 (Spring 2015) | Action Plan: Document expenses |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
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| | <p>Other Data - Document expenses, portfolio photos of new reference materials available for use in the CTC</p> <p>Performance Target (Required)*: 5 new documents available in the CTC</p> | <p>Performance Target Met?: Yes 10 new documents gathered for the resource library (list them) (06/29/2015)</p> <p>Name and Contact Information : Monique Green, monique.green@mvc.edu Cristina Cervantes, cristina.cervantes@mvc.edu</p> <p>Total # of Students Assessed: 0</p> | <p>and photos of new reference materials. Document reevaluated survey with information requested about usefulness of the resource library materials (07/31/2015)</p> <p>Action Plan Number: 11</p> <p>Follow-Up: MPW to follow up with MG that CTC reference materials have been documented (08/03/2015)</p> |

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Program Review 2014-2015

Student Services - Counseling Services

Mission Statement: Moreno Valley College is responsive to the needs of our region. we offer academic programs and student support services that include baccalaureate transfer, professional, pre-professional, and pre-collegiate curricula for all who can benefit from them. Lifelong learning opportunities are provided, especially in health and public service preparation.

No data found for the selected criteria.

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Program Review 2014-2015

Student Services - Disability Support Services

Mission Statement: To empower, support, and encourage students with documented disabilities as they strive to attain their educational goals by providing appropriate, comprehensive and accessible services to students who request the services.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|--|---|---|
| <p>SLO 1 - (inactive) Revise DSS Initial Intake - The first appointment in the DSS process is the initial intake. This will be revamped in a group orientation where students will bring their documentation and complete the application for services and consent for release of information. After the orientation is completed, the students will have the option to continue with the process for signing up with DSS and should they choose to, they will make counseling appointment and an accommodations orientation.</p> <p>Goal Status: Inactive Assessment Cycle: 2014 - 2015 Start Date: 02/16/2015 Inactive Date: 06/29/2015 Activity_v4: The supplemental application has not been announced to students via web advisor. Single sign on (Student portal) application to be completed by IT in a year or so, at that point, supplemental application, DSS intake, and group orientation will be revisited.</p> | <p>Indirect: Survey/Self-Reported Learning - Students will be given a post-survey. Performance Target (Required)*: 100 students</p> | <p>Semester Assessed: 2014 - 2015 (Fall 2014) Performance Target Met?: No Did not take place. The revision was put on hold due to the intake being revised on a district level. It was decided that there would be a supplemental application for Disabled Student Services added to WebAdvisor. (04/30/2015) Name and Contact Information : Kimberly L. Brooks (951) 571-6440 Kimberly.Brooks@mvc.edu Total # of Students Assessed: 0 Notes: Once the DSS supplemental application goes live, then the DSS office will begin to conduct the the new student orientations.</p> | <p>Action Plan: In 2015/2016, the supplemental application will go live. Once this takes place, the students will be instructed to make an appointment to attend an orientation. This orientation will be the information session for students to let them determine if they would like to proceed with DSS services.</p> <p>There needs to a room available at least 2-3 times a week for the appointments. Also, DSS needs a receptionist or Admin Assistant I in order to arrange the logistics regarding room location, scheduling, and setting appointments. (06/30/2015) Action Plan Number: 2</p> |

SLO 1 - Timely DSS registration and

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|---|--|--|--|
| | <p>Direct: Institutional Research or Other Data - Check SARS to see how many students met with Disability Specialist for intake for 14/15 academic year</p> <p>Performance Target (Required)*: 100</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>According to SARS reports, Kim met with 138 students for DSS initial intake. (06/29/2015)</p> <p>Name and Contact Information : Kim Brooks</p> <p>Total # of Students Assessed: 138</p> | |
| <p>SLO 2 - Disability management counseling and accommodations review. - Students will meet with the DSS counselor to determine eligibility for DSS services, receive disability management counseling, and be provided with a list of approved accommodations.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015, 2015 - 2016</p> <p>Start Date: 10/01/2014</p> <p>Inactive Date: 06/10/2016</p> <p>Activity_v4: DSS office staff will schedule appointments for students with disabilities to meet with the DSS counselor after they have received initial intake to meet with counselor.</p> | <p>Direct: Test/Retest - Number of students tested for learning disabilities per SARS report.</p> <p>Performance Target (Required)*: 5 per semester</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>According to the counselor 1-3 students were deemed eligible to participate in LD testing and most recieved results within 8 weeks. (06/23/2015)</p> <p>Name and Contact Information : Alex Ygloria 951-571-6204</p> <p>Total # of Students Assessed: 6</p> <p>Notes: Information reported by Alex and entered by Nicole Smith</p> | |
| | <p>Direct: Institutional Research or Other Data - SARS report to determine how many student appointments the DSS Counselor had for the academic year.</p> <p>Performance Target (Required)*: 500</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>According to the SARS report, the DSS Counselor met with students 700 times for academic advising, accommodations, and other appointments over the academic year. (06/29/2015)</p> <p>Name and Contact Information : Kim Brooks</p> <p>Total # of Students Assessed: 700</p> | |
| | <p>Indirect: Survey/Self-Reported Learning - Administer survey to students determining how often students meet with the counselor per semester and how helpful the counseling services are.</p> <p>Performance Target (Required)*: 95% of students see the DSS counselor once a semester and 80% of students find the counseling services helpful.</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: No</p> <p>79% of students stated counseling services were helpful and 83% of students used counseling services once or more per semester (06/29/2015)</p> <p>Name and Contact Information : Nicole Smith (951) 571-6317</p> <p>Total # of Students Assessed: 68</p> <p>Notes: 68 respondents to the survey, which was sent to 330 students.</p> | <p>Action Plan: Ensure students make an appointment with DSS counselor once a semester for academic/disability management counseling. (06/29/2015)</p> <p>Action Plan Number: 4</p> <hr/> <p>Action Plan: Hire adjunct counselor to ensure timely counseling appointments when counselor is off-contract and outside of hours. (06/29/2015)</p> <p>Action Plan Number: 5</p> |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|---|--|--|
| <p>SLO 3- Appropriate process of requesting approved accommodations. - Students will demonstrate understanding of their rights and responsibilities when requesting and utilizing their approved accommodations.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015, 2015 - 2016</p> <p>Start Date: 08/25/2014</p> <p>Inactive Date: 06/10/2016</p> <p>Activity_v4: -Accommodations Orientation with Disability Specialist: Students who have completed the initial intake and met with the DSS counselor will attend an appointment with a Disability Specialist to complete an accommodations orientation. The purpose of this appointment is to demonstrate to the student the proper procedures in requesting accommodations each semester.</p> | <p>Direct: Institutional Research or Other Data - count the number of students who meet with Theresa and gather data from SARS</p> <p>Performance Target (Required)*: 100 per academic year</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>According to SARS report from Theresa Pham, Theresa has met with 109 students fall 2014 and spring 2015 regarding the accommodations process. (06/09/2015)</p> <p>Name and Contact Information : Kimberly L. Brooks (951) 571-6440</p> <p>Theresa Pham (951) 571- 6419</p> <p>Total # of Students Assessed: 109</p> <p>Notes: Even though the goal has been met, there have been students in Spring 2015 that have had challenges with requesting their accommodations in a timely manner. The issues are mainly from testing accommodation policies and procedures not being followed by students or faculty.</p> | <p>Action Plan: A workshop will be provided to students who do not meet the time requirement for requesting accommodations after two occurrences. This workshop will be offered once a semester by the Disability Specialist. (06/29/2015)</p> <p>Action Plan Number: 6</p> |
| | <p>Indirect: Survey/Self-Reported Learning - A survey will be administered to determine level of understanding regarding rights and responsibilities of students' approved accommodations</p> <p>Performance Target (Required)*: 80% are comfortable requesting their accommodations with their rights and responsibilities in mind</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>According to the survey, 81% of all respondents understand their accommodations and 92% of students know how to request their accommodations. (06/29/2015)</p> <p>Name and Contact Information : Nicole Smith (951) 571-6317</p> <p>Total # of Students Assessed: 68</p> <p>Notes: Out of 338 requested responses to the survey, there were 68 respondents.</p> | <p>Action Plan: Provide students with more timely information on DSS timelines and responsibilities by posting online and emailing students. (06/29/2015)</p> <p>Action Plan Number: 7</p> <p>Follow-Up: Email/ update website regarding student rights and responsibilities of their approved accommodations. (06/29/2015)</p> |
| <p>SLO 4- Facilitation of timely accommodations - Students will receive timely accommodations from the DSS office with support from faculty.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015, 2015</p> | <p>Indirect: Survey/Self-Reported Learning - Survey will be administered at the end of the year to determine if accommodations provided were facilitated in a timely manner and staff were serving as a support for faculty.</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>90% of student indicated that the accommodations provided by DSS office were helpful. 96% of students report that accommodations are important to their academic success. 89% of students are satisfied with services at the DSS office. Seventy-two percent of the respondents</p> | <p>Action Plan: Hire a full time Senior Interpreter to ensure that services for the DHH community are being met. (06/29/2015)</p> <p>Action Plan Number: 8</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|---|---|---|
| <p>- 2016 Start Date: 09/19/2014 Inactive Date: 06/10/2016 Activity_v4: Informative workshops will be administered to faculty, staff, and students in regards to DSS practices, disabilities, accommodations, and universal design for learning. DSS staff will be available for any support needed in-class with faculty.</p> | <p>Performance Target (Required)*: 80% satisfaction with facilitation of accommodations and with staff liaison with faculty. Notes: Workshops to be developed around concerns brought forth by students and by faculty.</p> | <p>indicated that the sign language interpreting services were satisfactory. According to staff and student reports: chairs for interpreters and students needing tables with chairs in class are frequently moved and/or are missing. Additionally, students have indicated prompter alternative testing for the visually impaired. These items needs to be addressed. (06/29/2015) Name and Contact Information : Nicole Smith (9510) 571-6314 Total # of Students Assessed: 68 Notes: Of the 338 students who were asked to complete the survey, 68 students responded.</p> | |
| | | <p>Semester Assessed: 2014 - 2015 (Fall 2014) Performance Target Met?: No The workshops were not very popular with the students or staff in the Fall 2014 semester. No workshops were offiered in Spring 2015 due to staff shortage and the lack of demand. (06/09/2015) Name and Contact Information : Kimberly L. Brooks (951) 571-6440 Total # of Students Assessed: 0 Notes: The workshops will be more popular when offered on different days. Better advertising, more staff, and a variety of subjects will also make a huge difference in attendance for the workshops.</p> | <p>Action Plan: Develop more workshops around DSS policies and procedures as well as advertise workshops to departments for faculty and staff support and participate in flex days for faculty. (06/23/2015) Action Plan Number: 9</p> |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Extended Opportunity Programs & Services

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|---|--|--|---|
| <p>SLO #1 - As a result of attending the EOPS Orientation, MVC EOPS students will be able to identify available services Goal Status: Active Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017 Start Date: 07/01/2015</p> | <p>Direct: Exam/Quiz - Pre-Post - Participants of the EOPS Orientation will complete a pre-test before the session and a post-test at the end of the session. Performance Target (Required)*: 75% of EOPS Orientation participants will be able to identify 3 of the program services explained during the session.</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes 87% (3 correct) This outcome significantly exceeds the performance target of 75%. (06/27/2015) Name and Contact Information : Bonnie M. Montes</p> | <p>Action Plan: The orientation is revised to engage students more fully at the beginning of the orientation and to emphasize the services more clearly, using examples of the services and their benefit. (06/27/2015) Action Plan Number: 1</p> |
| <p>SLO #2 - As a result of attending the EOPS New Student Orientation, students will be able to identify student responsibilities to receive program services. Goal Status: Active Assessment Cycle: 2014 - 2015, 2015 - 2016, 2016 - 2017</p> | <p>Direct: Exam/Quiz - Pre-Post - Participants of the EOPS Orientation will complete a pre-test before the session and a post-test at the end of the session. Performance Target (Required)*: 80% of the New students orientation participants will be able to identify 3 of their responsibilities explained during the session.</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes 92% (3 correct) This outcome significantly exceeds the performance target of 80% (06/27/2015) Name and Contact Information : Bonnie Montes</p> | <p>Action Plan: The orientation is revised to engage students more fully at the beginning of the orientation and to emphasize the services more clearly, using examples of the services and their benefit. (06/27/2015) Action Plan Number: 1</p> |
| <p>SAO #2 - MVC EOPS office will provide satisfactory services to students by the program staff. Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016, 2016 - 2017</p> | <p>Indirect: Survey/Self-Reported Learning - Students will complete a survey provided through survey monkey. Performance Target (Required)*: 90% of EOPS students will respond that they are satisfied with EOPS customer service.</p> | <p>Semester Assessed: 2014 - 2015 (Fall 2014) Performance Target Met?: No 80% of the survey respondents reported overall satisfaction with EOPS services. (06/27/2015) Name and Contact Information : Bonnie M. Montes Total # of Students Assessed: 75</p> | <p>Action Plan: We will continue to practice the highest level of customer services, improve how we serve students, and use multiple feedback mechanisms to hear from students about our quality of services. Customer service is consistently stressed in</p> |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|----------------|---------------------------|--------------------------|---------------------|
|----------------|---------------------------|--------------------------|---------------------|

staff trainings, staff evaluations
and staff meetings. (06/27/2015)

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Foster Youth Support Services

Mission Statement: The mission of the Foster Youth Support Services Program (FYSS) is to promote the retention, graduation, and/or transfer of current and former foster youth through the use of academic advising, tutoring, and connections to campus and community-based resources.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|---|--|--|--|
| <p>SLO1 - Foster Youth will successfully complete courses and persist to the subsequent semester Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 09/30/2014 Inactive Date: 06/11/2015 Activity_v4: -Tutoring: Foster Youth will meet with academic tutors for assistance in basic skills math courses -Academic Counseling: Foster Youth will meet with part-time Academic Counselor to complete Comprehensive Student Educational Plans (SEPs) each year -Workshops: Foster youth will attend workshops on college success strategies, career planning, and the university transfer process -Tutoring: Foster Youth will access MVC Writing and Reading center to receive assistance in Basic Skills English courses</p> | <p>Direct: Institutional Research or Other Data - Examine FA to SP enrollment of Foster Youth to determine persistence. Performance Target (Required)*: 60% of Foster Youth students in program who enroll in the fall semester will return for the subsequent spring semester. Notes: Baseline data not yet available, therefore performance target may be adjusted next year.</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes 63% of foster youth in FYSS program persisted from FA14 - SP15 (04/20/2015) Notes: Calculated percentage of total foster youth enrolled in FYSS program beginning FAL 14 that also enrolled in SPR 15. In Fall 2014 semester, 27 foster youth enrolled. 17 of those students subsequently enrolled in Spring 2015 semester. Related Documents: 14FAL-15SPR.MFYP.xlsx</p> | <p>Action Plan: Identify part-time Counselor dedicated to advising FYSS students and assisting them in appropriate course selection. FYSS is in its first year of implementation, therefore this performance target will be used as baseline data. Target will be increased in the following year. (06/30/2015) Action Plan Number: 2</p> |
| <p>SLO2 - Foster Youth will make satisfactory progress in basic skills courses Goal Status: Active</p> | <p>Direct: Institutional Research or Other Data - Review foster youth student grades in basic skills English and math at the conclusion of each</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: No 30% of foster youth in cohort received passing grades in basic skills courses in FAL 14 semester</p> | <p>Action Plan: -Explore creation of two-week summer remediation instruction in pre-college English and math material for FYSS</p> |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|---|--|---|---|
| <p>Assessment Cycle: 2014 - 2015 Start Date: 09/30/2014 Inactive Date: 06/11/2015 Activity_v4: -Tutoring: Foster Youth will meet with academic tutors for assistance in basic skills math courses -Faculty Training: Basic Skills faculty members will attend John Burton Foundation training on the unique needs of foster youth enrolled in pre-college courses -Tutoring: Foster Youth will access MVC Writing and Reading center to receive assistance in Basic Skills English courses</p> | <p>semester Performance Target (Required)*: 40% of foster youth students will receive passing grades in basic skills courses Notes: There is no existing baseline persistence data for this population at MVC, therefore there may be a significant change in the performance target after this reporting year.</p> | <p>56% of foster youth in cohort received passing grades in basic skills courses in SPR 15 semester (06/03/2015) Notes: Performance target was not met in FAL 14, but was met in SPR 15. Fall 14 Average Number of Basic Skills Units Attempted: 7.5 Fall 14 Average Number of Basic Skills Units Completed: 2 SPR 15 Average Number of Basic Skills Units Attempted: 6.3 SPR 15 Average Number of Basic Sills Units Completed: 2.9</p> <p>Related Documents: Cohort Basic Skills Completion FAL14-SPR15.xlsx</p> | <p>students, with option of re-taking MVC assessment test upon completion. Projected to begin Summer 2016. (06/30/2015) Action Plan Number: 1</p> |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Middle College High School

Mission Statement: Middle College High School Program, made possible through the partnership between Moreno Valley College, Moreno Valley Unified School District and Val Verde Unified School District, fosters a supportive academic environment for Middle College students, with the goal of providing early development of college experience and leading them in their educational endeavors.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|---|--|--|--|
| <p>High School Graduation Rate - MCHS seniors will graduate from high school at the end of the spring semester. Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 08/26/2013 Inactive Date: 06/11/2016</p> | <p>Direct: Statistical Data (Institutional Research) - High school transcripts will be evaluated to determine that all high school graduation requirements are met. Performance Target (Required)*: 90% of MCHS seniors will graduate from high school at the end of the spring semester.</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes 100% MCHS seniors are on track to graduate with their high school diploma. (04/30/2015) Name and Contact Information : Julio C. Gonzalez julio.gonzalez@mvc.edu 951-571-6409 Total # of Students Assessed: 60 Notes: At the end of the spring semester, June 11, we will verify that all students did complete their high school graduation requirements.</p> | <p>Action Plan: No plan changes, target goal exceeded. (04/30/2015)</p> |
| <p>Post-secondary enrollment after high school graduation - 90% of graduating MCHS seniors will enroll in a post-secondary institutions after high school graduation. Students will report through surveys their post-secondary plans after high school. Goal Status: Active Assessment Cycle: 2014 - 2015 Inactive Date: 06/11/2015</p> | <p>Direct: Institutional Research or Other Data - Multiple sources, such as: 1. National Student Clearing House 2. Self-report 3. Third party 4. Colleague/Datatel Performance Target (Required)*: 90% of graduating cohort</p> | <p>Semester Assessed: 2014 - 2015 (Fall 2014) Performance Target Met?: Yes 97% of graduation seniors enrolled in a post-secondary institution after their graduating year. (11/21/2014) Name and Contact Information : Julio C. Gonzalez julio.gonzalez@mvc.edu 951-571-6409 Total # of Students Assessed: 59 Notes: In the fall semester, following graduation, enrollment at the post-secondary institution is confirmed.</p> | <p>Action Plan: No change, target goal was exceeded. (04/30/2015)</p> |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Outreach

Mission Statement: The Outreach department of Moreno Valley College strives to motivate and empower students in pursuit of their educational goals by promoting awareness of support services, academic programs and other scholastic opportunities. We are devoted to the educational success of all students including prospective, incoming, transfer and those continuing their collegiate endeavors.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|--|---|--|
| <p>SAO-1 - Students are able to complete the matriculation process within the priority deadline. Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 02/02/2015 Inactive Date: 04/30/2015 Activity_v4: -Enrollment Series Workshops: This is a three workshop series designed to assist students in completing the admissions application, assessment testing and orientation/counseling session within the priority deadline for registration.</p> | <p>Direct: Institutional Research or Other Data - Sign in sheets will be collected after each workshop. The data will be compiled in to a report detailing how many students complete the three workshop series prior to the priority deadline. Performance Target (Required)*: All high schools from MVUSD & VVUSD will participate in the Enrollment Series Workshops. An increased number of students will complete the three workshop series prior to the priority deadline. Notes: This is the first full year of Outreach activities. Therefore, there is no baseline data.</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes Workshops were completed at the ten high schools within the two school districts. 485 contacts were made with a total of 171 students completing the AOC process within the priority registration deadline for the Summer/Fall 2015 semester. (04/30/2015) Notes: Data was retrieved from sign in sheets of workshops. Workshops were held between February 2015 and April 2015.</p> | <p>Action Plan: In order to better provide this service in the future, the following human resources may be necessary: Educational Advisor - to assist with the Counseling component Outreach Coordinator - to assist with office coverage... (04/30/2015)</p> |
| <p>SAO-2 - Provide services and assistance to current MVC student to enhance their overall experience while enrolled at the college. Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 08/01/2014 Inactive Date: 06/30/2015 Activity_v4: -Registration Help</p> | <p>Direct: Institutional Research or Other Data - Sign in sheets will be collected after each activity. The data will be compiled in to a report detailing how many students utilized the registration assistance centers. Performance Target (Required)*: Reduce the amount of students seeking registration assistance and</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: No Due to lack of staffing and location, the department was not able to provide this service consistently throughout the academic year. The data retrieve has been provided but is not conclusive as to whether the SAO was effective or not. (06/30/2015)</p> | |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|--|--------------------------|---------------------|
| Center: Utilizing one of the computer labs while classes are not in session, the Outreach Department will provide one on one assistance with the MVC admissions application, Web Advisor, student email and financial aid. | using the limited computers available in the Admissions & Records lobby. | | |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - PUENTE

Major developments and changes: There are two Puente Coordinating teams at Moreno Valley College that consist of a Counselor and an English Instructor and they rotate every 3 years. 2014-2015 was a rotation year for the MVC Puente teams. The team for the 2014-2015 academic year is Anna Marie Amezcua and Maria del Rocio Pacheco. Unfortunately, there is no record of a completed program review for the Puente Program for last year (2013-2014 academic year).

Highlights and Accomplishments: Mentoring:

A mentor handbook was created to give to mentors during the mentor training event.

Student Retention:

Phase I _ Fall 2014

29 out of 30 students that started the program during Fall 2014 finished. The student that did not finish had to move with family to Las Vegas, Nevada due to financial difficulties.

Passing Rate:

28 out of the 29 students finished Phase 1 (14FALL) successfully and move onto Phase II (15SPR). In other words, one student did not pass Eng 80 and was not able to take Eng 1A in the Spring 2015, but student continue to be part of the Puente Club, attended some of the Puente functions and continue to work with coordinators.

Transfer:

This year, the Puente program collaborated with the Honors Program and took 37 students to visit colleges and universities in Central and Northern California. A total of 42 students were planning to attend, but 5 could not go due to extenuating circumstances.

Overall Student Satisfaction:

100% of student that completed the survey reported having a positive experience in the Puente Program this year. The majority rated their overall experience in the Puente Program as excellent (n=19) very good (n=2) and good (n= 1).

Mission Statement: The mission of the Puente Program at Moreno Valley College is to increase the number of educationally underrepresented students who enroll in four-year colleges and universities, earn degrees, and return to the community as leaders and mentors of future generations.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|---|---|--|---|
| SAO 1 Counseling - Puente students will have a Student Educational Plan that will be reviewed and revised at least once per semester until transfer. | Review student files and OnBase repository for most current Student Educational Plan Performance Target (Required)*: At | Semester Assessed: 2014-2015 Performance Target Met?: Yes All Puente students in the 2014-2015 cohort have a comprehensive 2 year Student Educational Plan on file | Action Plan: Continuous (06/25/2015) Action Plan Number: 1 |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|--|--|--|
| <p>Goal Status: Active Assessment Cycle: 2014 - 2015, 2015 - 2016 Start Date: 08/25/2014</p> | <p>least 90% of the current Puente student cohort will have a 2 year plan on file by the end of the academic year. Notes: Review STRK notes Related Documents: 2014-2015 Puente Students- SEP Completion GPA_final Report Puente_MVC REVISED 6-25-15.pdf Direct: Institutional Research or Other Data - Review student files and OnBase repository for most current Student Educational Plan Performance Target (Required)*: At least 90% of the students will have a Comprehensive Student Educational Plan</p> | <p>(06/25/2015) Related Documents: 2014-2015 Puente Students- SEP Completion GPA_final Report Puente_MVC REVISED 6-25-15.pdf Semester Assessed: 2014-2015 Performance Target Met?: Yes 100 % of participants have a comprehensive 2 year student educational plan on file (06/25/2015) Semester Assessed: 2014-2015 Performance Target Met?: Yes 100% of participants have a 2 year comprehensive student educational plan on file (06/25/2015)</p> | |
| <p>SAO 2 Community Engagement - Increase student, family, community engagement as it relates to the college environment and the program objectives. Goal Status: Active Assessment Cycle: 2014 - 2015, 2015 - 2016 Start Date: 08/25/2014</p> | <p>Monitor Puente Club and program activities (sign in sheets or electronic logins) Performance Target (Required)*: 75% of current student cohort will participate in the End of the Year Banquet or another Puente Program scheduled event or Club Activity Direct: Institutional Research or Other Data - Student interview summaries or student oral presentation on mentor contact or evaluation of mentor classroom presentation Performance Target (Required)*: 50% of mentors that submit a commitment form will be interviewed by at least one student or will commit to do a classroom presentation. Notes: Mentor Intake Form Related Documents:</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes At least 75% of the students participated in the End of the Year Banquet (06/25/2015) Related Documents: 15SPR MVCPuente Program Overall Experience Eval Form Pie chart.pdf Semester Assessed: 2014-2015 Performance Target Met?: Yes 30 students out of 30 had an opportunity to interview a mentor this academic year (06/25/2015)</p> | <p>Action Plan: Continue working on improving student participation (06/25/2015) Action Plan Number: 2 Follow-Up: Continuous (06/25/2015)</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|---|---|--|--------------|
| | <p>MENTOR INTAKE FORM 2015-2016.docx</p> <p>Mentor Handbook Cover final 6-16-15 .pdf</p> <p>Direct: Institutional Research or Other Data - Student evaluation or event feedback form</p> <p>Performance Target (Required)*: At least 75% of students will participate in the End of the Year Banquet and will interact with Puente mentors, members of the community and family members,</p> <p>Related Documents:</p> <p>15SPR MVCPuente Program Overall Experience Eval Form Pie chart.pdf</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>At least 75 % of the students participated in the End of the Year Banquet (06/25/2015)</p> | |
| <p>SAO3 Provide opportunities for students to learn about the four year collegest - At least 75% of the students will have at least one opportunity per year to learn about requirements to transfer to a UC or CSU or a Private university.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015, 2015 - 2016</p> <p>Start Date: 08/25/2014</p> | <p>Direct: Institutional Research or Other Data - Review content from student evaluation - event feedback forms</p> <p>Performance Target (Required)*: At least 75% of the students will about transfer requirements</p> <p>Notes: University visits or presentations</p> <p>Related Documents:</p> <p>Eval Form UC Davis.pdf</p> <p>Eval Forms UC Santa Barbara- final .pdf</p> <p>N.CA Trip Overall Experience.pdf</p> <p>Eval Form UC Berkeley.pdf</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>About 90% of the students that started the program reported learning about transfer and major requirements during the college visits. (06/25/2015)</p> <p>Related Documents:</p> <p>N.CA Trip Overall Experience.pdf</p> <p>Eval Form UC Davis.pdf</p> <p>Eval Form UC Berkeley.pdf</p> <p>Eval Forms UC Santa Barbara- final .pdf</p> | |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Renaissance Scholars Program

Major developments and changes: Moreno Valley College has a part time Counselor dedicated to serving the RSP program, also RSP started their first Summer Bridge Program, and their (RAMP) which is Renaissance Scholars Program/ A2Mend Mentor program.

Highlights and Accomplishments: RSP Students had the opportunity to attend and/or receive services in :

1. Comprehensive Student Educational Plans
2. Priority Registration
3. Experience College in a New Way!!!
4. Specialized Counseling Guidance Services
5. (10) per semester Motivational, Self-development, and Educational Workshops
6. Community Service /Job training/ Network opportunities
7. The Cesar Chavez Scholarship Breakfast
8. The MLK Scholarship Breakfast
9. RSP/ASMVC Black History Celebration
10. Leadership Development
11. RSP Learning Community
12. RSP/Summer Bridge Program
13. RSP/summer Bridge Program Study Book
14. HBCU Historically Black College and Universities Tour
15. UMOJA Conference / UMOJA UCLA Symposium
16. RSP/MLK Celebration
17. A2MEND Conference
18. College Tours
19. Ragtime The Musical/ Presentation in calibration with other Special Programs
20. NAACP Awards Celebration
21. Black Caucus Conference
22. Dinner and A Move (Inspirational/Educational Move and discussion)
23. MVC/RSP END Of The Year Graduation Celebration
24. Museum Exhibits/Cultural Exhibits
25. How Fund your College workshop
26. Peer To Peer Support (Weekly Club Meetings)

Mission Statement: 1. Mission

Renaissance Scholars/Umoja is a grassroots effort to establish an institutionalized program to help improve the success rates of African American students. Renaissance is dedicated to increase the number of educationally underserved students who enroll in our institution, earn their degrees, transfer to the four-year college or university, and return to the community as leaders and mentors for future generations.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|---|--|--|
| <p>1. SAO - Increase the number of UMOJA,/RSP, RAMP, and Summer Bridge students through on-going Leadership Development, Comprehensive Student Educational Plan, Community service ,Network Opportunities,Motivational and Educational workshops, Umoja Conference/Symposium, RSP Learning Community and/or College tours.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015</p> <p>Start Date: 08/25/2014</p> | <p>Direct: Institutional Research or Other Data - Review the number of students in UMOJA,/RSP, RAMP, and Summer Bridge from a report provided by application support .</p> <p>Performance Target (Required)*: achieve 100 % increase of the number of students served from Fall-2014 to Spring 2015</p> <p>Notes: the count will include the following groups: Umoja RSP, RAMP/ RSP, RSP Learning community, Summer bridge program and RSP Club.</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>we achieved and exceed our target to increase by 100%. In Fall-2014 RSP served 92 students, and in Spring 2015 RSP served 248, students resulting in a 270% increase. (06/29/2015)</p> <p>Related Documents: RSP.REQUESTED.DATA.xlsx Philosophy Statement Umoja.docx</p> | <p>Action Plan: Increase the personnel and services available in order to support RSP student engagement. Resource requests will include personnel and non personnel requests to support RSP activities. (06/29/2015)</p> |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Student Financial Services

Mission Statement: Student Financial Services takes a complete approach geared towards student success through providing resources and services to students that assist with educational expenses and achievement of their educational/career goals.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|--|---|---|
| <p>SAO#1 - Dream-Act- Improve outreach to student's eligible for Dream Act Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015 Start Date: 07/01/2013 Inactive Date: 06/30/2015 Activity_v4: -Dream Act Activities: Added Student Application workshops, trained staff, staff has remained up to date on the new eligible grant programs. Internal collaboration in Student Services to provide better services to the students.</p> | <p>Direct: Institutional Research or Other Data - collect data from the Dream Act Application Performance Target (Required)*: We will increase our Dream Applicants from the prior year by 10%.</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes met results (04/30/2015) Name and Contact Information : linda pratt Total # of Students Assessed: 197 Notes: Dream Act application spreadsheet. Increased the number of students who applied by 67%</p> | <p>Action Plan: Performance target will be to increase number of applicants by 10% (06/30/2015) Action Plan Number: 2 Follow-Up: We will continue with our outreach, such as workshops, trying to reach more students that could be eligible for the Dream Act. (09/02/2015)</p> |
| <p>SAO #2 - An increased number of students will receive their grant funds in the first disbursement of the academic year. Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 01/01/2015 Inactive Date: 08/31/2015 Activity_v4: -Increase the number of students processed for first deadline of the academic year: Increase</p> | <p>Direct: Statistical Data (Institutional Research) - We will compare 2014-2015 number of students to 2013-2014 number of students that receive their funds by the first disbursement of the academic year. Performance Target (Required)*: 10% increase</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes We had a total increase of files completed by 70% for the first deadline For 2013-2014 we had completed 1,559 by the first deadline For 2014-2015 we had completed 2,235 by the first deadline (06/30/2015) Name and Contact Information : Linda Pratt</p> | <p>Action Plan: Performance target increase by 10% We will need to replace our current Financial Aid Officer for next year. The one we currently have will be retiring the end of June 2016. Without this position our students will not get paid by the first disbursement.</p> |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
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communication-emails- to students,
 continue to do more outreach
 activities. Process verified, cleans
 and dirty as quickly as possible.

(09/15/2015)

Action Plan Number: 1

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Student Employment

Mission Statement: The Mission of the Moreno Valley College (MVC) Student Employment Office is to provide financial assistance to students through on and off-campus paid part-time employment opportunities while meeting college and department needs. The program fosters employment and learning opportunities for transferable job skills and professional development of student employees while collaborating with staff, employers, and the local community to develop partnerships and foster community spirit.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|---|--|---|
| <p>SAO#1 Improve the continuity of the hiring process for both staff and students - Provide easily understood guidelines for all hiring paperwork processing to facilitate dissemination of accurate and consistent information to staff and students using the student employment website, handbooks and workshops</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015</p> <p>Start Date: 07/01/2014</p> <p>Activity_v4: -Revise Student Employment Website: The Student Employment Website was revised for easier use by both students and supervisors.</p> <p>-Host Workshops for Staff/Supervisors: Workshops were hosted for staff in Summer and beginning of Fall 2014</p> <p>-Host Workshops for Students.: Host workshops for students on the hiring process, how to find jobs, interview tips for on-campus jobs and how to improve job performance.</p> <p>-Create and Districtue Student and</p> | <p>Indirect: Survey/Self-Reported Learning - Student Employment will generate a survey for students and a survey for staff to assess knowledge and ease of use for current hiring practices</p> <p>Performance Target (Required)*: Goal is to have 60% of students and 60% of staff express understanding and satisfaction with the hiring experiences through student employment services. Baseline data required.</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>40.75% student employees strongly agreed that the hiring process was simply to follow and understand and 42% agreed for an overall satisfaction rate of 82.75%. (06/30/2015)</p> <p>Name and Contact Information : Angela Boland, angela.boland@mvc.edu, 951-571-</p> <p>Total # of Students Assessed: 34</p> <p>Notes: A survey was created via Survey Monkey and sent to 300 students who had completed the hire process.</p> <p>Related Documents: Student Employment Satisfaction survey 6.30.15.pdf</p> | <p>Action Plan: Improve response rates and address student needs by increasing direct communication with student employees via electronic communication and office visits. Although the performance target was met, the response rate was low. Further, some students requested a desire for greater communication from the Student Employment office(SEO). The SEO has relied heavily on staff supervisors to relay information to student employees due lack of staffing. SEO can aim to increase direct communication or copy students in communication efforts and not just staff. This will require evaluation from SEO to determine what information students can receive safely. (06/30/2015)</p> <p>Action Plan Number: 1</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|---|--|---|--|
| <p>Staff SE handbooks: Create and distribute a handbook and guide for student employees and supervisors overseeing student employees.</p> <p>SLO#2 Increase student awareness of student employment job opportunities - Moreno Valley Student Employment will Increase student awareness of student employment job opportunities by developing and implementing a marketing plan to the general student population Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 07/01/2014 Activity_v4: -Revise Student Employment Website: The Student Employment Website was revised for easier use by both students and supervisors. -Host Workshops for Students.: Host workshops for students on the hiring process, how to find jobs, interview tips for on-campus jobs and how to improve job performance. -Market Student EMployment to Study Body by particpating in school outreach events: Student Employment participated in school outreach events and will continue to participate in events such as Passport to success, Transition to Success, Welcome Days, etc.</p> | <p>Direct: Institutional Research or Other Data - List of student inquires will be tracked at Student Employment counter, workshops, outreach booths and through website online forms. Performance Target (Required)*: Goal is to increase student access to opportunities that increase personal awareness of available job opportunities by 10%. Baseline data required. Notes: Will need to determine if data can be tracked on People Admin to determine if applications increased?</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: No Baseline data was established with 535 student contacts in FY 14/15. Student contacts include student accessing the student employment office through window hours (tracked via sign in sheet) and students accessing workshops, outreach booths and MVC sponsored events promoting student employment. 438 students visited the SEO office and signed in and 97 students attended a workshop or student employment booth. (06/30/2015) Name and Contact Information : Angela Boland, 951-571-6252, angela.boland@mvc.edu Total # of Students Assessed: 535 Notes: 14/15 was the first year data was collected consistently and the numbers represent a baseline. We will repeat this SLO for 15/16 to see an increase in student contact.</p> | <p>Action Plan: Continue tracking student contacts at window. Add tracking contacts via social media, email and phone. Host workshops and orientations for students to access information on student employment in order to increase student awareness by 10% from 14/15 (06/30/2015) Action Plan Number: 2</p> |
| <p>SAO#3 Increase % of students hired for community service jobs - Moreno Valley Student Employment will increase % of students hired for community service jobs under Federal Work Study by marketing to</p> | <p>Direct: Institutional Research or Other Data - Student Employment will generate spending statistics each month on the number of students hired and hours students worked under the Community</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes Increase community services jobs by 4.1%. This included increasing participation in the America Reads program by 4.4%, increasing America Counts Tutor program by 1.6%. Literacy program stayed the same at 1.2% overall and</p> | <p>Action Plan: Re-evaluate the benefits of spending a total of 22.3% of the FWS budget on community service verses the required 7% and determine if greater FWS funding can be</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|---|---|--|
| <p>local schools and service organizations. Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 09/01/2014 Activity_v4: -Marketing plan and Outreach to local community Service Organizations: Develop & implement marketing plan for outreach to local community service organizations</p> | <p>Service designation. Performance Target (Required)*: Increase spending on Community Service jobs by 4%</p> | <p>Community Services overall went down by 1.9%. (06/30/2015) Name and Contact Information : Angela Boland, angela.boland@mvc.edu, 951-571- Total # of Students Assessed: 301 Notes: Due to the delay of final expense postings which happen late July/early August 2015, the assessment results do not represent the full 14/15 fiscal year and only represent spending through July 1, 2014 through May 31, 2015.</p> | <p>requested as a result of the higher participation/spending in community service. (06/30/2015) Action Plan Number: 3</p> |
| <p>SAO#4 Increase % of America Reads and America Counts Tutoring positions - Increase % of America Reads and America Counts Tutoring positions by doing outreach to local schools in need of tutoring Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 08/01/2014 Activity_v4: -Develop & implement marketing plan for outreach to local schools in need of tutoring.: Develop & implement marketing plan for outreach to local schools in need of tutoring.</p> | <p>Direct: Institutional Research or Other Data - Student Employment will generate spending statistics each month on the number of students hired and hours students worked under the AMR and AC designation. Performance Target (Required)*: Increase spending of AMR/AMC tutoring positions to 5%</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes Increased the American Counts (AC) spending by 1.6% and America Reads (AMR) by 4.4% for a total increase of 6%. (06/30/2015) Name and Contact Information : Angela Boland, angela.boland@mvc.edu, 951-571- Total # of Students Assessed: 11</p> | <p>Action Plan: Evaluate pros and cons of higher spending in AC/AMR as it relates to possibly additional FWS funding in community service. Federal program only requires 1 student in each category to meet regulations. (06/30/2015) Action Plan Number: 4</p> |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Student Health and Psychological Services

Mission Statement: Moreno Valley College Student Health and Psychological Services uses clinic and education-based programs to provide quality and reasonably priced health care, assisting a diverse student population to achieve and maintain optimum physical and psychological health, enhancing retention and satisfaction with the college experience.

Major developments and changes: In the fall of 2014 Student Health and Psychological Services decidedly purposed to increase its outreach efforts to de-stigmatize mental health issues and reach out to students through its new peer mental health education program. The program resulted in outreach events on a weekly basis, most weeks; bringing screenings, awareness to students about mental health issues, and availability of services. In the fall of 2015 the program added to its outreach efforts by initiating workshops called "Seeking Success," where students could attend one of four weekly workshops that would facilitate student success by working through mental health issues.

Highlights and Accomplishments: Research, observation, and student self-reporting validates the work that Student Health and Psychological Services offers to promote student success, enhance retention and support the core values of the Moreno Valley College (MVC) and Health Services' goals and mission. Data from the National College Health Assessment II (NCHAII spring 2010) report found that over a third of the California community college students surveyed felt so depressed it was difficult to function, 43.3% felt overwhelming anger, 43.7% felt overwhelmed with anxiety, and 48.4% felt things were hopeless. More than 70% felt overwhelmed by all they had to do. With the premise that the NCHAII survey study results apply to MVC, Student Health and Psychological Services uses program review to assess how well the MVC Student Health and Psychological Services department positively addresses these problems, and to demonstrate that students who access personal mental health counseling sessions through the department report favorable outcomes. Almost 70% of the surveyed MVC students, who access services for mental health counseling, report the sessions help them overcome psychological distress. Almost 90% report the counseling help them increase how much school work they can do, and over 70% report the sessions assist with overcoming test anxiety. Nearly 100% of the students surveyed, after having benefited from the personal mental health counseling sessions offered, report they are more likely to stay in school because of their sessions. The Student Learning Outcome that "Students who participate in MVC mental health counseling sessions will learn coping skills that positively affect their academic experience," is stimulus to the survey outcomes demonstrated. The Student Area Outcome to provide and promote psychological counseling for students in need of services results in data demonstrating an approximate 300% increase in student use of services since 2010, a 55.2% increase from 2013 to 2014, and trends consistent with growth as of June 15, 2015. MVC Student Health and Psychological Services is pleased to support the core values of the institution, promote student success, and most importantly contribute to the mental health and wellness of individual students who benefit from our services.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|---|--|---|--|
| <p>SLO 1 - Students who use mental health counseling sessions available to them in Student Health and Psychological Services will learn coping skills that positively affect their academic experience.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016</p> <p>Start Date: 07/01/2013</p> | <p>Indirect: Survey/Self-Reported Learning - Students who receive psychological services receive a 10 question survey identifying positive impact of counseling services as tied to academic success.</p> <p>Performance Target (Required)*: At least 65% of students receiving psychological counseling will report</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015)</p> <p>Performance Target Met?: Yes</p> <p>More than 65% of students surveyed report sessions helped them stay in school and positively affected their academic performance. (05/21/2015)</p> <p>Name and Contact Information : Sue Tarcon, Director of Health Services x6103</p> <p>Total # of Students Assessed: 87</p> | <p>Action Plan: Continue to demonstrate through survey evidence (see document repository) that psychological counseling services positively affects student retention and success. Replicate and evaluate evidence moving forward to next APR cycles (05/27/2015)</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|---|---|--|-------------------------------------|
| <p>Activity_v4: -13) Kognito Interactive web-based training: Maintain Kognito interactive avatar trainings and make available to students, faculty and staff on Health Services website. College Goal 6: Professional Development. Status: completion date anticipated July 2015</p> <p>-12) Health Services Facebook page: Update MVC Student Health and Psychological Services Face Book page on website weekly with current health topics. College Goal 3: Life-Long Learning. Status: Ongoing.</p> <p>-01) Additional Lobby Computer: Provide additional lobby computer for Affordable Care Act education, access to Health Services website resources, Facebook page, and student internet access. College Goal: 3 Life-Long Learning. Status: Completed/update resources and site as needed.</p> <p>-14) Maintain comprehensive educational and clinical health services: Progress exceeds maintenance as mental health counseling hours have increased from just 4hrs/week in 10 to 36hrs/wk in "13-14 with summer coverage increased from 8hrs/week to between 13 to 17hrs/wk. to 40 hrs./wk in 14-15. Clinical use remains constant. College Goal 2 Student Services. Status: fall 2014 revised and updated.</p> <p>-16) Promote healthy lifestyles among students and staff: Outreach events, classroom presentations,</p> | <p>sessions helped them stay in school.</p> <p>Notes: Surveys ongoing to measure student success as related to counseling session received.</p> <p>Related Documents: Psychological Services Survey to St. Success.doc Psychological Services Survey to St. Success0002.bmp SurveyMonkey Analyze - Psychological Services Survey.htm SurveyMonkey Analyze - Client Satisfaction Survey.htm Psych. Services survey spring 2015.xls Satisfaction Survey Survey Monkey psych 11-13-14 October 2014 Peer Ed Outreach Events Peer Ed 9-14 Outreach Events incl. general college-mental-health 15-16.pdf PeerMH Outreachannual stats'14-'15.xls OUTREACH '14-'15.xls Psych.Visits'14-15.pdf</p> | <p>Notes: Replication of findings help confirm advantage mental health counseling has on student success. Please see document repository for end of 14-15 FY survey results/evidence to demonstrate continued positive trend that student success and retention are positively affected when psychological services are accessed and that students are accessing the services in growing numbers.</p> | <p>Action Plan Number: 1</p> |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|---|---------------------------|--------------------------|---------------------|
| <p>weekly Facebook posts, email blasts, immunization clinics, health fairs, and optimizing teachable moments at every opportunity promote healthy living. College Goal 2: Student Services. Status: Ongoing</p> <p>-15) Promote a safe and wellness-oriented campus environment: See prior activity; additionally maintain active involvement on the MVC Safety Committee. Advocate for SaveE Act/sexual assault bystander-focus prevention. Website updates. Outreach topic coverage. College Goal: 2 Student Services. Status: Ongoing.</p> <p>-18) Reduce health disparities: Maintain comprehensive educational and clinical health services to accommodate growing need for psychological services. College Goal 2: Student Services. Status: Ongoing.</p> <p>-03) Create a welcoming environment: Engage staff to pro-actively treat students with respect and care. College goal: 6 Professional Development. Status: Ongoing</p> <p>-05) Maintain continuous quality improvement consistent with current technology and medical trends: Update website to reflect recent research and resource offerings. Update Electronic Medical Record (Medicat) to current upgrades. Update office equipment to reflect current technological advances. College Goal: 5: Technology. Status: Ongoing</p> <p>-06) Increase number of students</p> | | | |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|---|--|--|
| <p>who use psychological services: Increase visibility through outreaches, bookmarks, fliers, classroom presentations, and mental health peer ed. project. College Goal 8: Student Learning Outcomes. Status: Revised</p> <p>-07) Increase number of students who are aware of Health Services: Maintain Classroom presentation and Outreach efforts. Use technology to market (website, Facebook) College Goal: 2 Student Services. Status: Ongoing</p> <p>-08) Demonstrate improved retention and student success as relates to psychological counseling: Survey students who receive psychological counseling and address retention and success in questioning. College Goal 2: Student Services. Status: New</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes Students seen for psychological counseling were surveyed to assess and confirm that counseling positively affected their college experience. The results showed that overall they stayed in school because of services and did better in school. Please see pie-shape graph in documents repository to reflect responses reflective of the 80-90% positive outcomes expected. (06/02/2015) Name and Contact Information : Sue Tarcon x 6103 Total # of Students Assessed: 1286 Notes: Total number of students represents duplicated count of students seen through the end of May 2015 Related Documents: Psych. Services survey spring 2015.xls HSOfficeContactsPsychVisits7-1-14-9-30-14.pdf</p> | <p>Action Plan: Continue to provide counselors, interns and trainees for students in need of individual counseling sessions. (06/02/2015) Action Plan Number: 1 Follow-Up: Psych. supervisor, Interns, MSW, and Trainees in place for next fiscal year. Scheduled interviews in place to bring on at least one additional Trainee/Intern for psychological counseling needs. (06/04/2015)</p> |
| <p>SAO 1 - Student Health and Psychological Services will provide psychological counseling for students in need of services. Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 07/01/2013 Activity_v4: -13) Kognito Interactive web-based training: Maintain Kognito interactive avatar trainings and make available to students, faculty and staff on Health Services website. College Goal 6: Professional Development. Status: completion date anticipated July 2015</p> <p>-12) Health Services Facebook page:</p> | | | |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|--|---|--------------|
| <p>Update MVC Student Health and Psychological Services Face Book page on website weekly with current health topics. College Goal 3: Life-Long Learning. Status: Ongoing.</p> <p>-01) Additional Lobby Computer: Provide additional lobby computer for Affordable Care Act education, access to Health Services website resources, Facebook page, and student internet access. College Goal: 3 Life-Long Learning. Status: Completed/update resources and site as needed.</p> <p>-14) Maintain comprehensive educational and clinical health services: Progress exceeds maintenance as mental health counseling hours have increased from just 4hrs/week in 10 to 36hrs/wk in "13-14 with summer coverage increased from 8hrs/week to between 13 to 17hrs/wk. to 40 hrs./wk in 14-15. Clinical use remains constant. College Goal 2 Student Services. Status: fall 2014 revised and updated.</p> <p>-15) Promote a safe and wellness-oriented campus environment: See prior activity; additionally maintain active involvement on the MVC Safety Committee. Advocate for SavE Act/sexual assault bystander-focus prevention. Website updates. Outreach topic coverage. College Goal: 2 Student Services. Status: Ongoing.</p> <p>-03) Create a welcoming environment: Engage staff to pro-actively treat students with respect and care. College goal: 6</p> | <p>Directly related to Outcome</p> <hr/> <p>Indirect: Survey/Self-Reported Learning - Psychological Services provided will be assessed and measured using the Medicat Electronic Health Record reports that include numbers of students seen by counselors throughout the school year</p> <p>Performance Target (Required)*: Student Health and Psychological Services expects to increase the number of MVC students seen for counseling by at least 5% over last year.</p> <p>Related Documents: Psych. Services survey spring 2015.xls HOfficeContactsPsychVisits12-13.pdf HOfficeContactsPsychVisits13-14.pdf</p> | <p>HOfficeContactsPsychVisits13-14.pdf HOfficeContactsPsychVisits12-13.pdf</p> <hr/> <p>Semester Assessed: 2014 - 2015 (Spring 2015) Performance Target Met?: Yes Please note evidence in document depository demonstrating that student use of psychological services surpassed the 50% mark this FY over last FY. (06/04/2015) Name and Contact Information : Sue Tarcon x6103 Total # of Students Assessed: 1280</p> | |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|---|--------------------|-------------------|--------------|
| <p>Professional Development. Status: Ongoing</p> <p>-05) Maintain continuous quality improvement consistent with current technology and medical trends: Update website to reflect recent research and resource offerings. Update Electronic Medical Record (Medicat) to current upgrades. Update office equipment to reflect current technological advances. College Goal: 5: Technology. Status: Ongoing</p> <p>-06) Increase number of students who use psychological services: Increase visibility through outreaches, bookmarks, fliers, classroom presentations, and mental health peer ed. project. College Goal 8: Student Learning Outcomes. Status: Revised</p> <p>-07) Increase number of students who are aware of Health Services: Maintain Classroom presentation and Outreach efforts. Use technology to market (website, Facebook) College Goal: 2 Student Services. Status: Ongoing</p> <p>-08) Demonstrate improved retention and student success as relates to psychological counseling: Survey students who receive psychological counseling and address retention and success in questioning. College Goal 2: Student Services. Status: New</p> | | | |

SAO 2 - MVC Student Health and Psychological Services will equip department to promote health of MVC students
Goal Status: Active

Direct: Institutional Research or Other Data - Electronic Health Record (Medicat) records numbers of students accessing Health Services for health and wellness.

Semester Assessed: 2014 - 2015 (Spring 2015)
Performance Target Met?: Yes
 Analysis of data reflected in EHR demonstrates consistent numbers for last two completed fiscal years (see documents attached for visit reasons and office contact numbers).

Action Plan: Consider purchase of Maxient Software System. Discussions ongoing with CIRT team, Student Discipline Dean,

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|--|--|--|
| <p>Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016</p> <p>Start Date: 07/01/2013</p> <p>Activity_v4: -02) Electronic check-in expansion: Expand electronic check-in to include additional options for Health Services office visits. College Goal: 2 Status: completed/may update to include consent forms if system supports.</p> <p>-13) Kognito Interactive web-based training: Maintain Kognito interactive avatar trainings and make available to students, faculty and staff on Health Services website. College Goal 6: Professional Development. Status: completion date anticipated July 2015</p> <p>-12) Health Services Facebook page: Update MVC Student Health and Psychological Services Face Book page on website weekly with current health topics. College Goal 3: Life-Long Learning. Status: Ongoing.</p> <p>-01) Additional Lobby Computer: Provide additional lobby computer for Affordable Care Act education, access to Health Services website resources, Facebook page, and student internet access. College Goal: 3 Life-Long Learning. Status: Completed/update resources and site as needed.</p> <p>-17) Provide student satisfaction survey electronically: Provide one Student Health and Psychological Services check-in computer with electronic version of student satisfaction survey. College Goal: 5 Status: Ongoing.</p> | <p>Performance Target (Required)*: One-hundred percent of students accessing Health Services</p> <p>Notes: New vision screening tool will enhance vision screening process from basic Snellen's chart and helps equip. department with state-of-the-art vision screening device. Cholesterol device tool will enhance screening options. HSACCC involvement promotes colleague collaboration, networking and encouragement for data-driven best-practices.</p> <p>Related Documents: HSACCC Certificate of Membership 14-15.pdf HSACCC Certificate of Membership 13-14.pdf HSOfficeContactsPsychVisits12-13.pdf HSOfficeContactsPsychVisits13-14.pdf HSOfficeContactsPsychVisits7-1-14-9-30-14.pdf OUTREACH 14-15.xls</p> | <p>Department equipment orders will be similar for coming years until data increases. Upgrades in equipment reflected on request form (07/01/2013)</p> <p>Name and Contact Information : Sue Tarcon, Director Health Services. susan.tarcon@mvc.edu</p> <p>Total # of Students Assessed: 20067</p> <p>Notes: Total number of students assessed a duplicated count covering two full fiscal years and representative of office contacts.</p> | <p>Academic Counseling Dean, and VP to facilitate management of growing numbers of student-of-concern (05/29/2015)</p> <p>Action Plan Number: 4</p> <hr/> <p>Action Plan: Consider and discuss expanding personnel to include Case Manager and/or FT Psychological Supervisor to managing growing numbers of distressed students needing emotional counseling, and disciple (05/29/2015)</p> <p>Action Plan Number: 5</p> <hr/> <p>Action Plan: Student Health and Psychological Services will provide students with culturally and currently relevant Health information using systematically and consistently updated health information through the electronic version of a subscription to Health 101. (05/28/2015)</p> <p>Action Plan Number: 2</p> <hr/> <p>Action Plan: Renew the Kognito subscription to continue three modules of Kognito Avitar Trainings via the Student Health and Psychological Services website. (05/28/2015)</p> <p>Action Plan Number: 3</p> <hr/> <p>Action Plan: Follow-up action plan is to continue with basic equipment request to furnish department with medical and first aid supplies, immunizations, medications, OTCs, and upgrade screening devices and equipment as indicated when new technology supports continuous quality</p> |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|---------------------------|--------------------------|--|
| <p>-14) Maintain comprehensive educational and clinical health services: Progress exceeds maintenance as mental health counseling hours have increased from just 4hrs/week in 10 to 36hrs/wk in "13-14 with summer coverage increased from 8hrs/week to between 13 to 17hrs/wk. to 40 hrs./wk in 14-15. Clinical use remains constant. College Goal 2 Student Services. Status: fall 2014 revised and updated.</p> <p>-16) Promote healthy lifestyles among students and staff: Outreach events, classroom presentations, weekly Facebook posts, email blasts, immunization clinics, health fairs, and optimizing teachable moments at every opportunity promote healthy living. College Goal 2: Student Services. Status: Ongoing</p> <p>-15) Promote a safe and wellness-oriented campus environment: See prior activity; additionally maintain active involvement on the MVC Safety Committee. Advocate for SavE Act/sexual assault bystander-focus prevention. Website updates. Outreach topic coverage. College Goal: 2 Student Services. Status: Ongoing.</p> <p>-18) Reduce health disparities: Maintain comprehensive educational and clinical health services to accommodate growing need for psychological services. College Goal 2: Student Services. Status: Ongoing.</p> <p>-03) Create a welcoming environment: Engage staff to pro-</p> | | | <p>improvement objectives (10/01/2014) Action Plan Number: 1</p> |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|---|---------------------------|--------------------------|---------------------|
| <p>actively treat students with respect and care. College goal: 6 Professional Development. Status: Ongoing</p> <p>-04) Participate in Health Services organization: Attend annual HSACCC conferences. College Goal 6: Professional Development. Status: Ongoing</p> <p>-05) Maintain continuous quality improvement consistent with current technology and medical trends: Update website to reflect recent research and resource offerings. Update Electronic Medical Record (Medicat) to current upgrades. Update office equipment to reflect current technological advances. College Goal: 5: Technology. Status: Ongoing</p> <p>-07) Increase number of students who are aware of Health Services: Maintain Classroom presentation and Outreach efforts. Use technology to market (website, Facebook) College Goal: 2 Student Services. Status: Ongoing</p> <p>-09) Update vision screening capability: Purchase vision screening device to enhance vision screening process</p> <p>-10) Cholesterol checks: Provide cholesterol checks at related events when indicated</p> <p>-11) Supplies stock and staff: Maintain inventory supplies and staff to meet student health needs and psychological counseling demands</p> | | | |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Tutorial Services

Mission Statement: Tutorial Services is committed to embracing diversity in our students and our tutors by fostering a dynamic, effective learning atmosphere. We are dedicated to helping students recognize their full academic potential.

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|---|---|--|
| <p>SAO - 1 - Tutorial Services will conduct Master Tutor Training Workshops twice during the Fall and Spring semesters. Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 08/29/2014</p> | <p>Direct: Institutional Research or Other Data - Count the number of workshops provided during the Fall and Spring Semester Performance Target (Required)*: 2 Fall and 2 Spring Notes: look at Tutorial Services calendar of events</p> | <p>Semester Assessed: 2014 - 2015 (Fall 2014) Performance Target Met?: No two workshops were held during Fall 2014 and one at the beginning of Spring 2015. The final workshop at the conclusion of Spring 2015 was not held due to lack of resources (personnel). (10/06/2014) Name and Contact Information : Donna Plunk, Tutorial Technician Ext. 6276 donna.plunk@mvc.edu Total # of Students Assessed: 40 Notes: workshops conducted on August 29, 2014 and December 5, 2014; and 1 during the beginning of Spring 2015 Related Documents: test_results.docx Tutor Training Workshop_questions.docx Workshop Evaluation Questionnaire.docx Tutor Workshop Agenda Fall (1) 2013.docx</p> | <p>Action Plan: In order to sustain the optimal level of training ,conduct workshops and Program Development, it is essential that a Full-time and Part-Time hourly staff be hired. In addition to hiring/training student tutors, the lack of sufficient staffing directly affects the ability to efficiently serve ALL current and future students requesting tutoring services, and to offer MVC Tutorial Program the highest quality of Academic support with an exceptionally skilled team of Student Tutors. (07/02/2015) Action Plan Number: 1</p> |
| <p>SLO - 1 - The student Tutor will Learn Tutoring Skills and Techniques. Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 08/29/2014 Activity_v4: -Master Tutor Training Workshops: Conduct workshops</p> | <p>Direct: Exam/Quiz - Pre-Post - Tutors take a pre-test at the beginning of the Workshop. After completing the Training workshop the tutor will take a post-test to measure how much they have learned. The results will be recorded.</p> | <p>Semester Assessed: 2014 - 2015 (Fall 2014) Performance Target Met?: Yes Improve quality of tutors by offering Pre-Training prior to hiring new and returning tutors. Train tutors to develop problem solving strategies they can apply to learning session.*Upon completion of pre/post test , results were calculated and of the 30 tutors that participated in the</p> | <p>Action Plan: The Tutor Skills and Techniques workshops will continue as a component of the mandatory training for new and continuing tutors. (07/02/2015) Action Plan Number: 2</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|---|---|---|---|
| <p>using " A Look at Productive Tutoring Techniques" Video series. There are a series of 8 individual Modules that consist of tutoring skills and techniques that can be utilized in all subject areas.</p> | <p>Performance Target (Required)*: 80% of Tutors will become more proficient in their knowledge of Tutoring skills and techniques Notes: The Master Tutor Training Workshops are very successful. The Fall 2014 workshop surveys show that 80% of those who attended learned to improve their tutoring techniques. Skills/ Technique workshop series can help participating Tutors be more successful in tutoring their student Tutee's with coursework. Tutor pre-test scores were improved from 45% to 80% after completing the post-test. An increase of 33%.The Tutorial Learning Center (TLC) will cultivate an environment of experience for Tutors in building a skill set to enhance opportunity for potential career advancement in the current Job Market. In an effort to create and provide the necessary structure, practices and policies to sustain and support MVC Tutorial Services it is imperative that we gain additional Full-time and part-time hourly staff.</p> | <p>workshop the average score of the pre-test was 45% and after viewing the video and discussing its contents the post was administered and the overall average score was 80%. The scores reflected an improvement of 32.66% (07/02/2015) Name and Contact Information : Donna Plunk 951-571-6276 donna.plunk@mvc.edu Total # of Students Assessed: 30 Notes: Tutorial Services will continue updating and providing skill building information at future workshops. Video: NC State University: A Look at Productive Tutoring Techniques Millennium Edition Related Documents: test_results.docx Tutor Training Workshop questions.docx Tutor Workshop Agenda Fall (1) 2013.docx Workshop Evaluation Questionnaire.docx</p> | |
| <p>SLO-2 - Students that participate in Tutorial Services will obtain a passing grade. Goal Status: Active Assessment Cycle: 2014 - 2015 Start Date: 08/25/2014</p> | <p>Direct: Institutional Research or Other Data - Students that have attended a minimum of four or more Tutoring sessions will have their final grades captured and assessed from Datatel at the end of the semester. Performance Target (Required)*: 60% of Students that have attended four or more Tutorial Sessions will have achieved a passing grade of C or higher.</p> | <p>Semester Assessed: 2014 - 2015 (Fall 2014) Performance Target Met?: Yes 335 students attended four or more tutoring sessions. Of those, 238 received a grade of C or higher resulting in a 71% achievement rate surpassing the 60% target by 11 percentage points. (07/02/2015) Name and Contact Information : Donna Plunk, Tutorial Technician 951-571-6276 donna.plunk@mvc.edu Total # of Students Assessed: 335</p> | <p>Action Plan: The target goal was met. For future semesters we would like to more closely examine those students/courses which did not result in a grade of C or higher. Compiling the data was an extensive and time consuming task. An additional classified staff member would allow these efforts to be completed and implement follow</p> |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|----------------|---|---|---|
| | <p>Notes: tutorial session data to come from SARS; Grades to come from Datatel</p> | <p>Notes: the limited personnel restricts the department's ability to conduct a more detailed review of specific courses and other pertinent data</p> <p>Related Documents: Tutorial Success Rate FALL 2014.xlsx</p> | <p>up services with both faculty, categorical programs, and the students receiving tutoring. (07/02/2015)</p> <p>Action Plan Number: 3</p> |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Upward Bound Math & Science

Mission Statement: The mission of the Moreno Valley College Upward Bound Math and Science (UBMS) Program is to help low-income, first generation high school students recognize and develop their potential to excel in math and science and to encourage them to pursue post-secondary degrees and careers in science, technology, engineering, and math (STEM). UBMS is part of the national TRiO programs, which have been in existence since 1964. UBMS is funded by the US Department of Education and sponsored by Moreno Valley College (MVC) in partnership with Moreno Valley Unified School District (MVUSD) to serve eligible students from local high schools.

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|--|---|---|
| <p>Number Funded to Serve - Serve cohort of 60 eligible high school participants</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016</p> <p>Start Date: 10/01/2012</p> <p>Inactive Date: 09/30/2017</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>Maintain database and completed student applications and files to ensure that services are provided to funded to serve ratio. (06/24/2015)</p> <p>Name and Contact Information : Micki Clowney, Director, Upward Bound Math and Science (951) 233-3719 micki.clowney@mvc.edu</p> <p>Total # of Students Assessed: 60</p> <p>Notes: See Blumen Database, Federal Annual Performance Report, and participant files.</p> | <p>Action Plan: Conduct on-going recruitment for UBMS program. Do presentations in science classes -- all grade levels. Conduct presentations at feeder middle schools to science classes inviting rising ninth graders to apply to the program. Maintain active wait list to add students to program in Summer 2015 (05/01/2014)</p> <p>Follow-Up: On-going (06/24/2015)</p> |
| | <p>Direct: Institutional Research or Other Data - Participant application and federal annual performance report data</p> <p>Performance Target (Required)*: Serve cohort of 60 eligible high school participants</p> <p>Related Documents: UBMS Application</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>Have maintained cohort of 60 eligible high school participants</p> <p>Maintain database and completed student applications and files to ensure that services are provided to funded to serve ratio. (06/24/2015)</p> <p>Name and Contact Information : Micki Poole Clowney Director Upward Bound Math and Science</p> | <p>Action Plan: Increase Outreach Specialist position from .5 FTE to 1.0 FTE. Need financial support to bring this to a 1.0 FTE. (06/24/2015)</p> <p>Action Plan Number: 1</p> <p>Action Plan: Recruitment Campaign for 2015-16 academic year (April 2015 and May 2015) Accepting applications. Target current 8th through 11th grade</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|---|---|---|---|
| | | <p>Program (951) 233-3719 micki.clowney@mvc.edu Total # of Students Assessed: 60 Notes: NOTE: Currently, recruiting for 2015-16 academic year (April 2015 and May 2015) 16 students graduating 2015. Will be doing intake of additional 16 students with waitlist of 5 to 10 students. Acceptance by June 2, 2015</p> | <p>students. Participate in Junior Raven Day and Spring College Fair to announce opportunity to families. Applications due April 30, 2015. NOTE: 16 students graduating 2015. Will be doing intake of additional 16 students with waitlist of 5 to 10 students. Acceptance by June 2, 2015 - Orientation (04/30/2015)</p> |
| <p>Eligibility Criteria - Ensure at least two-thirds of the participants served during the project are low-come and potential first generation Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 10/01/2013 Inactive Date: 09/30/2017</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes Collect information on applications. Supporting documentation from District database system, Infinite Campus on ethnicity. Income eligibility - copies of parents' tax forms or other proof of income as designated in Code of Federal Regulations 645.6</p> <p>Achieved outcome 81.67% eligible (06/24/2015) Name and Contact Information : Micki Clowney, Director, Upward Bound Math and Science Program (951) 571-6382 micki.clowney@mvc.edu Total # of Students Assessed: 60 Notes: See Blumen Database and APR data for summary of data</p> | <p>Action Plan: Continue to collect data for incoming participants Maintain records in students' files and in Blumen database in accordance with FERPA and federal regulations (10/01/2013) Follow-Up: On-going (06/24/2015)</p> |
| <p>Academic Performance on Standardized Test: - 83% of UB seniors served during the project year will have achieved at the proficient level on state assessments in reading/language arts and math. Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015 Start Date: 10/01/2012</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes 100% of seniors served during the project year achieved at passed the CAHSEE assessments in reading/language arts and math.</p> <p>Pulled data and scores from MVUSD database systems: Infinite campus and Illuminate for review of CAHSEE scores, SAT, PSAT, and CSTs where applicable (06/24/2015) Name and Contact Information :</p> | <p>Action Plan: Pull data and scores from MVUSD database systems: Infinite campus and Illuminate for review of CAHSEE scores, SAT, PSAT, and CSTs where applicable (06/24/2015) Follow-Up: Need to follow-up with students who have less than 2.0 to review transcripts after summer school.</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|---|--|--|
| <p>Inactive Date: 09/30/2017</p> | <p>Directly related to Outcome</p> | <p>Micki Poole Clowney Director, Upward Bound Math and Science Program (951) 571-6382 micki.clowney@mvc.edu Total # of Students Assessed: 60 Notes: Note: Incoming freshmen have not taken test. Also, note, in 2013, California did not administer CSTs so determination of proficiency on those tests could not be used. Noted in reporting period to federal committee.</p> | <p>Do progress reports weekly during summer school Offer tutoring 4 days per week onsite at high school to assist students who are in summer school (06/24/2015) Follow-Up: On-going and prior to preparation of federal Annual Performance Report (09/27/2014)</p> |
| <p>Academic Performance-Grade Point Average (GPA): - 60% of participants served during the project year will have a cumulative GPA of 2.5 or better on a four-point scale at the end of the school year. Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 10/01/2012 Inactive Date: 09/30/2017</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes Review students' transcripts quarterly to monitor students' academic progress. 78% earned GPA of 2.5 or higher 64% earned 3.0 or higher 21% earned a 4.0 or higher Currently 10% below a 2.0. (06/24/2015) Name and Contact Information : Micki Clowney, Director, UBMS (951) 571-6382 Total # of Students Assessed: 60 Notes: Need to follow-up with students who have less than 2.0 to review transcripts after summer school. Do progress reports weekly during summer school Offer tutoring 4 days per week onsite at high school to assist students who are in summer school</p> | <p>Action Plan: Need to follow-up with students who have less than 2.0 to review transcripts after summer school. Do progress reports weekly during summer school Offer tutoring 4 days per week onsite at high school to assist students who are in summer school (06/24/2015) Action Plan Number: 3</p> |
| | <p>Direct: Institutional Research or Other Data - Review academic transcripts Performance Target (Required)*: 60% of participants served during the project year will have a</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes 78% of participants served during the project year earned a cumulative GPA of 2.5 or better on a four-point scale at the end of the school year. (06/24/2015) Name and Contact Information :</p> | <p>Action Plan: Follow-up with students who are under 2.5. Academic review and individual plans (06/24/2015) Action Plan Number: 3</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|--|---|---|
| | <p>cumulative GPA of 2.5 or better on a four-point scale at the end of the school year.</p> <p>Met: 86.67%</p> | <p>Micki Rechelle Clowney, micki.clowney@mvc.edu, (951) 233- Total # of Students Assessed: 60 Notes: Need to work with students who earned less than 2.0.</p> | |
| <p>Secondary School Graduation (Rigorous Secondary School Program of Study): - 40% of all current and prior-year UB participants who graduated from high school during the school year with a regular secondary school diploma will complete a rigorous secondary school program of study. Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 10/01/2012 Inactive Date: 09/30/2017</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes Over 68% of UBMS seniors completed the a-g course pattern. Over 80% of 9th through 11th grade participants on pace to complete the a-g course pattern (06/24/2015) Name and Contact Information : Micki Rechelle Clowney micki.clowney@mvc.edu (951) 233-3719 Total # of Students Assessed: 60</p> | <p>Action Plan: Review students' transcripts (06/24/2015)</p> |
| <p>Secondary School Retention and Graduation: - 80% of project participants served during the project year will continue in school for the next academic year, at the next grade level, or will have graduated from secondary school with a regular secondary school diploma. Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 10/01/2012 Inactive Date: 09/30/2017</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes 100% of program participants served during the project year continued in school for the next project year, at the next grade level 100% (16) eligible seniors graduated from high school (06/24/2015) Name and Contact Information : Micki Poole Clowney Director, Upward Bound Math and Science Program (951) 571-6382 micki.clowney@mvc.edu Total # of Students Assessed: 60</p> | <p>Action Plan: Monitor transcripts for satisfactory progress Senior surveys for graduating seniors Enrollment verification for graduating seniors (06/24/2015) Action Plan Number: 4 Action Plan: Track students through National Clearinghouse (06/24/2015) Action Plan Number: 2</p> |
| <p>Postsecondary Enrollment: - 75% of all current and prior-year UB participants who graduated from high school during the school year with a regular secondary school diploma will enroll in a program of post secondary</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: Yes 81.25% (13) of UBMS students who graduated from high school during the school year with a regular secondary school diploma are enrolled in a program of post secondary education by the fall term immediately following high</p> | <p>Action Plan: Have seniors complete senior surveys. Follow-up calls with seniors to refer to support programs at college level. Obtain copies of enrollment</p> |

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|---|--|--|
| <p>education by the fall term immediately following high school graduation, or will have received notification by the fall term immediately following high school from an institution of higher education of acceptance but deferred enrollment until the next academic semester (e.g., spring semester). Goal Status: Active Assessment Cycle: 2013 - 2014, 2014 - 2015, 2015 - 2016 Start Date: 10/01/2012 Inactive Date: 09/30/2017</p> | <p>Directly related to Outcome</p> | <p>school graduation (06/24/2015) Name and Contact Information : Micki Poole Clowney Director, Upward Bound Math and Science Program (951) 233-3719 micki.clowney@mvc.edu Total # of Students Assessed: 16 Notes: Have to confirm after summer to ensure students enrolled in school</p> <p>Kehily Maldonado - UC Merced Jesse Acevedo - UC Santa Cruz Kristy Robles - CSU San Bernardino Damien Phillips - CSU San Jose Desiree Phillips - CSU San Bernardino Abraham Rivera - Tuskegee University Sasha Marquez - Moreno Valley College Bryon Walker- Moreno Valley College Moises Lopez - Moreno Valley College Rickie Dickens - TBD MiAngel Thompson - CSU San Marcos Serenti Lopez - Lincoln University Joe Orduno - Moreno Valley College Jeanette Carillo Avitia - TBS Daniel Almaraz - TBD Elisa Custodio - Chaffey College</p> | <p>verification and maintain in students' files. Maintain records in students' files. (09/05/2014) Follow-Up: Follow-up calls monthly to ensure enrollment status (09/27/2014)</p> |
| <p>Request Funding for Additional Staffing - Obtain funding for Additional Staffing Support Goal Status: Active Assessment Cycle: 2015 - 2016 Start Date: 06/24/2015 Inactive Date: 09/29/2017</p> | <p>Directly related to Outcome</p> | <p>Semester Assessed: 2014-2015 Performance Target Met?: No Need funding for part time administrative assistant support and to bring Outreach Specialist to 1.0 FTE (06/24/2015) Name and Contact Information : Micki Clowney micki.clowney@mvc.edu (951) 233-3719</p> | |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|----------------|------------------------------------|--|---------------------|
| | Directly related to Outcome | <p>Notes: Currently budget only funded to cover Outreach Specialist at .5 FTE. Need to increase to 1.0 FTE. Have been able to obtain additional funding from MVUSD to bring Outreach Specialist to 100% on a temporary basis under work load increase. CSEA concerned that this position has not been increased to full time if keep doing workload increase. This position actually needs to be full time. Need institutional support to cover staffing costs to increase to 1.0 FTE in the event MVUSD does not cover costs.</p> <p>Also, need Administrative Assistant support to help process all requisitions, travel (as part of institutional support for grant)</p> | |

Assessment: Assessment Unit Four Column

Program Review 2014-2015

Student Services - Veterans Services

Mission Statement: Veterans Services mission at Moreno Valley College is to serve veterans with dignity, respect and honor. Committed to provide effective and timely services in a safe, challenging and supportive learning environment that will prepare them to pursue their future academic and career endeavors.

| Outcome | Assessment Methods | Assessment Result | Action Plans |
|--|---|--|--|
| <p>SLO 1 - Students who submit a Veterans Statement of Responsibility will be able to identify their responsibility in order to receive their GI Bill benefits.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015</p> <p>Start Date: 08/25/2014</p> <p>Inactive Date: 06/11/2015</p> <p>Activity_v4: -Submit MVC Veterans Statement of Responsibility: Students will submit their Veterans Statement of Responsibility a week before the non payment drop deadline and understand and agree to the requirements outlined in order to receive their GI BILL benefits.</p> | <p>Direct: Institutional Research or Other Data - Count the number of forms received by the deadline.</p> <p>Performance Target (Required)*: Increase 10% from the previous year.</p> <p>Notes: Deadline will vary semester by semester depending on the non payment deadline.</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>For Fall 2014 46% of students submitted a statement of responsibility (SOR) by the deadline. Winter 2015 69.7% of students submitted SOR's by the deadline. Spring 2015 29% of students submitted SOR's by the deadline. (07/06/2015)</p> <p>Name and Contact Information :</p> <p>Lizette Tenorio - Veterans Services Specialist (951) 571-6157 lizette.tenorio@mvc.edu</p> <p>Total # of Students Assessed: 548</p> <p>Notes: Email reminders were sent immediately to all students that participated priority registration except for the Spring 2015 semester. Deadlines for each term were as follows: Fall 2014 deadline to submit SOR's January 31st, Winter 2015 deadline to submit SOR December 10th and Spring 2015 deadline to submit SOR January 23rd.</p> | <p>Action Plan: Additional staffing to provide follow up services. (07/06/2015)</p> <p>Action Plan Number: 1</p> |
| <p>SAO-1 - Veterans Services will identify a contact person in each of the following departments to provide additional support to veteran students: Student Financial Services, Disabled</p> | <p>Direct: Institutional Research or Other Data - Identify one person per department.</p> <p>Performance Target (Required)*: Six</p> | <p>Semester Assessed: 2014-2015</p> <p>Performance Target Met?: Yes</p> <p>Identified a contact person for all student services departments noted to provide support for new and returning veterans students. (07/06/2015)</p> | |

| <i>Outcome</i> | <i>Assessment Methods</i> | <i>Assessment Result</i> | <i>Action Plans</i> |
|--|---------------------------|---|---------------------|
| <p>Student Services, Tutorial Services, Counseling, EOPS and Student Activities.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2014 - 2015</p> <p>Start Date: 08/25/2014</p> <p>Inactive Date: 06/11/2015</p> <p>Activity_v4: -Student services collaboration: Establish a contact person for Student Financial Services, Disabled Student Services, Counseling, Tutorial and EOP&S to provide them with additional support.</p> <p>-Student Activities Collaboration: Provide students with veteran specific events on campus.</p> | | <p>Name and Contact Information : Lizette Tenorio Veterans Services Specialist (951) 571-6157 lizette.tenorio@mvc.edu</p> <p>Total # of Students Assessed: 6</p> <p>Notes: Student Financial Services - Mrs. Debbie Engel, Disabled Student Services - Mr. Alex Ygloria, Tutorial Services- Mrs. Donna Plunk, Counseling - Ms. Janelle Negrete (Brekke), EOPS - Bonnie Montes and Student Activities - Ms. Johanna Vargas.</p> | |