

Assessment: Assessment Unit Four Column

Student Services - Extended Opportunity Programs & Services

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</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 #1 - MVC EOPS office will increase the EOPS student participation rate at the Moreno Valley College. Goal Status: Active Assessment Cycle: 2015 - 2016, 2016 - 2017 Start Date: 07/01/2015</p>	<p>Direct: Institutional Research or Other Data - Participation rate of the EOPS students who meet requirements for MIS reporting based on Datatel and EOPS database. Performance Target (Required)*: The student participation rate in the</p>		

Outcomes	Assessment Methods	Assessment Results	Action Plans
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Fall 2015 will increase by 12% compared to the Fall 2014
Notes: MIS Data/ EOPS Access Database

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

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.

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

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

Semester Assessed: 2012 - 2013 (Fall 2012)
Performance Target Met?: Yes
 90% of survey respondents reported overall satisfaction with EOPS services. (06/27/2015)
Name and Contact Information : Bonnie Montes
Total # of Students Assessed: 100

SAO #3 - Students will follow their student educational plan and understand the importance of how it affects their academic success.
Goal Status: Active
Assessment Cycle: 2015 - 2016
Start Date: 07/01/2015

Indirect: Survey/Self-Reported Learning - Participants will complete a pre-test prior to their 1st counseling appointment and a post-test at the end of their 1st counseling appointment.
Performance Target (Required)*: 95% of EOPS will be able to identify 3 reasons why they should follow their student educational plan.