

## Palo Alto College Student Success Student Learning Outcome/Service Area Outcome Assessment Plan

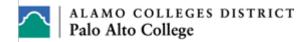
DEPARTMENT NAME: Counseling Services Academic Year: 2018-2020

Department Mission: To promote wellness, academic success, and retention in the Palo Alto College community by providing mental health counseling, resources, consultation, and outreach. Counseling Services will be a vital resource for personal and student development to the entire PAC community in pursuit of success and excellence.

What question are you trying to answer with the outcomes assessment?

What do students most need from Counseling Services? What programming is most effective? Does personal counseling improve persistence rates? Do workshops improve student resiliency?

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
1. Students, staff, and faculty	Strategic	Post presentation surveys.	After each	Tactical
will learn evidence-based,	Direction: 1,	Track PGR and Persistence rates at	presentation	Student Success
solution-focused strategies	Empowering	the end of each semester for	Full review at the	Division meetings,
to increase resilience,	Students for	students.	end of each	College Leadership, and
well-being, and overall	Success.		semester	E-Team at the end of
academic success.	ILO: 1, 3, 6			each semester
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
2. Students will have an	Strategic	After each individual session, ask	After each individual	Tactical
improved sense of well-	Direction: 1.	student, "Was this helpful?"	session	Student Success
being and a reduction of	Empowering	Track % of students who complete a	After each	Division meetings,
symptoms.	Students for	second appointment.	presentation	College Leadership, and
	Success	Track PGR and Persistence rates at the	Full review at the	E-Team at the end of
	ILO:	end of each semester for students.	end of each semester	each semester



Additional Information/How will you use results to improve services?: Create new or revise existing programming to respond to survey results.

*ILOS are <u>Institutional Learning Outcomes</u> (General Education Assessment):				
Communication Skills	2. Teamwork			
3. Critical Thinking	4. Social Responsibility			
5. Empirical and Quantitative Analysis	6. Personal Responsibility			
PAC Strategic Plan				
Strategic Direction 1: Empowering Students for Success				
Strategic Direction 2: Creating and Sustaining a Culture of Inclusiveness				
Strategic Direction 3: Celebrate and Share PAC Excellence				
Strategic Direction 4: Targeting Our Resources for Success				