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<tr>
<td>Enhanced Orientation: A collaborative project among many counseling services departments</td>
<td>Proficiency</td>
<td>1</td>
<td>By the end of the Enhanced orientations, students will have increased knowledge of the educational planning process, utilization of placement test scores, and student support services.</td>
<td>Pre-test questionnaire completed before orientation; post-test completed at the conclusion of all events.</td>
<td>Data analysis of the mean of 220 responses to a 4-point scale that ranged from strongly agree to strongly disagree.</td>
<td>Data from pre and post test analysis display significant increase in knowledge of educational planning process, utilization of placement test scores, and student support services.</td>
<td>Focus groups: completed March, 2010; Resource exchange sessions: completed April, 2010; Creation of presenter handbook: completed, May, 2010; Enhanced Orientations: completed July, 2010; presenter debriefing sessions: completed September, 2010. All data analyses: completed January 28, 2011. Report to management: completed and submitted, February, 2011. Implementation of recommendations by Financial Aid and New Student Counseling: 2011 ongoing.</td>
<td>Recommendations from presenter debriefing sessions identified need to expand financial aid services during orientation. Since 2010 and continuing, New Student Counseling and Financial Aid have collaborated in expanding the 1 hour orientation to include more financial aid counseling.</td>
<td>Kathleen Mitchell</td>
<td>Project final report dated 2/11 Meeting minutes; presenter handbook.</td>
<td>MUB 39</td>
<td>Standards I.B, II.B, I, I.B 3.b-c, II.B 4.5d, aligned with P5LOs</td>
<td>New Program Review template to be released. Aligned to new template to be determined.</td>
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<td>Enhanced Orientation: A collaborative project among many counseling services departments</td>
<td>Proficiency</td>
<td>2</td>
<td>By the end of the Enhanced Orientations, students will increase in feeling supported and cared about at CCSF (See CCSF Vision &amp; Mission Statements)</td>
<td>Pre-test questionnaire completed before orientation; post-test completed at the conclusion of all events.</td>
<td>Data analysis of the mean of 220 responses to a 4-point scale that ranged from strongly agree to strongly disagree.</td>
<td>Data from pre and post test analysis displayed that students maintained feeling welcomed throughout the Enhanced Orientation.</td>
<td>Same as above.</td>
<td>Financial Aid and New Student Counseling continue to revise both the structure and process of the orientation with emphasis on welcoming students.</td>
<td>Kathleen Mitchell</td>
<td>Project final report dated 2/11 Meeting minutes; presenter handbook.</td>
<td>MUB 39</td>
<td>Standards I.B, II.B, I, I.B 3.b-c, II.B 4.5d, aligned with P5LOs</td>
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<td>Enhanced Orientation: A collaborative project among many counseling services departments</td>
<td>Proficiency</td>
<td>3</td>
<td>By the end of reviewing the academic progress of 226 students over 1 semester following the orientations, those students who participated in the Enhanced Orientation will have higher academic performance than those who attended the one hour or on-line orientations.</td>
<td>Academic performance measures conducted by Steve Spurling of students who attended either the Enhanced, one hour, or on-line orientation.</td>
<td>Compared and contrasted the GPA and units passed of those students who attended either the Enhanced, one hour, or on-line orientation.</td>
<td>Data from the performance measures displayed a higher GPA and more units passed of those who attended the Enhanced Orientation.</td>
<td>Performance measures: completed January, 2011.</td>
<td>Financial Aid and New Student Counseling continue to offer expanded orientations. The Dean of Financial Aid and a counselor from Continuing Student Counseling will present the study on Staff Development Day, August, 2011.</td>
<td>Kathleen Mitchell</td>
<td>Final report dated 2/11 Final schedule for August, 2012</td>
<td>MUB 39</td>
<td>Standards I.B, II.B, I, I.B 3.b-c, II.B 4.5d, aligned with P5LOs</td>
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<td>Lern 60: Creating Career Options</td>
<td>Proficiency</td>
<td>4</td>
<td>By the end of the course, Lern 60, students will be able to analyze the deconstruction of traditional employment and the emergence of self initiation, innovation, and curiosity.</td>
<td>5-page paper measuring the constructs of curiosity, innovation, self initiation, innovation, and curiosity.</td>
<td>Seven-item rubric to capture paper components and alignment of points for each item for transparency of grading.</td>
<td>Papers reviewed with students rating strengths and areas to improve.</td>
<td>Paper assigned on 9/14; due on 10/18; returned and assessed on 10/25.</td>
<td>Professor review of rubric with students will prepare them for midterm paper, particularly future paper organization &amp; syntax.</td>
<td>Kathleen Mitchell</td>
<td>Rubric</td>
<td>0208</td>
<td>Standard I.I, II.B</td>
<td>New Program Review template to be released. Aligned to new template to be determined.</td>
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**Student Learning Outcome Planned for Fall 2012/Spring 2013**

Continuing Student Counseling Department (CSCD)

Prepared by Dr. Kathleen Mitchell 10/3/12

Kathleen Mitchell Final report dated 2/11 Meeting minutes; presenter handbook. MUB 39 Standards I.B, II.B, I, I.B 3.b-c, II.B 4.5d, aligned with P5LOs New Program Review template to be released. Aligned to new template to be determined.
By participating in the development of the training module, the intern will gain knowledge of CCSF services. The pre and post test questionnaire, rated on a counselor observation scale, will be used to determine intern knowledge and ability to use the 2 counseling techniques accurately when making referrals.

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<td>Specialized Program: LERN 52B, Academic and Progress Probation</td>
<td>Development</td>
<td>10</td>
<td>True/False Pre and post test questionnaire and construction of Academic and Progress Probation Preventative Action Plan</td>
<td>Data from the pre and post test true/false questionnaire and the quality of the student action plan will be assessed for comprehension of material and application to a schedule.</td>
<td>Data from questionnaires and quality of student action plan will guide counselor interventions.</td>
<td>Four scheduled academic and progress probation workshops as well as follow-up counseling sessions are scheduled throughout Fall and Spring semesters beginning September 8. Course instructions will meet on October 23 to discuss data from questionnaires.</td>
<td>Department will continue to review and revise course handbook curriculum and the methods and timeliness of interventions.</td>
<td>Nancy Sargent</td>
<td>Planning meeting minutes. Pre &amp; post surveys and data. Outcome discussion minutes. Instructor handbook.</td>
<td>MUB 29</td>
<td>Standards I.B, I.B. 1, II.B 3.b,c,d, II.B 4.5.d,c,d aligned with FLSOs</td>
<td>New Program Review template to be released. Aligment to new template to be determined.</td>
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<td>Specialized Program: LERN 52B, Academic and Progress Probation</td>
<td>Development</td>
<td>11</td>
<td>Academic and Progress Probation Action Plan and counselor observations.</td>
<td>Components of the Academic and Progress Probation Action Plan will be reviewed for accuracy and application to the student’s school/life/work. Counselor observations will be recorded on an rubric.</td>
<td>Quality of the Academic and Progress Action Plan will guide counselors to make improvements to both the course LERN 52B and the individual counseling sessions.</td>
<td>Counseling appointments will be made immediately following the conclusion of the course. Counselor instructors will meet along with the department chair on October 23 to discuss findings from the counseling sessions.</td>
<td>Department will continue to review and revise course handbook curriculum and the methods and timeliness of interventions. Counseling session format will continue to be revised.</td>
<td>Nancy Sargent</td>
<td>Planning meeting minutes. Pre &amp; post surveys and data. Outcome discussion minutes. Instructor handbook.</td>
<td>MUB 29</td>
<td>Standards I.B, I.B. 1, II.B 3.b,c,d, II.B 4.5.d,c,d aligned with FLSOs</td>
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<td>General Academic Counseling</td>
<td>Development</td>
<td>12</td>
<td>Pre test and post test questionnaire and counselor observations.</td>
<td>Data from the pre and post test questionnaires will be assessed to determine student understanding of the concepts discussed within the workshop. Counselor observations will be recorded on an rubric.</td>
<td>Both data from the questionnaires and recorded counselor observations will contribute to revisions and improvements to the workshop content.</td>
<td>Script for making appointments: completed on August 21. Script for workshop content: completed on August 21. Workshops will be held throughout the semester. First 5 were completed week of August 27. Counselor presenters will meet October 13 to discuss preliminary findings from questionnaires and observations.</td>
<td>Counselors who present these workshops will meet monthly to review with the department chair data gathered from questionnaires and from observation rubrics. Counselors will monitor new presenters on content consistency.</td>
<td>Ronnie Owens</td>
<td>Planning meeting minutes. Pre &amp; post surveys and data. Outcome discussion minutes. Instructor script. Rubric to record counselor observations.</td>
<td>MUB 29</td>
<td>Standards I.B, I.B. 1, II.B 3.b,c,d, II.B 4.5.d,c,d aligned with FLSOs</td>
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<td>General Academic Counseling</td>
<td>Development</td>
<td>13</td>
<td>Pre test and post test questionnaire and counselor observations.</td>
<td>Data from the pre and post test questionnaires will be assessed to determine student understanding of the concepts discussed within the workshop. Counselor observations will be recorded on an rubric.</td>
<td>Both data from the questionnaires and recorded counselor observations will contribute to revisions and improvements to the workshop content.</td>
<td>Workshop modules have been created: Academic Skills; Academic Planning; Professional Skills; Life Skills; Leadership and Mastery Skills. Module workshop schedule will be determined in Fall 2012, piloted in November, 2012, and fully integrated in Spring, 2013.</td>
<td>Counselors presenting the workshops will contribute to standardizing the content and assessing an instructor handbook for content consistency.</td>
<td>Ronnie Owens</td>
<td>Planning meeting minutes. Pre &amp; post surveys and data. Outcome discussion minutes. Instructor handbook.</td>
<td>MUB 29</td>
<td>Standards I.B, I.B. 1, II.B 3.b,c,d, II.B 4.5.d,c,d aligned with FLSOs</td>
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Specialized Program: University Intern Training and Development

**Area**: WASC Rubric

**SLO/AUO**

**Measurement**

**Assessment**

**Change**

**Timeline**

**Continuous Quality**

**Lead Person**

**Evidence / Documentation**

**Location of Evidence / Documentation**

**Alignment with WASC Standards**

**Alignment with Program Review**

**Development**

1. By the end of the career assessment seminar for new counseling interns, student interns will be able to compare and contrast the concepts of career assessment and career testing.

2. Pre and post test questionnaire measuring concepts of career assessment and career testing.

3. Data from the pre and post test questionnaires will be analyzed to assess intern understanding of the similarities and differences of the concepts of assessment and testing.

4. The data from the assessment will guide the counseling intern program coordinator to conduct additional training and development sessions for interns.

5. Pre and post test questionnaires as well as counselor observations will assist in shaping learning experiences for interns.

6. Cynthia Obenchain

7. Planning meeting minutes. Pre & post surveys and data. Outcome discussion minutes. Instructor handbook.

8. MUB 29

9. Standards II.B, I.B. 1, I.B. 3.b, c, d, I.B 4.5.d.5 aligned with PSLOs.

10. New Program Review template to be released. Alignment to new template to be determined.

**Specialized Program: University Intern Training and Development**

**Area**: WASC Rubric

**SLO/AUO**

**Measurement**

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**Continuous Quality**

**Lead Person**

**Evidence / Documentation**

**Location of Evidence / Documentation**

**Alignment with WASC Standards**

**Alignment with Program Review**

**Development**

11. By the end of the training module for interns entitled, “What’s Life’s” interns will identify areas in which they would like future training.

12. Pre and post test questionnaire measuring intern knowledge of CCSF counseling services. Counselor observations rubric.

13. Data from the pre and post test questionnaires and counselor observations rubric will be analyzed to assess intern knowledge of CCSF services and to identify need for additional training.

14. The data from the assessment will guide the counseling intern program coordinator to construct additional training and development sessions for interns.

15. “What’s Life’s?” module will be held on August 31. Data gathered will be reviewed on September 3. Additional training workshops: Fall, 2012. (Pre and post test questionnaires as well as counselor observations will contribute to improving training intern training modules.)

16. Cynthia Obenchain

17. Planning meeting minutes. Pre & post surveys and data. Outcome discussion minutes. Instructor handbook.

18. MUB 29

19. Standards II.B, I.B. 1, I.B. 3.b, c, d, I.B 4.5.d.5 aligned with PSLOs.

20. New Program Review template to be released. Alignment to new template to be determined.

**Specialized Program: University Intern Training and Development**

**Area**: WASC Rubric

**SLO/AUO**

**Measurement**

**Assessment**

**Change**

**Timeline**

**Continuous Quality**

**Lead Person**

**Evidence / Documentation**

**Location of Evidence / Documentation**

**Alignment with WASC Standards**

**Alignment with Program Review**

**Development**

21. By the end of the training module for interns entitled, “Ways to Measure and Assess our Work,” interns will become knowledgeable about the Student Learning Outcomes process and will apply their knowledge to a simulated counseling session.

22. Pre and post test questionnaire measuring intern knowledge of the SLO process. Counselor observations rubric.

23. Data from the pre and post test questionnaires and counselor observations rubric will be analyzed to assess intern knowledge of the SLO process. Counselor observations rubric will be analyzed to assess intern’s ability to apply the information within a simulated counseling session.

24. The data from the assessment will guide the counseling intern program coordinator to construct additional training and development sessions for interns.

25. “What’s Life’s?” module will be held on August 31. Data gathered will be reviewed on September 3. Additional training workshops: Fall, 2012. (Pre and post test questionnaires as well as counselor observations will contribute to improving training intern training modules.)

26. Cynthia Obenchain

27. Planning meeting minutes. Pre & post surveys and data. Outcome discussion minutes. Instructor handbook.

28. MUB 29

29. Standards II.B, I.B. 1, I.B. 3.b, c, d, I.B 4.5.d.5 aligned with PSLOs.

30. New Program Review template to be released. Alignment to new template to be determined.

**International Student Counseling**

**Area**: WASC Rubric

**SLO/AUO**

**Measurement**

**Assessment**

**Change**

**Timeline**

**Continuous Quality**

**Lead Person**

**Evidence / Documentation**

**Location of Evidence / Documentation**

**Alignment with WASC Standards**

**Alignment with Program Review**

**Development**

31. By participating in the OPT workshop, students will gain knowledge of the qualifications, procedures, and eligibility for applying for OPT.

32. Pre and post test questionnaire measuring student understanding of the OPT process.

33. Data from the pre and post test questionnaires will be analyzed to assess student understanding of the OPT process.

34. The data from the questionnaires will guide the international counselor to make improvements to the workshop.

35. Workshop content, including a PowerPoint Presentation created on 8/31. First OPT workshop will be presented on 9/1. Following will be a discussion among counselors about the results.

36. Workshop content will be revised based on the international counselor’s questionnaire data and counselor recommendations. Counselors will meet monthly to discuss content and data gathered.

37. Cynthia Obenchain

38. Planning meeting minutes. Pre & post surveys and data. Outcome discussion minutes. Powerpoint presentation.

39. MUB 29

40. Standards II.B, I.B. 1, I.B. 3.b, c, d, I.B 4.5.d.5 aligned with PSLOs.

41. New Program Review template to be released. Alignment to new template to be determined.

**International Student Counseling**

**Area**: WASC Rubric

**SLO/AUO**

**Measurement**

**Assessment**

**Change**

**Timeline**

**Continuous Quality**

**Lead Person**

**Evidence / Documentation**

**Location of Evidence / Documentation**

**Alignment with WASC Standards**

**Alignment with Program Review**

**Development**

42. By participating in an individual counseling session following the OPT workshop, students will gain knowledge of their eligibility for OPT, and they will be guided through the application process including application submission.

43. Completion of the application for OPT. Rubric contains counselor observations.

44. The OPT application will be reviewed for eligibility and accuracy. Counselor rubric contains counselor observations.

45. Items on the application will be reviewed by counselors in particularly difficult to explain to students with cases of more depth within the workshop. Counselor rubric contains counselor observations to enhance both the workshop content and counseling sessions.

46. Counseling appointments will be made immediately following the OPT workshop. Beginning on September 3 and throughout the fall, 2012 semester.

47. On-going dialogue among the counselors regarding the workshop content and counseling sessions will occur monthly throughout the semester.

48. Cynthia Obenchain

49. Planning meeting minutes. rubric to record counselor observations. Outcome discussion minutes.

50. MUB 29

51. Standards II.B, I.B. 1, I.B. 3.b, c, d, I.B 4.5.d.5 aligned with PSLOs.

52. New Program Review template to be released. Alignment to new template to be determined.

**Orientation Specialized Program**

**Area**: WASC Rubric

**SLO/AUO**

**Measurement**

**Assessment**

**Change**

**Timeline**

**Continuous Quality**

**Lead Person**

**Evidence / Documentation**

**Location of Evidence / Documentation**

**Alignment with WASC Standards**

**Alignment with Program Review**

**Development**

53. By the end of the Enhanced Orientation for students returning to college, students will have gained more knowledge about academic renewal, registration, transcriptability of units, and special financial aid resources.

54. Pre and post test questionnaire measuring knowledge of QCCD and transfer major requirements.

55. Data from the pre and post test questionnaire will be assessed to determine the content of the Enhanced Orientation.


57. Meetings among counselors will begin in November to develop curriculum and procedures to record Enhanced Orientation for spring, 2013.

58. Bill Goodwin

59. Planning meeting minutes. Pre & post surveys and data. Outcome discussion minutes. Instructor handbook.

60. MUB 29

61. Standards II.B, I.B. 1, I.B. 3.b, c, d, I.B 4.5.d.5 aligned with PSLOs.

62. New Program Review template to be released. Alignment to new template to be determined.
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<td>Transfer Counseling</td>
<td>Development</td>
<td>20</td>
<td>SLO/AUO</td>
<td></td>
<td>Pre and post test questionnaire</td>
<td>Data from the pre and post test questionnaires will be assessed to determine student knowledge of the TAG process.</td>
<td>Pre and post test developed on August 23; administered during the week of August 27-8/5. Data tabulated on 8/9. Counselors will meet for preliminary evaluation and discussion of data on September 10.</td>
<td>Counselors will meet monthly to assess data from questionnaires and to make any needed modifications to the TAG counseling sessions.</td>
<td>Grace Hoon</td>
<td>Planning meeting minutes, Pre &amp; post surveys and data.</td>
<td>Outcome discussion minutes.</td>
<td>MUB 39</td>
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<tr>
<td>Veteran's Counseling</td>
<td>Development</td>
<td>21</td>
<td>SLO/AUO</td>
<td></td>
<td>Pre and post test questionnaire</td>
<td>Data from the pre and post test questionnaires will be analyzed to determine student knowledge of the services, educational planning process, referrals, registration, and transfer information.</td>
<td>Pre and post test questionnaires were developed on August 23; administered during the week of August 18. Counselors will meet for preliminary assessment and discussion of data on September 13.</td>
<td>Counselors will meet biweekly throughout the semester to assess data collected from the questionnaires and make necessary changes to counseling session content and process.</td>
<td>Herving Valiente</td>
<td>Planning meeting minutes, Pre &amp; post surveys and data.</td>
<td>Outcome discussion minutes.</td>
<td>MUB 39</td>
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