



OUTCOMES & ASSESSMENT

Institutional Learning Outcome 4: Personal & Career Development

Assessment Report, Spring 2025

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Introduction

The assessment of Institutional Learning Outcomes (ILOs) serves as a mechanism for examining student achievement of essential skills and knowledge aligned with the college’s mission. ILOs are intentionally broad, capturing learning that occurs across diverse educational programs, including credit and noncredit programs, academic and career preparation, student services, and co-curricular activities.

ILO 4: Personal and Career Development

- A. Assess one’s own achievements or cultivate resources for educational or career growth*
- B. Maintain and improve one’s health and safety and/or that of others*
- C. Use technology in pursuit of intellectual growth and/or career development*

All City College students engage in personal and career development throughout their academic journey. Whether working with counselors to create educational plans, accessing library resources, using computer applications and the College’s learning management

system (LMS) to communicate with peers and instructors, or participating in clubs, athletics, and wellness activities, students build competencies that contribute to ILO 4.

This report presents institutional improvements, program mapping, and attainment levels for ILO 4 during the 2020–2024 assessment period.

2021 ILO 4 Report Suggestions for Improvements

To improve clarity for mapping purposes, the 2021 ILO 4 report recommended splitting ILO 4A—*Assess one’s own achievements and cultivate resources for educational and/or career growth*—into two shorter, more focused outcomes. This recommendation was endorsed by the Academic Senate Executive Council (ASEC) in 2021 through Resolution [2021.05.26.5H](#). However, technical challenges in CurriQunet prevented the recommended split from being implemented. To address this, the SLO Committee proposed a revision to ILO 4A by replacing “and” and “and/or” with “or.” This change resolved the mapping issues in CurriQunet while still aligning with the intent of Resolution 2021.05.26.5H. In September 2024, [a modified resolution](#) was submitted to the Academic Senate and approved by consent. The revised outcome now reads: *Assess one’s own achievements or cultivate resources for educational or career growth*.

The 2021 ILO 4 report also included the following suggestions for strengthening ILO 4 attainment among students:

- Improve college communication to students and the community regarding services available at CCSF for personal and career development.
- Build stronger linkages between instructional programs and academic and student services
- Expand high-quality distance education opportunities, both partial and fully online, for a student body that is increasingly comfortable with distance education
- Maintain up-to-date technology and software to help students gain the right technical skills for their careers.
- Expand use of portfolios or similar cumulative assignments that require students to reflect upon their past work and articulate their future direction.

Many of the suggestions were implemented throughout the college and are outlined in the next section of this report.

College Improvements Supporting ILO 4 Student Attainment

The improvement efforts identified in this section occurred at the college between Fall 2021 and Spring 2024 semesters and are listed under each corresponding ILO 4 sub-element.

ILO 4A: Assess one's own achievements and cultivate resources for educational and/or career growth

The Student Affairs division has expanded its reach and improved communication to students, reorganized its programs, developed new programs and service areas, and implemented new technologies to better support students at all points of their educational journey. A few examples of service improvements that impact a student's ability to meet ILO 4A include:

- Launching Degree Works, a web-based tool that helps students and counselors create and interact with education plans more easily; students can monitor their own progress toward program completion or review alternative program options.
- Reunifying all counseling units into one to better support all students regardless of where they receive counseling assistance.
- Expanding and reorganizing programs for justice-impacted students (e.g., Rising Scholars and New Directions)
- Reorganizing the Completion Center
- Expanding workshops through various student support programs (e.g., EOPS, Next Step and Care - in-house tutoring sessions; Financial Aid - Understanding SAP, Cal Grant Eligibility).
- Launching SparkPoint to improve access and navigation to student essential resources
- Enhancing METRO program's peer mentor program with workshops, training, and support with professional soft skills, career advising, learning and sharing campus resources, community building in and out of the classroom.
- Adding employment specialists, through Career Services, to strength offerings to students that connect their CTE education with career opportunities

ILO 4B: Maintain and improve one's health and safety and/or that of others

Student Health Services (SHS) continues to support students with expanded services. During the 2021-24 assessment cycle, SHS played a critical role in educating the college community about COVID 19, providing services during the pandemic and then assisting the college in the safe return to campus. Additional SHS improvement highlights include:

- Adding a sample of new mental health groups, namely Behavioral consultation group for employees; Self Talk for Wellness; Building Connections; Women Seeking Safety; and Stress and Worry.
- Expanding SHS events such as Mental Health Monday and 10+ flu shot clinics at all center locations. In fall 2023 alone, the SHS held 5 Flu Clinics at 5 CCSF center locations and dispersed a total of 570 flu shots.
- Expanding outreach efforts and collaboration with other programs, including providing workshops and tabling at SparkPoint and with the resource centers.
- Expanding communication and services through virtual telehealth appointments for both medical and mental health services.
- Providing food and hygiene shelves at all the center locations and many student support service locations like SparkPoint and SHS.

Other college improvement efforts supporting ILO 4B include:

- Connecting students with emergency funds, through Financial Aid Office, and other resources to combat homelessness and food insecurity to ensure that they can focus on their education without compromising their safety or well-being
- Updating SLO language in course curricula related to physical and mental health
- Updating kitchen protocols post-pandemic in the Culinary Arts & Hospitality department and college foodservice locations.

ILO 4C: Use technology in pursuit of intellectual growth and/or career development

One of the recommendations from the 2021 ILO 4 report was for the college to maintain and expand access to current technology and software, enabling students to develop the technical skills needed for their educational and career goals. During the most recent assessment cycle, the college supported various initiatives to enhance communication and learning through technology. As a result, all campus groups strengthened their technological proficiency, creating more opportunities for students to engage and interact online.

- Faculty who taught in-person classes participated in extensive online teaching professional development to teach online temporarily during the school closure due to the COVID pandemic. As a result, faculty are more able and accustomed to using the college's learning management system (LMS) and its many applications for tech-enhancement to in-person classes.
- The library embedded its subject-specific research guides within corresponding courses in the LMS, so students had easier access to library resources and services.
- With the implementation of Simple Syllabus, all faculty are required to post their syllabus in the LMS, providing a standard location for all syllabi.

- Students, staff, faculty and administrators have practiced and, in many cases, mastered using the LMS, screensharing (e.g., Zoom), email, Google Docs, MS platforms, and academic apps like Pronto and MyCCSF.
- The library began checking out laptops, Chromebooks and hotspots and has continued to secure stable funding to maintain and expand this vital service.
- Several student service locations began using LanguageLine, which provides real-time language translation between CCSF employees and students, thus increasing access to campus resources.
- Access to services expanded through virtual counters in all student service units
- Increasing communication through new technology like MyCCSF app and Signal Vine.
- Some support service programs (e.g., CalWORKS, Veterans, Guardian Scholars) created presences in the college's LMS to enhance communication and provide resources to help students cultivate resources
- Expanded high-quality distance education opportunities, both partial and fully online, for a student body that is increasingly comfortable with distance education
- Added Atomic Search to Canvas, which allows users to search Canvas courses more easily; the search tool has been long requested by students and faculty because it helps them locate information more quickly and matches with how many people navigate webpages and other online resources.

ILO 4 Alignment and Attainment through Course Assessment Data

The college uses curriculum mapping to align outcomes at different levels at the college. Derived from the data collected in CurriQunet, mapping reports for instructional outcomes provide a clear infrastructure for assessment. For ILO reports, SLO assessments are conducted and reported on by instructors at the course section- level and mapped upward to program outcomes and then again to institutional outcomes.



Figure 1: Curriculum Mapping at CCSF - example

Instructional Programs Alignment with ILO 4 Sub-Elements

In fall 2024, 136 unique instructional programs mapped to the three ILO 4 sub-elements. Over the three-year period, there was an increase in program alignment across all sub elements.

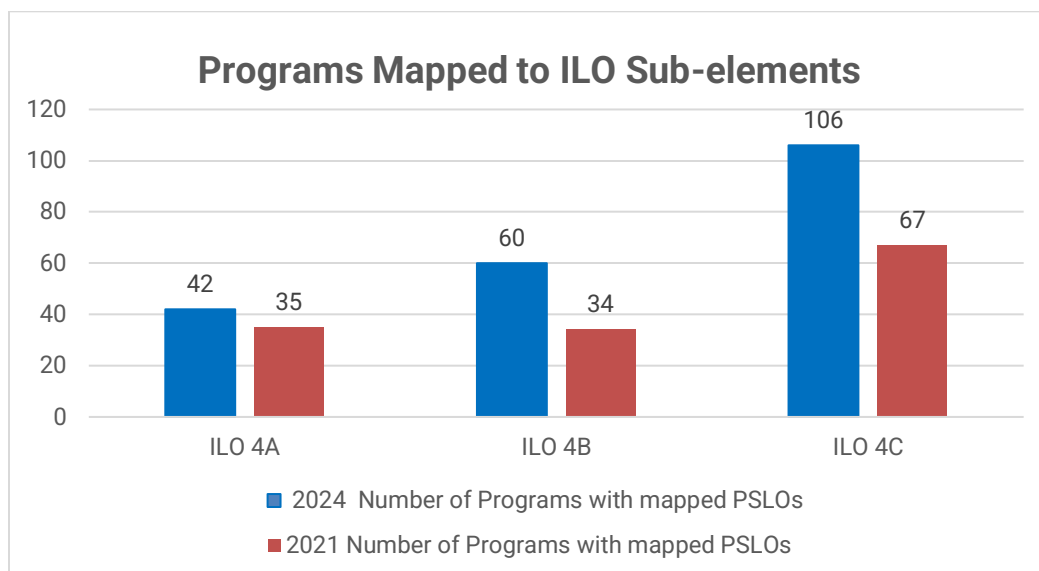


Chart 2: Programs Mapped to ILO 4 Sub-elements

The data illustrates a clear trend of increased integration of ILO 4 sub elements into

academic programs, with ILO 4c experiencing the most substantial expansion. This growth may reflect a heightened institutional emphasis on technology skills and health and safety during and directly following the Covid pandemic.

ILO 4a: Programs mapped to this sub-element increased from 35 in 2021 to 42 in 2024, representing a moderate 20% growth. This suggests a steady but measured integration of self-assessment and personal goal-setting outcomes into program curricula.

ILO 4b: The number of mapped programs nearly doubled, rising from 34 in 2021 to 60 in 2024, a 76% increase. This notable growth points to a growing focus on improving health and safety practices for oneself and others.

ILO 4c: This sub-element experienced the most substantial growth, with mapped programs increasing from 67 in 2021 to 106 in 2024—an increase of nearly 58%. The continued expansion suggests that competencies related to the use of technology and the application are becoming more embedded across academic programs.

Overall, the data reflects a clear trend in the integration of ILO 4 sub-elements into program-learning outcomes.

Student Attainment Levels by Sub-Element

Quantitative data from CurrlQūnet, collected at the course section level (CRNs) and aggregated through programs to Institutional Learning Outcomes (ILOs), was compiled in a report generated on September 18, 2024. This report covered data from Fall 2020 through Spring 2024. The findings show that a high percentage of outcomes, between 83% and 86%, were met, representing a slight improvement over the 2021 ILO 4 assessment, which reported a range of 78% to 83%.

Among the outcomes not met, the majority (9–10%) were categorized as “developing the SLO,” while fewer than 6% showed “no evidence of SLO.”

ILO 4A: Assess one’s own achievements and cultivate resources for educational and/or career growth

	Number of Assessments	Percentage of Total Number Assessed
Meets SLO	16,732	86.29 %
Developing SLO	1,816	9.37 %
No evidence of SLO	843	4.35%

*2021 results 82.96% Meets the SLO (improvement of 3.33%)

ILO 4B: Maintain and improve one's health and safety and/or that of others

	Total # of Assessments	Percentage of Total Number Assessed
Meets SLO	33,816	84.13%
Developing SLO	4,287	10.67%
No evidence of SLO	2,090	5.20%

*2021 results 82.19% Meets the SLO (improvement of 1.94%)

ILO 4C: Use technology in pursuit of intellectual growth and/or career development

	Total # of Assessments	Percentage of Total Number Assessed
Meets SLO	44,132	83.41%
Developing SLO	5,626	10.63%
No evidence of SLO	3,153	5.96%

*2021 results 78.46% Meets the SLO (improvement of 4.95%)

Student & Academic Services Alignment with ILO 4

ILO attainment is achieved through the total student experience at the college including counseling, tutoring services, student success programs, the library and the many services made available to help students meet their educational goals. Though assessments are often related to the services provided, they are indicators of students' pursuit and attainment of ILO 4 outcomes.

Assessment Reports

The table below includes a few recent examples of student service outcome assessments that align to ILO 4.

Program	Student Service Outcome	Assessment Method	ILO 4 Mapping	Outcome Met	Report
Guardian Scholars	After receiving counseling services, Guardian Scholar students will be able to articulate the purpose of educational planning and the requirements necessary to achieve their educational goals.	Student Survey	ILO 4A	Yes 100% 4.88/5	Report (2024)
HARTS	After receiving counseling services, HARTS students will be	Student Survey	ILO 4A	Yes 89%	Report (2024)

	able to Articulate the purpose of educational planning and the requirements necessary to achieve their educational goals.			96% 4.61/5	
DSPS	To provide increased awareness of DSPS programs and services both within the college community and within the greater San Francisco Community.	Outreach statistics and student survey	ILO 4A, 4C	Yes (exceeds benchmarks)	Report (2024)
Library	Provide collections sufficient to support the teaching and learning mission of the college	Circulation statistics and analysis	ILO 4A	Yes	Report (2024)
Admissions & Records	Provides effective and timely support services to assist students in pursuing their educational goals	Virtual counters	ILO 4A, 4C	Yes	Report (2023)
City Dream	Provides students with a welcoming space and community that will serve to encourage persistence.	DEI review of website, documents, and physical space	ILO 4A, 4C	Yes	Report (2023)
Learning Assistance	Students who receive services from the Learning Assistance Center will be able to apply gained skills to improve success in their academic courses.	Tracking persistence and academic achievement	ILO 4A	Yes	Report 2023
EOPS	EOPS Program provides effective support services and resources to assist students in completing their educational goal.	Persistence and retention data, survey	ILO 4A	Yes	Report (2023)

Suggestions for Improvements

Based on this assessment and ongoing dialogue within the SLO Committee and across the college regarding ILO 4, the following recommendations may be considered to strengthen student support, enhance communication, and improve the integration of technology and its use by all college constituents:

- Provide up-to-date, accurate, clear pathways for students' guidance.
- Continue to improve college communications to students and the community regarding services available at CCSF for personal and career development.
- Provide more linkages and more opportunities for dialog between instructional programs and student services.
- Prioritize professional development and dialog on AI guidance and policies, including collaboration and dialog between departments to learn where AI is applicable and not and what policies are in place.
- Provide professional development for faculty and staff around student-centered approaches for successfully incorporating technology (e.g., Canvas, MyCCSF app) for in-person classes and services.
- Provide a more coordinated effort across college services and programs, to ensure students can build the necessary technology skills to use Canvas to effectively participate in courses regardless of mode of instruction.

Conclusion

This assessment of ILO 4: Personal and Career Development affirms the college's commitment to fostering student growth both inside and outside the classroom. Through the review of attainment data, program mappings, service outcome assessments, and institutional improvements, this report demonstrates how students engage in activities that support educational planning, health and safety, and technological literacy.

Given the emphasis in the new ACCJC standards on demonstrating the use of assessment data for continuous improvement, this ILO 4 report is organized more explicitly around areas of college improvements aligned with the ILO. The SLO Team, in collaboration with the SLO Committee, will continue to engage with the college community to identify improvements, ensuring that assessment remains a meaningful process that directly supports student success.

Appendixes

Appendix A: Report Sharing with the College Community

The findings and improvement suggestions in this report reflect the college's ongoing efforts to support student learning aligned with ILO 4. To gather feedback and foster continued dialogue, this report was developed in collaboration with and shared with the following college committees:

Date	Committee	Focus
September 6, 2024	SLO Committee	ILO 4A Modified Resolution (slides)
September 6, 2024	Academic Senate Executive Council (ASEC)	Resolution 2024.09.11.V.E. Recommended Modification to ASEC Resolution 2021.05.26.5H
October 3, 2024	Student Services Outcomes Workgroup	ILO 4 Presentation (Slides)
October 4, 2024	SLOC Committee	ILO Report (minutes)
April 14, 2024	Teaching & Learning with Technology Roundtable	ILO4C Suggestion for improvement, re: in-person courses and the LMS (minutes)
April 15, 2025	Classified Senate	Presentation (Slides) /Q&A
April 25, 2025	Associated Students	Presentation (Slides) /Q&A
April 23, 2024	ASEC	Presentation (Slides) /Q&A
May 5, 2025	Planning Committee	Presentation (Slides) /Q&A
May 7, 2025	ASEC	2025 ILO 4 Report Resolution accepted by consent

Appendix B: ILO 4 Attainment Comparison 2021 and 2024

The number of students meeting ILO 4 outcomes increased in each of the ILO sub-elements.

ILO 4A

	2021	2024
Meets the Outcome	82.96%	86.26%
Meets the Outcome (number of assessments)	20,383	16,732
Developing the outcome %	12.90%	9.37%
Developing Outcome (number of assessments)	3,170	1,816

ILO 4B

	2021	2024
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Meets the Outcome	82.35%	84.13%
Meets the Outcome (number of assessments)	30,235	33,816
Developing the outcome %	12.54%	10.67%
Developing Outcome (number of assessments)	4,612	4,287

ILO 4C

	2021	2024
Meets the Outcome	78.46%	83.41%
Meets the Outcome (number of assessments)	40,261	44,132
Developing the outcome %	14.59%	10.63%
Developing Outcome (number of assessments)	7,486	5,626