



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 will learn evidence-based, solution-focused strategies to increase resilience, well-being, and overall academic success.	Strategic Direction: 1, Empowering Students for Success. ILO: 1, 3, 6	Post presentation surveys. Track PGR and Persistence rates at the end of each semester for students.	After each presentation Full review at the end of each semester	Tactical Student Success Division meetings, College Leadership, and E-Team at the end of 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 improved sense of well-being and a reduction of symptoms.	Strategic Direction: 1. Empowering Students for Success ILO:	After each individual session, ask student, "Was this helpful?" Track % of students who complete a second appointment. Track PGR and Persistence rates at the end of each semester for students.	After each individual session After each presentation Full review at the end of each semester	Tactical Student Success Division meetings, College Leadership, and E-Team at the end of 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 [Institutional Learning Outcomes \(General Education Assessment\)](#):

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| 1. 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