

Palo Alto College Student Success SLO/SAO Assessment Cycle Template

DEPARTMENT NAME: Welcome Center

Academic Year: 2018 - 2020

Department Mission: The Welcome Center at Palo Alto College provides a comprehensive host of services to prospective students to support them during the enrollment process.

What question are you trying to answer with the outcomes assessment?
Does each student know what it means to be NSO Ready?

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Methods to Achieve and Means of Assessment	Assessment Timeline	Dissemination/Communication of Results
Welcome Center Walk-In visitors will understand the Enrollment Steps after receiving services from the Welcome Center.	Strategic Direction 1: Empowering Students for Success ILOs 3, 6	Conduct a Satisfaction Survey at the end of the Walk-In visitor session with the addition of the following questions: 1. What enrollment step did you work on today? 2. What does NSO Ready mean? 3. Why is learning this information important to you? (2 sentences)	At the end of each Walk-In visit and by email. We will track survey take rate and responses -Monthly	Results will be communicated to Student Success Leads at Mid-Fall, End of Fall, and Spring Division Meetings
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Methods to Achieve and Means of Assessment	Assessment Timeline	Dissemination/Communication of Results
<i>ARE YOU NSO READY?</i> Students will understand what NSO Ready means. Students will also understand the value of completing their Enrollment Steps.	Strategic Direction 1: Empowering Students for Success ILO 6	1. Sr. Advisor will manage a sign-in process for every CC HS Visit with Student name/Date/primary phone #/primary email address 2. Sr. Advisors will disseminate a “thank you receipt” email and conduct a survey via Survey Monkey after every high school visit asking the following: 1. What enrollment step did you work on today? 2. What does NSO Ready mean? 3. Why is learning this information important to you? (2 sentences)	Monthly – beginning in mid-October	Results will be communicated to Student Success Leads at Mid-Fall, End of Fall, and Spring Division Meetings



		<p>3. Surveys will be used to monitor students' grasp of NSO Readiness and, further, Sr. Advisors will contact each student by phone to engage in this Awareness topic while tackling Enrollment Steps every time a survey is received.</p> <p>4. Students' understanding and its reaffirmation will lead to more NSO Reg Ready Students in May compared to prior year and large FTIC enrollment for Fall.</p>		
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*ILOS are [Institutional Learning Outcomes \(Gen Ed/Core Curriculum Assessment\)](#):

1. Communication Skills	2. Teamwork
3. Critical Thinking	4. Social Responsibility
5. Empirical and Quantitative Analysis	6. Personal Responsibility