

Service Area Student Learning Outcome-to-Institutional Learning Outcome Map

Assessment Committee Approved: 04/23/2021

This document contains the program outcome map showing which Service Area SLOs align to and inform CR's Institutional Learning Outcomes (ILOs). Whenever service areas assess their outcomes, those that are mapped to one or more ILO will provide information to the college on how effectively we are meeting our institutional outcomes. This map was created in collaboration between the Assessment Committee and the Directors of the different service areas shown. The college's institutional learning outcomes are:

- **ILO #1 (Academic & Career Technical Objectives):** Students will successfully acquire program outcomes and complete degrees and/or certificates
- **ILO #2 (Personal & Professional Development):** Students will reach their career, transfer, or personal goals.
- **ILO #3 (Community & Global Responsibility):** Students will develop the awareness and skills needed to contribute to local and global communities.

AREA	SERVICE AREA OUTCOMES		ILO #1	ILO #2	ILO #3
ASC	1	As a result of communication and outreach by the Academic Support Center, students will demonstrate awareness and understanding of ASC instructional testing services and processes.			
	2	As a result of participating in services provided by the Academic Support Center, students will demonstrate knowledge of study skills, learning strategies, and/or collaborative learning.		X	
Athletics	1	Students will demonstrate an understanding of degree/certificate and transfer requirements necessary to reach their educational goal.		X	
	2	Student athletes will demonstrate an understanding of and adhere to all CR and CCCAA minimum eligibility requirements and decorum policies.		X	
	3	Assess current Cap & Gown athletic academic support program to determine student-athlete effectiveness in the areas of retention, academic success, and GPA as comparable to the district-wide average.		X	
CalWORKS	1	The CalWORKS student will develop a Student Educational Plan (SEP) with the CalWORKS Counselor/Advisor that is consistent with their Welfare-to-Work Goals.		X	
	2	CalWORKS students will demonstrate increased year-to-year persistence resulting from services provided at the program level.		X	
	3	CalWORKS students will demonstrate persistence levels at or greater than the general CR population.		X	
CDC	1	Student parents utilizing the CDC will be knowledgeable about their educational program requirements.		X	

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	2	CDC teaching staff will provide an environment that helps children develop social and emotional competence.			X
	3	Lab students will observe CDC teaching staff modeling appropriate teaching techniques to promote children's social and emotional competence and will implement those techniques with children under the direct supervision of the CDC teaching staff.		X	
Counseling & Advising	1	Students will indicate an understanding of the components of their academic program by selecting an educational goal and completing a Student Education Plan.		X	
	2	Students will identify college resources that support academic success.		X	
	3	Counselors and advisers will be knowledgeable of Student Success and Support Program (SSSP) regulations, and they will be aware of processes related to these regulations.			
DSPS Trish Blair	1	DSPS students will show a greater level of persistence resulting from services provided at the program level.		X	
	2	DSPS students taking an Educational Assistance Class will have an overall higher GPA than DSPS who don't enroll in an Educational Assistance Class.	X	X	
	3	Students, faculty and staff across the district will report awareness and understanding of our programs and services.		X	
EOPS	1	As a result of participating in an EOPS Orientation, students will be able to demonstrate knowledge of the program's requirements and services.			X
	2	As a result of academic advising and the collaborative development of a Student Educational Plan, EOPS students will be able to identify the courses and course sequences required to reach their educational goal.		X	
Enrollment Services	1	Students will demonstrate an understanding that all fees are due at the time of registration and the resulting consequences of unpaid balances.			X
	2	Students will demonstrate an understanding of their residency status and how it relates to their educational costs.			
	3	As a result of undergoing financial literacy education, students will demonstrate an understanding of critical financial literacy skills.		X	
	4	Develop transparency and efficiency in Enrollment Services forms and processes for students and the District.			

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Library	1	Students are able to locate and access the materials they need to effectively complete their courses and their assignments.		X	
	2	Students receiving instruction in library research and information literacy will demonstrate improved success in the courses they are taking.	X	X	
	3	Students demonstrate awareness and successful use of the Library's virtual resources including online databases and other online information resources.		X	
Multicultural & Diversity Center	1	Students who participate in Multi-Cultural & Diversity Center's cultural activities will be able to demonstrate an awareness of the diversity of the region.			X
	2	As a result of participating student clubs housed in the center, students will be able to demonstrate feelings of connection and community.			X
Residential Life	1	Residents understand how to access campus and community resources			
	2	Environment in the residence halls facilitates independent living		X	
	3	Environment in residence halls facilitates academic success		X	
	4	Resident Assistants demonstrate the ability to help manage student conflict			X
	5	Students are aware of campus and community social and cultural events			X
TRIO (Eureka)	1	As a result of participating in TRIO services, students will persist, graduate, and/or transfer each year at a rate of 60% or better.	X	X	
	2	As a result of tutoring and other activities, at least 63% of enrolled TSSP participants served will meet the performance level required to stay in good academic standing at CR.		X	
	3	As a result of participating in TRIO workshops (in-person or online), students will demonstrate orally or in writing an increased knowledge of financial literacy, study skills, and career planning concepts.		X	
TRIO (Del Norte)	1	As a result of participating in Enhanced Advising, students will make informed decisions towards their Education Goals.		X	
	2	By connecting with the TRIO Learning Community, students will develop academic strategies.		X	
	3	As a result of participating in Strategic Advising, students will identify how Career/Transfer pathway related experiences inform their long-term education/career goals.		X	

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Upward Bound	1	Upward Bound participants will earn at least a 2.5 cumulative GPA after each year of participation.			
	2	Upward Bound participants will demonstrate completion of a rigorous state or federal secondary curriculum of study by the end of their senior year of high school.			
	3	Participants in an Upward Bound Career Class will demonstrate a narrowing of their career goals/interests.		X	
	4	Participants in Upward Bound Summer Classes will demonstrate mastery of a college or life skill.		X	
Veterans	1	Veterans Program students will understand how to access applicable Educational Benefits.		X	
	2	Veterans Program students will be knowledgeable about campus resources.			
	3	Veterans Program students will show persistence levels at or greater than the general CR population.		X	