

ASSESSMENT PROGRESS REPORT
Assessment Activities in 2009-2010

A fully integrated program of assessment of the learning environment is **critical to maintaining the high quality of CCC**. The annual reporting of each program's assessment activities provides documentation of the College's commitment to this belief. Please complete this form by documenting those assessment activities, data, and improvements that took place in the 2009-2010 academic year. This form and any attachments **should be returned via email no later than July 14, 2010** to Dr. Steve Chambers (stephen.chambers@coconino.edu).

Assistance in completing this report can be obtained by visiting the CCC website at <http://www.coconino.edu/instres/>.

Thank you so much for your continued commitment to excellence.

***Items filled in for departments based on previous year's report. Review, revise and update where needed.**

*** TODAY'S DATE:** 10/19/10 _____

*** DEPARTMENT:** Student Support Services (advising, recruitment, disability resources, career services, testing) _____

***SUBMITTED ON BEHALF OF DEPARTMENT BY:**
Veronica Hipolito _____

***EMAIL OF SUBMITTOR:**
Veronica.Hipolito@coconino.edu _____

***LAST ASSESSMENT PLAN/ PROGRESS REPORT ON FILE:**
No assessment plan on file _____

I. OBJECTIVES:

***The measurable objectives for this department from last year's report are listed below. Please revise and update as needed. (How does your department positively affect students and the college's learning environment?)**

Have the objectives been modified since the last submission? ___Yes ___No ___X_N/A

| | |
|----|--|
| | OBJECTIVES: |
| | |
| 1. | Increase outreach to students regarding student services |
| 2. | Maintain satisfactory levels of customer services |

| | | | | |
|---|--|--|---|---|
| 3. | Teach students how to navigate and utilize AZCIS | | | |
| II. ASSESSMENT INSTRUMENTS : <p>*Please review instruments below that were reported last year and update as needed. Where possible, list and attach a sample copy of the instruments that were used to assess each objective. At least one direct and one indirect method should be used. Indicate whether the methods used are formative or summative in nature. Please update the description of processes used in the most recent year <i>Attach a sample of the instruments and rubrics used.</i></p> | | | | |
| Have the instruments been modified since the last submission? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A | | | | |
| Review and Revise as Needed | | | Update for 2009-10 | |
| | Instrument | Objective(s) Measured (#) | Description of Process (who, what, when, how and benchmarks) | Instrument and Rubric Attached (✓) |
| 1. | Attributes sheet and attendance roster | 1 | Staff did classroom visits, "tours of services", presentations to adult education and presentations for CAVIAT students. Customer service training, reviewed expectations | |
| 2. | Graduation survey | 2 | | |
| 3. | AZCIS Reporting tool | 3 | | |
| 4. | | | | |
| III. SUMMARY OF COLLECTED DATA: <p>The information shown below summarizes the data and results collected last year. In the blank space below last year's data summary, update the data summary for the most recent year, including collected quantitative/qualitative data for each instrument listed above in a summarized form. This should, for example, include: the number of items/students assessed, comparisons from current year to previous years, and how current levels correspond to pre-set benchmark levels. If data are not available, please indicate why and when they will be available.</p> | | | | |
| Reported 2008-09 | | | | |
| | Instrument | Data | | |
| 1. | Attributes and attendance | 5, 675 students had walk-in and scheduled appointments with staff | | |
| 2. | Graduation Survey | 9% increase in "very satisfied" for Advising, 6% for testing services, -2% for career services | | |
| 3 | AZ CIS Tool | 769 Logins/35 Portfolios Created | | |
| Update data summary for 2009-10 below | | | | |

| | Instrument | Data |
|--|---------------------------|--|
| 1. | Attributes and attendance | 6,388 students had walk-in and scheduled appointments with staff |
| 2. | Graduation Survey | Data not available as of this date |
| 3. | AZ CIS Tool | 546 Logins/54 Portfolios Created |
| IV a. DATA INTERPRETATION/CONCLUSIONS How does the unit interpret the data generated by the assessment methods currently in place with regard to meeting the listed objectives? If so, based upon what evidence? What conclusions were reached based on the data collected? | | |
| <i>Reported 2008-09</i> | | |
| Numbers of students utilizing services seemed lower than they should be considering enrollment. Services were deemed important by students. We had significant numbers of students exploring AZCIS but not actively participating with the program. | | |
| <i>Update data for 2009-10 below.</i> | | |
| We experienced a 16% increase in utilization of services. We had fewer students visit the site but we had a 54% increase in the numbers of students actively participating on the site. | | |
| IV b. What changes or revisions were made based on the data collected? | | |
| <i>Reported 2008-09</i> | | |
| First assessment report | | |
| <i>Update data for 2009-10 below.</i> | | |
| Began doing presentations in classrooms, had classrooms make visits to our department to meet with staff, to calendar to classrooms to make appointments. We had advisors promoting the AZCIS site to students during advising sessions, and made classroom visits to schedule career services appointments. | | |
| V. IMPROVEMENTS How have data been used to improve the program? Please make explicit the connection between assessment findings obtained and changes made to improve CCC's learning environment. | | |
| <i>Reported 2008-09 (below). Please check for our accuracy of reported improvements, clarify or elaborate on last year's reported improvements, and add improvements made in 2008-09.</i> | | |

| | Data Obtained | Improvement |
|--|--|---|
| 1. | | |
| 2. | | |
| 3. | | |
| <i>Update data for 2009-10 below.</i> | | |
| | Data Obtained | Improvement |
| 1. | Lower numbers than anticipated for numbers of students utilizing services. | 16% increase in utilization of services |
| 2. | Graduation survey not available yet | |
| 3. | We had very few students actively using the AZCIS site. | 54% increase of students creating portfolios on AZCIS |
| VI. ROLES & COMMUNICATION Did faculty, students, and/or external constituents receive summaries of the findings generated by the assessment program? Are assessment findings regarding improvements shared and discussed on any set schedule? With whom? Please indicate with whom findings will be shared in the coming year. | | |
| Will be shared on end of year report and with the BASIC grant. | | |
| VII. BUDGET IMPLICATIONS Indicate what expenses will be incurred due to your curriculum changes and improvement methods in the coming year. What resources are needed to strengthen your program assessment? | | |
| We have increased numbers of students utilizing services and will need to address staffing to make | | |