

Table II.C.2-2. 2012-2015 Student Support Services: Operational and Student Learning Outcomes

Student Support Services	2012-2013 Outcomes	ISLO4 ¹	ISLO5 ²	ISLO6 ³	ISLO7 ⁴	2013-2014 Outcomes	ISLO4 ¹	ISLO5 ²	ISLO6 ³	ISLO7 ⁴	2014-2015 Outcomes	ISLO4 ¹	ISLO5 ²	ISLO6 ³	ISLO7 ⁴
Admissions, records, and registration	Students will demonstrate above to excellent knowledge base of OARR's policies and procedures, and the ability to navigate admissions and registration process.	☑		☑	☑	Students will demonstrate understanding and exhibit working knowledge of the academic and registration policies and procedures, and successfully adhere to relevant academic dates.	☑		☑	☑	Students will demonstrate the ability to successfully complete the registration process through one of the available methods as evidenced by enrollment in courses.	☑		☑	☑
	Institute a structure crucial to verifying the completeness and accuracy of academic records and documents relative to the qualification of students in the completion of their particular programs in the light of the college's prescribed requirements.					OARR will maintain a high level of patron satisfaction by providing timely and accurate services for students, faculty, staff and the community in the following areas: (a) registration, (b) access to grades, (c) academic records maintenance and transcript production, (d) enrollment and degree verification, (e) degree audit including degree processing, (f) data requests, and (g) others.					Students shall demonstrate understanding of academic and matriculation policies and procedures, and cognizance of academic deadlines as published in the schedule, school calendar and other documents.	☑		☑	☑
Financial aid, work-study, and scholarships	Eligible students in both semesters are able to complete and submit FAFSA and all required documents in a timely manner.	☑		☑	☑	Students will articulate that they are satisfied or very satisfied with the service they receive from the Financial Aid Office.					Students will articulate that they are satisfied or very satisfied with the service they receive from Financial Aid Office	☑		☑	☑
	Enrolling students shall exhibit awareness of their financial aid status and to take appropriate steps during registration.			☑	☑	New incoming students will demonstrate financial aid literacy.			☑		New incoming freshmen students will demonstrate knowledge of available financial aid services.	☑		☑	☑
	Students will exhibit increased knowledge and awareness of the Federal Financial Aid programs including the Supplemental Education Grant (SEG) program.				☑	The department will remain in compliance in its annual audit.					Eligible students are able to correctly complete FAFSA application.	☑		☑	☑
						Ensure eligible students are able to utilize the SEG Work-Study Program.	☑		☑	☑	Ensure eligible students are able to utilize the SEG Work- Study Program.	☑		☑	☑
Guidance and peer counseling including tutoring services	Students who received transfer advising will exhibit increased knowledge about schools abroad.			☑		Students who utilized the tutoring service will pass the course tutored by the end of the semester	☑		☑	☑	Students who utilize tutoring services will pass the course tutored by the end of the semester.	☑		☑	☑
	Students who utilized tutoring services will pass the course tutored by the end of the semester.	☑		☑	☑	Students who received transfer advising will exhibit increased knowledge about schools abroad.			☑		Students who receive transfer advising through the counseling office and Education USA advising center will exhibit increased knowledge about schools abroad.			☑	

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<i>Continuation ...</i> Guidance and peer counseling including tutoring services	Students will engage in workshops, lectures, and programs to increase their academic and professional growth and development.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Students will engage in career development workshops, lectures, and programs to enhance their professional growth and development.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Students will engage in workshops, lectures, and programs to enhance their academic and professional growth and development.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Students demonstrate increased awareness of the family planning and contraceptive methods; hence, reduce the pregnancy rate among participants to PCC facilitated workshops.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Participants to the PCC facilitated workshops will demonstrate increased knowledge of family planning and the contraceptive methods.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PCC will facilitate workshops to NC students organizations on Family Planning (F/P).			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Students will demonstrate increased knowledge about the effects of alcohol, tobacco and other drugs (ATODs) use or abuse.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Participants will exhibit increased knowledge about the adverse effects of alcohol and other drugs (ATOD).			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PCC will facilitate workshops to NC students organizations on Substance Abuse Prevention (SAP).			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Health services	Students and staff demonstrate knowledge about current health issues and problems that affect their health.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Students and staff will demonstrate increased awareness and knowledge of positive self-care by seeking medical services and treatment.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Students and staff will continue to demonstrate increased awareness and knowledge of positive self-care by seeking medical treatments and services.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Continue to improve level of satisfaction with essential basic health care and preventative services provided by the health service clinic.					Students will demonstrate increased knowledge about current health issues and problems that affect their health.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Students and staff will continue to demonstrate increased awareness and knowledge about current health issues and problems that affect their health.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sports and recreation	Students will demonstrate basic skills in playing basketball and basic knowledge in officiating.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Students will exhibit knowledge and will demonstrate the skills in playing and officiating in the 2013 intramural ball games and 2014 founding day ball games.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Students will exhibit knowledge and will demonstrate the skills in playing and officiating in the 2014 intramural ball games and 2015 founding day ball games.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Increase the level of awareness in sports and satisfaction to the college community and the local community through sports and activities.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	College community and stake holders will demonstrate awareness on the sports competitions and recreational activities organized by the Sports Division.			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Outreach to four local communities in Spring 2015 and Fall 2016 to promote and maximize the use of the sports facilities while catering to a strong sense of unity and integrity between the students and the communities to foster friendship and satisfaction.				
Residence halls	Residents will demonstrate knowledge about the rules and regulations of the Residence Halls.			<input checked="" type="checkbox"/>		Resident students shall demonstrate knowledge about the rules and regulations of the residence halls.			<input checked="" type="checkbox"/>		Strengthen the Living-Learning components in residence hall.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Residents will be satisfied with the services provided at the Residence Halls.					Resident students shall signify increased level of satisfaction about the services provided by including activities facilitated by the Residence Halls.					Residence hall will use assessment, evaluation, and implementation for continuous improvement of residence hall staff, programs/activities, facilities, and services.				

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Student activities, clubs, and organizations	Students will exhibit awareness of student support programs and activities.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Students will demonstrate increased awareness of support programs and activities.			<input checked="" type="checkbox"/>		Students will develop an intellectual curiosity and desire for continual learning both within and beyond formal education.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Students will conduct business of their clubs or associations demonstrating proper and ethical practices.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AUs under the department of student services will exhibit commitment and active engagement to fostering the culture of continuous improvement.					Students will demonstrate an increased awareness in student activity programming.			<input checked="" type="checkbox"/>	
	Student will demonstrate strong interpersonal skills and respectful relationships with others.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Students will engage in active learning and use effective time management to balance academic work with extra-curricular activities.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AUs under the department of student services will exhibit commitment and active engagement to fostering the culture of continuous improvement.				
											Increase student success through early identification of at-risk students; by offering a variety of intervention that meet student needs; and improving student satisfaction.				
											Increase service efficiency by improving, streamlining, and institutionalizing processes and services; increasing efficiency through cross-training; and utilizing available technology for dissemination of information to students.				

¹ISLO 4. Problem solving Capacity to design, evaluate, and implement a strategy to answer an open-ended question or achieve a desired goal.

²ISLO 5. Intercultural knowledge and competence A set of cognitive, affective, and behavioral skills and characteristics that support effective and appropriate interaction in a variety of cultural contexts.

³ISLO 6. Information literacy The ability to know when there is a need for information, to be able to identify, locate, evaluate, and effectively and responsibly use and share that information for the problem at hand.

⁴ISLO 7. Foundations and skills for life-long learning Purposeful learning activity, undertaken on an ongoing basis with the aim of improving knowledge, skills, and competence.