

3.3.1.3 academic and student support services

Compliance Partial Compliance Non-Compliance

Narrative:

In the area of academic and student support services, CVCC identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvements based on analysis of the results.

The [Annual Plan for Institutional Effectiveness](#) comprises the College's assessment methodologies, plans, and results for all support programs and services and identifies the educational support services as follows:

Admissions, Athletics, Counseling/Advising/Testing, Distance Education, Financial Aid, Learning Resource Center, Recruiting, Student Development

Each functional unit has identified expected outcomes in the Online Unit Planning system available on the College's Intranet. The Unit Plans for each area allows for a [3-year comparison](#) allowing for the monitoring of assessment, use of results for improvements, actions taken, and [budget needs](#). Surveys such as the [Student Satisfaction Survey](#) and the [Employee Evaluation of College and Services](#) provide feedback to the functional areas. Areas not performing or with comments for improvement are reviewed by department and division chairs. Action plans are developed to make improvements. Twice a year, Unit Plans are updated to indicate Action Taken for Improvement.

The [Academic and Student Support Summary](#) containing each area's Unit Plans provides information on the Expected Outcome, Assessment Results, and Actions Taken for Improvements. Details and [supporting documents](#) can be found in the On-line Unit Plans.

SUPPORT DOCUMENTATION
Annual Plan for Institutional Effectiveness
Unit Plan 3-year Comparison – Athletics
Form B Request – Athletics
Student Satisfaction Survey Results – SP2013
Employee Evaluation of College and Services Results – SP2013
Academic and Student Support Summary
Unit Plan Supporting Document Example – Athletics