**Coastline Community College**

**Department/Division**

**Planning Year**

*Information Commons-GG*

Annual Institutional Planning Report

ADDENDUM

**2013-14**

Programs/Services/Departments

**Service Area Outcomes (SAOs) (from most recent Program Review or Annual Program/Department Reports)**

|  |  |  |
| --- | --- | --- |
| **Student Learning/Service Area Outcomes Statements** | **Strategies to Achieve or Improve SLOs/SAO Goals** | **Outcome Data or Other Assessment Results (i.e. Data from Student SLO Survey)** |
| Students will state that their specific computer application or other software-use skills have improved as a result of receiving services in the Information Commons. | Lab Assistant to help students with their computer skills to complete classwork and homework that requires computer applications | 43.8% strongly agree or Agree. (53.6% Don’t know or stated not applicable. We need to work on awareness of services |
| Students will state their grades have improved as result of receiving services and/or studying in or using equipment in the Information Commons. | Lab Assistant to help students with their class assignments. Workshops will be given on student success strategies. | Of the students responding, 44.1% agreed or strongly agreed that their grades had improved as a result of the services at the Information Commons. |
| Students will be aware of and satisfied with services in the Information Commons. | Flyers and in class presentations will be given out to students at the Garden Grove Center and specifically in the STAR classes. | 16.9% of the students surveyed used and were satisfied with the Information Commons while only 4% were not satisfied. Of the students surveyed, 53.4% never heard or didn’t need the services. |
| Students will demonstrate knowledge of the availability of textbooks in the Reserve Library. | Flyers and in class presentations will be given out to students at the Garden Grove Center and specifically in the STAR classes. | 37.7% of the students responding were aware of the Textbook Reserve Library. This could be result of having the Reserve Library only at the Garden Grove Center. |

**Department Discussions Regarding SAOs (“Closing the Loop” Service Area Outcomes) (Are there any SAOs that are not being met? What can be done to improve overall achievement rates? Do you have any resource needs that could address SAO gaps? Etc.)**

All of the SAOs are being addressed. As information regarding the services that are being offered at the Information Commons in Garden Grove are distributed, the positive numbers will continue to grow. The infrastructure and processes are in place, the goal needs to be to improve student awareness of the resources.

**All All**