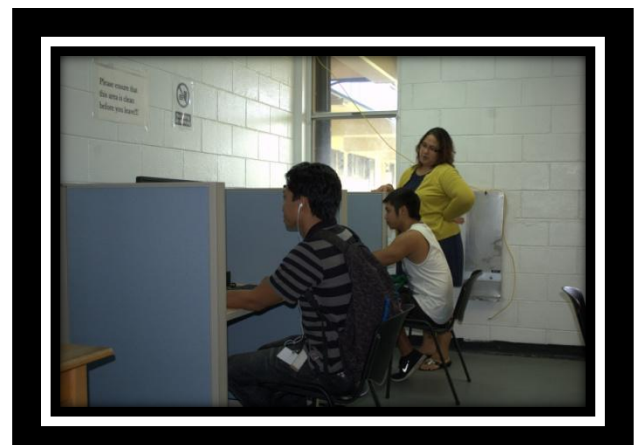




# Student Service Unit Outcomes (SSUO)

## Booklet

**AY 2014-15**



# **ACADEMIC YEAR 2014-15**

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### **Vision**

Guam Community College will be the premier educational institution for providing globally recognized educational and workforce development programs.

### **Mission Statement**

Guam Community College is a leader in career and technical workforce development, providing the highest quality, student-centered education and job training for Micronesia.

(Board of Trustees Policy 100)

### **Sinangan Misi3n (Chamorro translation)**

Guiya i Kulehon Kumunidat Guahan, i mas takhilo' mamanaguen fina'che'cho' yan i teknikat na kinahulo' i manfache'cho' ya u na' guaguaha nu i manakhilo' yan manmaolek na tiningo' ni i manmafananagui yan i fina'na'guen cho'cho' gi iya Maikronesiha.

## TABLE OF CONTENTS

FORWARD.....	2
STUDENT SERVICE UNIT OUTCOMES (SSUOs).....	3
Accommodative Services.....	3
Apprenticeship Training Program.....	3
Assessment and Counseling.....	3
Center for Civic Engagement.....	3
Center for Student Involvement.....	4
College Access Challenge Grant Program (CACGP).....	4
Continuing Education and Workforce Development.....	4
Project AIM (TRiO).....	4
Health Services Center.....	5
Learning Resources Center (Library).....	5
Student Financial Aid.....	5
Student Support Services.....	5
Work Experience Program.....	6


## FOREWORD

Student services at Guam Community College are designed to enhance student growth and development in order to improve learning outcomes. This booklet identifies the Student Service Unit Outcomes (SSUOs) for each student service unit at the College. SSUOs are an integral part of the College's assessment process and are assessed regularly.

ACCJC Standard II.B. relates to student support services. The standard is designed to ensure the following:

*The institution recruits and admits diverse students who are able to benefit from its programs, consistent with its mission. Student support services address the identified needs of students and enhance a supportive learning environment. The entire student pathway through the institutional experience is characterized by a concern for student access, progress, learning, and success. The institution systematically assesses student support services using student learning outcomes, faculty and staff input, and other appropriate measures in order to improve the effectiveness of these services.*

As reflected in the SSUOs listed in this booklet, the College is committed to ensuring student success.



Virginia Charfauros Tudela, Ph.D.  
Dean  
School of Technology & Student Services

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## **STUDENT SERVICE UNIT OUTCOMES (SSUOs)**

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**FALL 2013 – SPRING 2015**

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### **ACCOMMODATIVE SERVICES**

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Upon successful completion of services rendered by the Office of Accommodative Services, students will be able to:

1. Access educational materials, resources and other services on campus.
2. Improve or maintain their GPA to a 2.0 or better.
3. Receive updated requirements and services in order to utilize campus services and learning opportunities available campus-wide.

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### **APPRENTICESHIP TRAINING PROGRAM**

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Upon successful completion of services rendered by the Office of Apprentice Training Program, students will be able to:

1. Receive a Journey Worker Certificate from the United States Department of Labor.
2. Receive journey worker skills for a craft or trade.
3. Qualify for salary and benefits in accordance to the Journey Worker Pay Structure.

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### **ASSESSMENT & COUNSELING**

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Upon successful completion of services rendered by the Office of Assessment and Counseling, students will be able to:

1. Gain knowledge of psychological preferences to help them understand and respect self and others.
2. Analyze their career assessment results and apply the information when making career decisions.
3. Employ effective informed decision-making skills, identify a career goal, and create an educational plan consistent with the career goal.

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### **CENTER FOR CIVIC ENGAGEMENT**

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Upon successful completion of services rendered by the Center for Civic Engagement, students will be able to:

1. Select classes that provide hands on classroom learning connections between the academic materials and the service experience.
2. Work collaboratively with faculty to develop service-learning projects, resulting in the connection of classroom learning with real life situations.

3. Develop critical thinking, researching, decision-making, planning, and organizing to display the knowledge and skills gained after completing their service-learning project.

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### **CENTER FOR STUDENT INVOLVEMENT**

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Upon successful completion of services rendered by the Center for Student Involvement, students will be able to:

1. Complete their Plan of Action and Budget for the upcoming academic year.
2. Select from a variety of leadership training opportunities identified by students during annual conferences.
3. Select from a variety of leadership training opportunities identified by faculty during annual conferences.

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### **COLLEGE ACCESS CHALLENGE GRANT PROGRAM (CACGP)**

#### **Federal Program**

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Upon successful completion of services rendered by the College Access Challenge Grant Program, students will be able to:

1. Utilize the information provided to apply for financial aid and CACGP's grant aid.
2. Participate in college preparatory activities.
3. Receive free tutoring to assist students with assignments/projects

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### **CONTINUING EDUCATION AND WORKFORCE DEVELOPMENT**

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Upon successful completion of services rendered by the Office of Continuing Education and Workforce Development, students will be able to:

1. Obtain a certification credential, such as a health certificate.
2. Acquire courses for personal enrichment, skills training, or computer software applications.
3. Enhance skills on their own schedule through a non-credited course.

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### **PROJECT AIM (TRiO)**

#### **Federal Program**

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Upon successful completion of services rendered by the Office of Project AIM (TRiO), students will be able to:

1. Receive social and financial support in pursuing a degree or certificate program.
2. Apply for and receive supplemental grants.
3. Access a computer/ study lab to enhance their educational experience.

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### **HEALTH SERVICES CENTER**

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Upon successful completion of services rendered by the Student Health Service Center, students will be able to:

1. Obtain an understanding of the health requirements such as TB skin test and update of shot record.
2. Obtain vital information for communicable disease prevention to enhance educational experience and student learning success.
3. Acquire health services and express ideas or recommendations to enhance or improve their learning environment.

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### **LEARNING RESOURCES CENTER (LIBRARY)**

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Upon successful completion of services rendered by the Learning Resources Center, students will be able to:

1. Acquire information to borrow materials, ask directional questions, use computer stations, complete audio-visual requests and conduct other library business.
2. Find and use a variety of print, digital and technological resources to support their learning needs.
3. Acquire the knowledge to be effective library users, information consumers and lifelong learners.

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### **STUDENT FINANCIAL AID**

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Upon successful completion of services rendered by the Financial Aid Office, students will be able to:

1. Acquire consistency and fair treatment in service when applying for FAFSA and scholarships.
2. Obtain availability of financial aid funding and application requirements, hours of operations and location of the Financial Aid Office.
3. Independently access and submit FAFSA online.

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### **STUDENT SUPPORT SERVICES**

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Upon successful completion of services rendered by the Student Support Services, students will be able to:

1. Acquire an understanding of the steps identified in the student complaint process and the resolution options available to them.
2. Receive services to better understand campus-wide services available for students.
3. Receive updated emergency information and protocol.

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## **WORK EXPERIENCE PROGRAM**

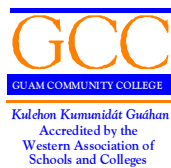
### **Secondary**

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Upon successful completion of services rendered by the Work Experience Program, students will be able to:

1. Gain work experience by completing the required hours.
2. Develop employability skills by receiving satisfactory performance from the employer.
3. Fulfill the hours required to qualify for a Certificate of Mastery.





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