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Institution Assessment  
Mt. San Antonio College

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**Mission Statement:** To provide accessible and affordable quality learning opportunities in response to the needs and interests of the individuals and organizations.

To provide quality transfer, career, and life-long learning programs that prepare students with the knowledge and skills needed for success in an interconnected world.

To advance the state's and region's economic growth and global competitiveness through education, training, and services that contribute to continuous workforce improvement.

**Vision Statement:** Mt. SAC strives to be regarded as one of the premier community colleges in the nation. We will be viewed as a leader in community college teaching, programs, and services.

As a premier community college, we will provide access to quality, focusing on student success within a climate of integrity and respect. We will earn this reputation by consistently exceeding the expectations of our students, our staff, and our community.

**Core Values**

**Integrity:** We treat each other honestly, ethically, and responsibly in an atmosphere of trust.

Diversity: We respect and welcome all differences, and we foster equal participation throughout the campus community.

Community Building: We work in responsible partnerships through open communication, caring, and a cooperative spirit.

Student Focus: We address the needs of students and the community in our planning and actions.

Life-Long Learning: We promote the continuing pursuit of high educational goals through equal access to excellence in both teaching and support services.

Positive Spirit: We work harmoniously, show compassion, and take pride in our work.

Institution Goals	Objectives/Outcomes	Assessment Method/Strategic Action Plan / Assessment Method & Criterion	Summaries of Data	Use of Results / Remedy & Follow Up
<b>Current Focus - D. The College will improve career/vocational training</b>	<b>College Information Services - 05 AUO - Employee Training -The CIS</b>	<b>Assessment Method/Strategic Action Plan / Assessment Method:</b>		

opportunities to help students maintain professional currency and achieve individual goals.

department will provide education and training for our employees.

Professional Development Plan  
**Criterion:** 100% of full-time staff will complete a Professional Development Plan with their manager.

Each staff member will have achieved Professional Development Plan objectives as evaluated by their manager.

Institution Goals

Objectives/Outcomes

Assessment Method/Strategic Action Plan / Assessment Method &

Summaries of Data

Use of Results / Remedy & Follow Up

<p><b>Current Focus -</b> H. The College will utilize technology to enhance teaching and learning and to provide support for educational programs.</p>	<p><b>Academic Technology Services - 05 AUO- Decrease work orders -</b> The ATS Department will decrease outstanding work orders.</p>	<p>Criterion</p> <p><b>Assessment Method/Strategic Action Plan / Assessment Method:</b> Help Desk Statistics <b>Criterion:</b> 95% of high priority work orders will be closed within 4 business hours as measured by the time stamp on the Help Desk Tickets</p>
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**Academic Technology Services - 05 Strategic Action-Classroom/Lab Support -** Improve classroom and lab support services

**Academic Technology**

**Services - 05  
Strategic Action-  
Email and  
calendar -**  
Improve email  
communications and  
calendar services  
to students, faculty,  
and staff

**Academic  
Technology  
Services - 05  
Strategic Action-  
Technology  
integration -**  
Improve classroom  
technology  
integration

<b>College Information Services - 05 AUO - Reliable Performance of College Information Systems - The CIS</b>	<b>Assessment Method/Strategic Action Plan / Assessment Method: System Availability and Uptime as measured in</b>
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<p>department will provide reliable performance of the College's student information system (ICCIS, SigmaSAM, etc.)</p>	<p>academic year 2005-06 by the system administrators collecting system availability statistics.</p> <p><b>Criterion:</b> The student information system will be available 99% of the time during normal business hours (7:30 - 4:30 Monday - Friday.)</p>
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<p><b>Infrastructure Support Team - 05 AUO - High performing network</b> - The IST department will provide a high performing College network.</p>	<p><b>Assessment Method/Strategic Action Plan / Assessment Method:</b> Network Performance Statistics</p> <p><b>Criterion:</b> IST will collect</p>
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network  
 performance  
 statistics, response  
 time, data  
 throughput, and  
 traffic analysis to  
 determine a  
 benchmark for  
 network  
 performance

**Infrastructure  
 Support Team - 05  
 AUO - Reliable  
 network** - The IST  
 will provide a  
 reliable College  
 network.

**Assessment  
 Method/Strategic  
 Action Plan /  
 Assessment  
 Method:**  
 Collecting system  
 availability  
 statistics  
**Criterion:** System  
 Availability and  
 Uptime: the  
 network will be  
 available 99% of  
 the time during  
 normal business

hours (7:30 ? 4:30  
Monday ? Friday)

**Printing Services  
Team - 05 AUO -  
Color Copy -** The  
campus community  
will increase  
utilization of the  
color copy service at  
the Print Shop.

**Assessment  
Method/Strategic  
Action Plan /  
Assessment  
Method:** Number  
of color copies  
**Criterion:**  
Increase number of  
color copies by  
10% over  
established  
baseline

**Printing Services  
Team - 05 AUO -  
Printing Services  
via the Web -**  
Faculty will  
experience improved  
access to Printing  
Services by making  
it as easy as possible  
to submit print jobs

**Assessment  
Method/Strategic  
Action Plan /  
Assessment  
Method:** Number  
of web  
submissions  
**Criterion:**  
Increase web  
submissions by

via the web. 10% over current baseline.

Institution Goals	Objectives/Outcomes	Assessment Method/Strategic Action Plan / Assessment Method & Criterion	Summaries of Data	Use of Results / Remedy & Follow Up
<p><b>Independent Goal - ZZ.</b> This outcome/objective/goal does not link to a College goal. Items linked to this area will be used to update and refine College goals and make them more applicable.</p>	<p><b>Music - SLO Major Scales - Music 16</b> students will be able to perform the 12 major scales on their instrument.</p>	<p><b>Assessment Method/Strategic Action Plan / Assessment Method:</b> The scales will be evaluated by at least two full time faculty using a checklist as a pass or fail.  <b>Criterion:</b> 75% of students will perform all of the</p>	<p><b>04/14/2006 -- Major Scales Performance</b>  <b>DESCRIPTION:</b> Students did not meet expected level of performance (63% actual versus 75% projected)  <b>TYPE:</b> Problem / Limitation</p>	<p><b>Use of Results / Remedy:</b>  <b>04/14/2006 --</b>  <b>Follow Up:</b>  <b>04/01/2007 --</b>  87% now meet ...</p>

selected 6 (of the  
12) major scales  
correctly in a  
maximum of two  
attempts.

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**Follow Up:**  
**12/13/2008** --  
Now we're at  
90%