

Welcome Center goals directly tie into two of the four institutional learning outcomes. The two ILO's supported by Welcome Center Services are the following:

SMC Institutional Learning Outcomes supported by the Welcome Center

1. Santa Monica College students will acquire the self-confidence and self-discipline to pursue their intellectual curiosities with integrity in both their personal and professional lives.
2. Santa Monica College students will obtain the knowledge and skills necessary to access, evaluate, and interpret ideas, images, and information critically in order to communicate effectively, reach conclusions, and solve problems.

The goals of the Welcome Center and the ILO's are integrated in that the services offered through the Welcome Center provide students with the information needed to successfully navigate the college environment. After learning how to navigate the college environment, students will become more self confident and self disciplined to be able to pursue and achieve their educational goals. Once students gain this self confidence and discipline, they will have the necessary information and motivation to decipher information from different sources to be able to determine the best way to accomplish their educational goals.

3. Discuss how the program evaluates its effectiveness in meeting SMC's institutional mission.

We collect student service data on an ongoing basis to evaluate student usage patterns. Every academic year for the past few years, we have asked MIS to provide Welcome Center staff with information related to student characteristics and student usage patterns. Below you will find student usage patterns we have used to evaluate the impact of the Welcome Center on students. Additionally, counselors evaluate counseling sessions on an on-going basis. We are working on standardizing our SLO data collection efforts to have counselors accurately assess our student learning outcomes.

4. Using available data, discuss who your clients are in terms of ethnicity, race, gender, age, and other student/client characteristics.

Ethnic Breakdown of Students using the Welcome Center 2009-10

During the 2009-10 academic year and the 2010-11 academic year, data was collected on the students who use the Welcome Center. The tables 1 and 2 below provide the ethnic groups, number, and percentage of students served in the Welcome Center by term.

In the Fall 2009, 3168 students were seen by a counselor. Out of the students seen in the fall term, 770 (23%) Anglo students were served by a counselor, 1347 (42%) Latino students were served by a counselor and 444 (13%) African Americans were served by a counselor. Other student groups were served. For more detailed information, please see table 1 below.

In the Winter 2010 term, 1405 students were seen by a counselor. Out all the students seen in the Winter term, Anglo, African American, and Latino students represented the largest ethnic groups served by counselors. Anglos represented 25% of students served, African Americans represented 15% of students served, and Latino students represented 38% of students served. Other student groups were served. For more detailed information, please see the table 1 below.

In the Spring 2010 term, 4024 students were seen by a counselor. Out of the students seen in the spring term, 9% (393) of students were African American, 21% (892) of students were Anglo, and 50% (2007) of students were Latino.