

Unit: **Directory Information:** The Office of Parent & Family Programs will maintain accurate information and respond to inquiries from parents and families of *prospective and *current undergraduate students in a timely manner (within 48 hours).

Mapping Programs/Services to Unit Outcomes

Instructions: List programs/services and unit outcomes in the appropriate boxes. Using an “x” match the program/service and outcomes, and clarify what each program/services is contributing to the unit outcome(s).

Unit Outcomes	Program/ Service Website www.parents.ucsd.edu	Program/ Service Email parents@ucsd.edu	Program/ Service Helpline 858-534-7273	Program/ Service Paraphernalia	Assessment: <u>How</u> will you measure the achievement of each outcome? <u>When</u> can you measure it?
Maintain accurate information	x			x	On a biweekly basis and around specific events, PFP Staff reviews website information for accurate information. During the PFP biannual survey, the outcomes will be measured.
Respond to inquiries in a timely manner (within 48 hours).		x	x		On a daily basis, PFP staff reads and responds to emails. Emails requiring research will be flagged and responded to as close to 48 hours as possible. PFP will report outstanding emails to measure this outcome.

Reflection:

- a) Does each program/service support at least one unit outcome?
- b) Is each unit outcome supported by at least one program/service?
- c) Is your unit trying to do too much or is there opportunity to do more?
- d) Where are the assessment opportunities?

Unit: **Supporting Diverse Communities:** The Office of Parent & Family Programs will present (or be present) to at least three events/programs serving diverse communities or serving parents and families of prospective and current undergraduate students of diverse backgrounds.

Mapping Programs/Services to Unit Outcomes

Instructions: List programs/services and unit outcomes in the appropriate boxes. Using an “x” match the program/service and outcomes, and clarify what each program/services is contributing to the unit outcome(s).

	Program/Service	Program/Service	Program/Service	Program/Service	Program/Service	Assessment: <u>How</u> will you measure the achievement of each outcome? <u>When</u> can you measure it?
Unit Outcomes	Prospective families participating in CABE (California Association for Bilingual Education)	Prospective families participating in CAAP (Council of African American Parents)	Families of undocumented students	Families of students of color	OASIS Summer Program	
PFP will present (formal/informal presentation) to families	x	x	x	x	x	PFP will conduct a self-tracking of events we are present at. This will be conducted twice a year
PFP will provide information (handouts) to families	x	x	x	x	x	PFP will conduct a self-tracking of events we are present at. This will be conducted twice a year

Reflection:

- a) Does each program/service support at least one unit outcome?
- b) Is each unit outcome supported by at least one program/service?
- c) Is your unit trying to do too much or is there opportunity to do more?
- d) Where are the assessment opportunities?