Unit: Undocumented Student Services
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	Undoc Stu Svcs Center (physical space and resources)	Individual counseling with Coordinator	Educational workshops (one-time events)	Dream Big Conference	Wellness programming (Week 10 Zen, Talking Circles, one-time events)	Ambassador program	Assessment: How will you measure the achievement of each outcome? When can you measure it?
#1: Students will develop strategies to navigate and resolve expected and unexpected opportunities and obstacles, including those related to their immigration status. Aligns with UCSD SALO #1 – Think critically and solve problems		X	X	X			Surveys (after events and meetings with coordinator)
#2: Students will be able to identify campus and community resources particular to their and their families' needs. Aligns with UCSD SALO #5 - Engage in a healthy lifestyle	X	X	X	X	X	X	Brag board in Center (students asked to "brag" about services that have helped them – document results)
#3: Students will be able to evaluate whether services available to them will meet their needs in an appropriate and professional way. Aligns with UCSD SALO #3 – Advance a plan for personal, academic, and professional success		X	X		X		Brag board – Part II (students asked to 'brag' and prompted to share why – document results)
#4: Students will participate in educational, wellness, and social activities with other students, allies, and off-campus partners to foster a sense of community. Aligns with UCSD SALO #6 – Promote social justice and community responsibility	X		X	X	X	X	Ambassadors – Pre/Post-year journals, coded; Updated Needs Survey (from 2014 – 2016?)

Reflection:
   a) Does each program/service support at least one unit outcome? - Yes
   b) Is each unit outcome supported by at least one program/service? - Yes
   c) Is your unit trying to do too much or is there opportunity to do more? – Because our unit is new, we are still experimenting with offering different types of programs and services and the content included in each. Over time, we will be better able to assess which programs are most effective at achieving the desired learning outcomes and putting more staff time and resources
   d) Where are the assessment opportunities? – Again, because we are new there are lots of our assessment opportunities. To date, most of our assessment activities has focused on collected baseline user tracking data and collected feedback to facilitate improvement from one workshop to the next. Learning outcomes were not finalized until late Spring Quarter 2015, so they our assessment measures and plan were not rooted in our learning outcomes as they should be in the future.