<table>
<thead>
<tr>
<th>SLO</th>
<th>Intended Outcome</th>
<th>Means of Assessment and Success Criteria</th>
<th>Summary of Data Collected</th>
<th>Use of Results and Improvement Plan</th>
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</thead>
<tbody>
<tr>
<td>LPS.PLO 7</td>
<td>Students will demonstrate the information literacy skill of identifying topically relevant information sources in print.</td>
<td>Means of Assessment: Analysis of Works Cited pages from research assignments from a broad spectrum of classes. Success Criteria: Strong use of the library's print collection, with particular emphasis on print sources from different collection areas. 80% with at least one print title from library collection.</td>
<td>Of the 49 works cited pages analyzed, 40 cited to at least one print resource housed in the NMC Library. This yields a positive response rate of 82%. Library meets this SLO.</td>
<td>One possible area of improvement for this SLO would be to obtain works cited pages from each department on campus to ensure a diverse sample. The library is now using this data to develop research aids to increase patron knowledge of and access to NMC's library collection, including the CNMI Archives.</td>
</tr>
<tr>
<td>LPS.PLO 8</td>
<td>Students will demonstrate familiarity with the library and its resources and services.</td>
<td>Means of Assessment: BE 111: College Success Skills in-class assignment. Success Criteria: Orientation checklist must be successfully completed and approved by librarian on duty.</td>
<td>All students are required to enroll in BE 111 College Success Skills, which includes a requisite library orientation. This instruction outlines key library services and students must complete a scavenger hunt style assignment that familiarizes them with library policies and the location of several library resources and service points. Fifty-six checklists have been approved and collected by the Academic Librarian during the Spring 2013 semester. Library meets this SLO.</td>
<td>The library uses this information to ensure that students have hands-on experience with the library and its resources. This assignment will be updated semesterly to reference new resources and services and to ensure that students are familiar with the expanding library collection.</td>
</tr>
<tr>
<td>LPS.PLO 9</td>
<td>Students will demonstrate effective use of the Library of Congress System of Classification.</td>
<td>Means of Assessment: BE 111 orientation: Specifically questions 5, 6.A, 6.B, and 7. Success Criteria: Students will correctly respond to these four questions with an 80% success rate.</td>
<td>Students responded to questions concerning the Library of Congress System of Classification with the following percentages of accuracy. Q5: Identify the system of classification used in the NMC library? 100%, 40 out of 40 Q6.A Use title to find Call Number: 100%, 40 out of 40 Q6.B Use title to find Call Number: 100%, 40 out of 40 Q7 Determine subject based on a given LOC call number: 87.5%, 35 out of 40 Library meets this SLO.</td>
<td>Student response was overwhelmingly accurate when testing basic knowledge of the Library of Congress System of Classification. There was a marked drop in correct answers for the question #5 Determine a topic of a book based on a given LOC call number. Future library orientations will use this information to focus more attention on using Library of Congress call numbers to identify a book's topic.</td>
</tr>
<tr>
<td>LPS.PLO 10</td>
<td>Students will be able to locate a book after being given a Library of Congress call number.</td>
<td>Means of Assessment: Quiz administered after Evaluating Information session. Success Criteria: Students will correctly answer questions concerning information quality at least 80% success rate.</td>
<td>Of the students who attended the session on information evaluation, quiz responses were 89% correct. Only three students scored beneath the 80% threshold established as Success Criteria. Library meets this SLO.</td>
<td>Student response displays a high degree of understanding in the area of information evaluation (an identified component of information literacy). The library will continue make this presentation widely available to the campus community as a part of an ongoing information literacy campaign.</td>
</tr>
<tr>
<td>LPS.PLO 11</td>
<td>Students will be able to utilize the OPAC to locate bibliographic information for library materials.</td>
<td>Means of Assessment: BE 111 Quiz 9.A-9.J (BE 111 Quiz v.2: 10.A-10.E.) Success Criteria: 80% accuracy</td>
<td>Responses from questions 9.A-9.J (v.2: 10.A - 10.E) on the library quiz yielded 280 responses and 181 correct answers, an accuracy rate of 92% Library meets this SLO.</td>
<td>After attending a library instruction session, students were overwhelmingly able to locate and record bibliographic information from the OPAC. In the future, this set of questions can be made more challenging by including requirements to identify different types of resources (ex: A/V, Electronic, Archival, Peer-reviewed).</td>
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<td>One possible area of improvement for this SLO would be to obtain works cited pages from each department on campus to ensure a diverse sample. The library is now using this data to develop research aids to increase patron knowledge of and access to NMC's library collection, including the CNMI Archives.</td>
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<td>SLO</td>
<td>Description</td>
<td>Means of Assessment</td>
<td>Success Criteria</td>
<td>Evaluation Notes</td>
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</tr>
<tr>
<td><strong>ISS.PLO.1</strong></td>
<td>International students will be able to identify immigration status.</td>
<td>Orientation Evaluation Survey and Workshop Evaluation Survey</td>
<td>At least 65% of students will indicate that learning about immigration regulations was helpful.</td>
<td>OPT Workshop: 3/1/2013. 100% of students stated information gained was useful. Fall 2013 Orientation: 8/5/13. 100% of students stated information presented was useful. 99/9/2013. 89% of students stated the information present was useful.</td>
</tr>
<tr>
<td><strong>ISS.PLO.4</strong></td>
<td>After meeting with a tutor: Students will be better prepared for college courses.</td>
<td>Tutor Survey</td>
<td>49% of students strongly agreed that they were better prepared. 50% of students agreed that they were better prepared. 7% of students were neutral about being better prepared to succeed in college courses.</td>
<td>SLO Achieved. To improve these services ISS has created an English conversation group and is now checking in with international students on a weekly basis. ISS plans to increasingly purchase English language learning resources, such as ESL workbooks.</td>
</tr>
<tr>
<td><strong>ISS.PLO.5</strong></td>
<td>After meeting with a tutor: Students will indicate improved self-confidence in their abilities to retain and apply course material.</td>
<td>Tutor Survey</td>
<td>49% of students strongly agreed that they had more confidence in their ability to retain and apply course material. 36% of students agreed that they had more confidence in their ability to retain and apply course material. 21% of students stated they were neutral about having more confidence in their ability to retain and apply course material.</td>
<td>SLO Achieved. To improve these services ISS has created an English conversation group and is now checking in with students on a weekly basis. ISS plans to increasingly purchase English language learning resources, such as ESL workbooks.</td>
</tr>
<tr>
<td><strong>CAR.PLO.1</strong></td>
<td>Students will be able to identify their career interests, skills and values.</td>
<td>Kuder Journey</td>
<td>Widespread participation of NMC students in this exercise.</td>
<td>Kuder results are continuously used to better guide NMC students with their career choices. In future semesters Career Services will seek to involve more students in the Kuder Journey assessment.</td>
</tr>
<tr>
<td><strong>CAR.PLO.6</strong></td>
<td>Students will be able to apply effective career/job search strategies toward employment attainment.</td>
<td>Résumé Writing Workshop Evaluation</td>
<td>80% positive feedback in all categories of post-workshop evaluation form. SLO Achieved.</td>
<td>Feedback from résumé writing workshops is used to refine future events. This semester’s positive feedback indicates which areas of student interest require additional focus.</td>
</tr>
<tr>
<td><strong>ELL.PLO.1</strong></td>
<td>Upon completion of the Lab orientation, students will be able to: Identify print materials and resources relevant to English language acquisition.</td>
<td>Post-Orientation Quiz</td>
<td>75% of English Language Institute students surveyed will be able to identify two relevant print resources for English language learning.</td>
<td>SLO Achieved. Students were able to identify two relevant print resources for their English Class. In future quizzes, students will be asked to demonstrate the usage of the materials.</td>
</tr>
<tr>
<td><strong>ELL.PLO.2</strong></td>
<td>Upon completion of the Lab orientation, students will be able to: Identify computer materials and resources relevant to English language acquisition.</td>
<td>Post-Orientation Quiz</td>
<td>75% of English Language Institute students surveyed will be able to identify two relevant computer programs for English language learning.</td>
<td>SLO was not achieved. Future improvement: Expand orientation to include more computer programs, resources, tutorials, and reading &amp; writing websites in the Lab for easy access for students.</td>
</tr>
<tr>
<td><strong>CAGC.PLO.5</strong></td>
<td>After meeting with a tutor: students will indicate being better prepared to succeed in college courses.</td>
<td>Student grades and Tutor Satisfaction Survey</td>
<td>95% of students surveyed indicated being better prepared to succeed in college courses.</td>
<td>CACG Tutoring Services meets this goal. All resultant data will be used for continuous improvement of tutoring services.</td>
</tr>
<tr>
<td><strong>CAGC.PLO.6</strong></td>
<td>Students will pass each of their courses/complete Individual Degree Plan.</td>
<td>Student grades and Tutor Satisfaction Survey</td>
<td>95% of students surveyed identified with having a better understanding of course material.</td>
<td>CACG Tutoring Services meets this goal. All resultant data will be used for continuous improvement of tutoring services.</td>
</tr>
<tr>
<td>SLO</td>
<td>Description</td>
<td>Means of Assessment</td>
<td>Success Criteria</td>
<td>Student Ability</td>
</tr>
<tr>
<td>------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>IT.PLO.11</td>
<td>Students will be able to effectively use Media Services equipment to complete A/V-based assignments. (SLO.MS)</td>
<td>Completed A/V assignments collected by the Media Services department.</td>
<td>Students who contact Media Services will be able to successfully complete A/V assignments.</td>
<td>Students will be able to identify services they may access to support their success.</td>
</tr>
<tr>
<td>IT.PLO.12</td>
<td>Students will be able to identify their preferred computing platform. (SLO.MS)</td>
<td>Campus TechKnowledge Survey</td>
<td>Students will be able to identify their preferred computing platform.</td>
<td>Students will demonstrate the ability to access and use NMC student email. (SLO.LT)</td>
</tr>
<tr>
<td>IT.PLO.9</td>
<td>Students will be able to effectively use campus e-mail. (SLO.LT)</td>
<td>Statistics gathered from Gmail Analytics and Dashboard.</td>
<td>70% of respondents will be able to identify their preferred computing platform.</td>
<td>Students will be able to identify A/V instruction or equipment.</td>
</tr>
<tr>
<td>IT.PLO.10</td>
<td>Students will be able to identify the appropriate software to complete a task. (SLO.LT)</td>
<td>Technology Quiz conducted during the 2013 Summer semester.</td>
<td>Students will be able to associate Computer Lab software with appropriate tasks at a rate of 70% or higher.</td>
<td>NMC Campus TechKnowledge Quiz was conducted during the 2013 Summer semester. From a pool of 52 respondents, only 1 was unable to identify their preferred computing platform. (Note: these statistics do not record logins from smartphones)</td>
</tr>
<tr>
<td>DSS.PLO.9</td>
<td>Students will be able to identify services they may access to support their success</td>
<td>2013 DSS End of Semester Survey</td>
<td>Target response rate of 30% of DSS users. 70% will be able to identify support resources.</td>
<td>90% of DSS users were able to identify support resources.</td>
</tr>
<tr>
<td>DSS.PLO.1</td>
<td>Students will articulate personal and educational goal statements</td>
<td>2013 DSS End of Semester Survey</td>
<td>Target response rate of 30% of DSS users. 70% will be able to identify positive change.</td>
<td>70% of DSS users able to identify positive change.</td>
</tr>
</tbody>
</table>
**DLE.PLO.1**
Use computer and communications technologies appropriately at a basic level

Means of Assessment: Question from Online Orientation Certification Quiz:
“After completing this orientation, I am prepared to use computer and communications technologies appropriately at a basic level.” True / False

Success Criteria: 70% will answer: “TRUE”

Of the 240 students that completed the Fall 2013 NMC Online Orientation and then the Certification Quiz 98.33% answered true. Showing this outcome was met.

Because this is a True/False question there is a random guess score of 50% giving the discriminative efficiency 46.47% for this question.

Evidence of Statistics attached from NMC Online.

In the interpretation of this data it is determined that the initial student did meet this DLE.PLO aligned with the General Learning Outcomes

Although these responses are favorable due to the type of assessment question selected. It is determined that we must find other Means of Assessment for this DLE.PLO.1

This outcome will be built upon in the Fall 2014 NMC Online Orientation, DLE.PLO.1 is scheduled to be review in Form 1 Cycle 7 FY 2014, Form 1 Cycle 9 FY 2016, and Form 1 Cycle 11 FY 2018

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**DLE.PLO.2**
Create and access student account on NMC Online – Moodle (courses.nmcnet.edu)

Means of Assessment: Question from Online Orientation Certification Quiz:
“How did you find creating your NMC Online – MOODLE account? Easy - Slightly Easy - Neutral - Slightly Difficult - Difficult”

Success Criteria: 70% will answer: “Easy - Slightly Easy”

Of the 240 students that completed the Fall 2013 NMC Online Orientation and then the Certification Quiz the Analysis of responses:

<table>
<thead>
<tr>
<th>Model response</th>
<th>Count</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Easy</td>
<td>129</td>
<td>53.75%</td>
</tr>
<tr>
<td>Slightly Easy</td>
<td>42</td>
<td>17.92%</td>
</tr>
<tr>
<td>Neutral</td>
<td>62</td>
<td>25.83%</td>
</tr>
<tr>
<td>Slightly Difficult</td>
<td>5</td>
<td>2.08%</td>
</tr>
<tr>
<td>Difficult</td>
<td>1</td>
<td>0.42%</td>
</tr>
<tr>
<td>[No response]</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

There a total of 71.67% of the students that completed the NMC Online Orientation felt that creating the NMC Online Moodle Account was “Easy to Slightly Easy”.

Evidence of Statistics attached from NMC Online.

The data received from the NMC online certification quiz showed that for this particular outcome students are only slightly above (71.67%) the desired criteria (70%). As the data does meet the desired criteria having even more feelings of ease by students when creating their Moodle account is desired. The data however shows that only a very small number (less than 3%) found it difficult to slightly difficult to create with the majority of those not meeting the desired criteria being at neutral. The student orientations during registration week as well as during the initial/getting started 1st day of class are benefiting students and will continue as we strive for even more understanding and success.

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**DLE.PLO.3**
Register and access student email account (mail.student.nmcnet.edu)

Means of Assessment:
1. Question from Online Orientation Certification Quiz: “Do you have an NMC student email account?” **“YES”**

Of the 240 students that completed the Fall 2013 NMC Online Orientation and then the Certification Quiz – 236 answered yes that they

1. The data received from the NMC online certification quiz showed that for this particular
### DLE.PLO.4
**Recognize “netiquette rules”**

**Means of Assessment:** Question from Online Orientation Certification Quiz: “An example of netiquette rules is... Changing font color and size to reflect your personality - Causing a discussion - Respecting other people’s time and bandwidth”

**Success Criteria:** 70% will answer: “Respecting other people’s time and bandwidth”

**Means of Assessment:** Question from Online Certification Quiz: “...Respecting other people’s time and bandwidth”

**Success Criteria:** 70% will answer: “Respecting other people’s time and bandwidth”

**Evidence of Statistics attached from NMC Online.**

**Evidence of Statistics attached from NMC Online.**

**Evidence of Statistics attached from NMC Online.**

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### DLE.PLO.6
**Differentiate between online and hybrid course offerings.**

**Means of Assessment:** Question from Online Orientation Certification Quiz: Multi-match question (Online, Hybrid, Web-Enhanced)

**Success Criteria:** 75% will select the correct terms for the provided definitions.

**Means of Assessment:** Question from Online Certification Quiz: Multi-match question (Online, Hybrid, Web-Enhanced)

**Success Criteria:** 75% will select the correct terms for the provided definitions.

**Evidence of Statistics attached from NMC Online.**

**Evidence of Statistics attached from NMC Online.**

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### DLE.PLO.8
**Identify Mozilla Firefox as recommended browser for NMC Online – Moodle**

**Means of Assessment:** Question from Online Orientation Certification Quiz: Which browser is best for NMC Online?

- Internet Explorer
- Mozilla Firefox
- Google Chrome
- Netscape

**Success Criteria:** 70% will select the recommended

**Means of Assessment:** Question from Online Certification Quiz: Which browser is best for NMC Online?

- Internet Explorer
- Mozilla Firefox
- Google Chrome
- Netscape

**Success Criteria:** 70% will select the recommended

**Evidence of Statistics attached from NMC Online.**

**Evidence of Statistics attached from NMC Online.**

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2. Logs from NMC Online of 94% and 95% of students using NMC Student Email within NMC Online-MOODLE

**Success Criteria:** 90% utilizing NMC Online will have an NMC Email Address

**Evidence of Statistics attached from NMC Online.**

**Evidence of Statistics attached from NMC Online.**

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**Means of Assessment:** Question from Online Certification Quiz: When asked, “Which browser is best for NMC Online?”

77.08% of the respondents were able to answer Mozilla Firefox as the recommended browser for NMC Online. Moodle utilization. This statistic is gathered from the certification quiz. Of the 240 students that completed the Fall 2013 NMC Online Orientation the Certification Quiz – 85.83% responded correctly to the question on netiquette by answering “Respecting other people’s times and bandwidth.”

**Evidence of Statistics attached from NMC Online.**

**Evidence of Statistics attached from NMC Online.**

2. Of the 1410 Moodle users 1239 (87.87%) are using an NMC email address.

**Success Criteria:** 90% utilizing NMC Online will have an NMC Student Email Account. Only 4 respondents did not have access to their NMC Student Email Account. Therefore 98.33% of the NMC Online students that completed the Orientation have an NMC Student Email.

**Evidence of Statistics attached from NMC Online.**

**Evidence of Statistics attached from NMC Online.**

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**Evidence of Statistics attached from NMC Online.**

**Evidence of Statistics attached from NMC Online.**

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**Evidence of Statistics attached from NMC Online.**

**Evidence of Statistics attached from NMC Online.**

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2. The data received from the NMC online certification quiz showed that for this particular outcome students are above the success criteria we were looking for by over 15%. With the high understanding of proper netiquette this demonstrates the effectiveness of the orientations. The student orientations during registration week as well as during the initial/getting started 1st day of class are benefiting students and will continue as we strive for even more understanding and success.

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2. The data received from the NMC online certification quiz showed that for this particular outcome students are above the success criteria we were looking for by almost 18%. With the high understanding of proper netiquette this demonstrates the effectiveness of the orientations. The student orientations during registration week as well as during the initial/getting started 1st day of class are benefiting students and will continue as we strive for even more understanding and success.

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browser when using NMC online.