

Student Service – Student Life – Housing

Mission Statement: Student Housing provides safe and clean living/learning environment and educational programs to students.

Assessment of Unit Goal – Housing Policy

Service Area Outcome (SAO)	Means of Assessment
SAO 1 – Housing Policy: To provide college housing residents with PCC Housing policies to ensure a safe living/learning environment.	Assessment Tool – 12 Monthly meeting information (sign-up sheet and agenda) Expected Performance: Twelve (12) college housing residents’ monthly meetings are conducted annually.
SAO 2 – Educational Support: To provide college housing residents with educational activities to support student success.	Assessment Tool – Two (2) Tuesday Night Program Sign-up sheets and agendas and one (1) Retreat Sign-up sheet and agenda. Expected Performance: At least three (3) Educational Activities will be conducted each regular semester.
SAO 3 – Living Support: To provide college housing residents with conducive learning and living environment.	Assessment Tool – Institutional Effectiveness Survey Expected Performance: At least 70% of surveyed college housing residents will be satisfied with the provided learning and living environment.
SAO 4 – Customer Service: To provide college housing residents with highest quality of customer service	Assessment Tool – Institutional Effectiveness Survey for students Expected Performance: 70% of surveyed college housing residents will e satisfied with quality of customer services.