ASSESSABLE OUTCOME
Students will have opportunities to participate in approved academic internships and service learning opportunities.

OUTCOME SUPPORTS
☑ University: Goal 1
☑ Division: Goal 5
☐ Department: _____________
☐ Other: _____________

ASSESSMENT APPROACH
☑ Direct assessment
☐ Indirect assessment
☐ Both direct and indirect assessment

METHODS AND MEASURES
In order to provide approved academic internships and service learning opportunities for students, CICE will do the following:

• Manage the process of reviewing, approving and posting service-learning and academic internship positions, and executing learning agreements with placement sites.
• Determine the average number of academic internship and service learning positions reviewed, approved and posted by CICE per month.
• Determine the number of positions awaiting review approval (backlog).

DATA COLLECTION AND ANALYSIS
CICE analyzed activity in the Titan Connection database to document the number of academic internship/service learning courses and the number of positions submitted, reviewed, approved and posted.

• the number of academic internship/service learning courses: 782
• the number of positions submitted: 3829
• the number of positions reviewed: 3770
• the number of positions approved: 3432

CICE analyzed the number of learning agreements distributed to employers versus the number finalized, with comparison year to year.

• Distributed 666
• Finalized 323

DATA COLLECTION TIMEFRAME
July 1, 2014 – June 30, 2015

OUTCOME TYPE
☑ Performance Outcome
☐ Student Learning Outcome

DATA COLLECTION METHODS
Data Indicators

CRITERIA OF SUCCESS
• There will be a minimum 3,250 finalized learning agreements.
• There will be no more than 25 AI/SL positions waiting for approval in the backlog by the end of the academic year.

Project SHINE: TESL student Renata Vasquez helps adults learn English at Cypress College
CICE tracked enrollments in academic internship/service learning courses to document student participation campuswide.

- 12,614 students participated in academic internship/service-learning courses in 2014-15; 47% of enrollments were in courses offered by CICE "client" departments (i.e., those that utilize CICE services for review/approval/documentation of placements and partner learning agreements).

### IMPROVEMENT ACTIONS

CICE's hiring of an additional staff person to handle position processing decreased the backlog of positions awaiting review and approval, which provided more opportunities for students to participate in academic internships/service-learning.

CICE is in the midst of a multi-year planned conversion to an integrated database system developed by CSU Monterey Bay that is being modified for rollout to several other CSU campuses. When conversion to this database can be undertaken, data collection and analysis is expected to improve with integration of A&R data as well as more robust documentation of academic internship/service-learning position details.

![12,614 Community Engagement Students in 2014-15 distribution by College](image-url)