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:

OUTCOME TYPE
☑️ Performance Outcome
☐ Student Learning Outcome

ASSESSMENT APPROACH
☑️ Direct assessment
☐ Indirect assessment

DATA COLLECTION METHODS
- Data indicators/internal tracking

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).

CRITERIA OF SUCCESS
- There will be a minimum 4,500 finalized learning agreements.
- There will be no more than 20 AI/SL positions waiting for approval in the backlog by the end of the academic year.

DATA COLLECTION AND ANALYSIS
Improvements enacted this year include the implementation of a CSU-wide engagement portal (S4) to manage and record student site registrations and site learning agreements. The inclusion of a cloud-based, digital signature process for learning agreements has nearly doubled our rate of return, from 55/month to 95/month. The total number of new learning agreements executed this academic year alone is 1,145. The monthly average number of positions submitted and reviewed is 319; and approved is 280. The total number of finalized learning agreements for the year is 5,190. The backlog is managed daily with a goal of fewer than 10, with zero backlogged at the time of this analysis.

IMPROVEMENT ACTIONS
In 2018-19, CICE will begin renewing all learning agreements with partner sites that are older than 5 years. This effort includes re-establishing relationships with sites with whom the university has lacked an active partnership since the initial execution of the agreement. Updated learning agreements with 5-year term limits will replace those that currently operate in perpetuity, and eliminate language that may implicate the University whenever an injury claim is made.