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 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.

DATA COLLECTION AND ANALYSIS
Improvements enacted this year include streamlining and automating the communications cycle with employers in process of finalizing learning agreements; and new tools for communicating with employers about posting and accurately submitting position descriptions. One of the most impressive results is that we increased the rate of return on Learning Agreements by more than 3 times the previous amount. Previously we averaged 14 returned Learning Agreements a month. We now average 55 per month. The monthly average number of positions submitted and reviewed is 300; and approved is 252. The total number of finalized learning agreements for the year is 4,150. The backlog is managed daily with a goal of fewer than 10.

IMPROVEMENT ACTIONS
In 2017-18 CICE will transition to a CSU system called S4 to capture data about placement sites, positions, learning agreement status, and other details about course-related community engagement. We expect that the result will enhance our ability to extract details about placements in the aggregate and by department/college/site/industry.