## Admissions and Records

### 2011-2012

**Division and Program-Level SLOs and anticipated measures/evidence**

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<tr>
<th>Academic Year (AY)</th>
<th>Division Wide Student Learning Outcome</th>
<th>Program Level Student Learning Outcomes (PLSLO)</th>
<th>Measures/Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>AY 2011-2012</td>
<td>Identify and commit to educational goals</td>
<td>PLSLO #1: Students will identify their educational goals during the registration process.</td>
<td>Measures: (a) Increase in the number of students who previously declared “Undecided” and now have identified an educational goal as a result of policy development and Portal access.</td>
</tr>
</tbody>
</table>

Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

**Assessment Focus and Methods for PLSLO #1:** Students will identify their educational goals during the registration process.

*How will SLO be assessed?*

The College will assess the SLO based on the number of students who previously declared an Educational Goal as “Undecided” and subsequently declared an “Educational Goal as a result in the development of administrative procedures and enhanced access to the My COM Portal.

*What information/data will be collected?*

The increase in the numbers of students declaring or changing their educational goal

*When and by whom?*

Office of Planning Research & Institutional Effectiveness

*How will it be analyzed?*

By the increase in the number of students declaring or changing an educational goal
How will it be reported?
Through Dashboard access.

Reporting plan for assessment of PLSLO #1: Students will identify their educational goals during the registration process.

Where will results be disseminated?
To all appropriate College constituencies.

When will changes be implemented?
Spring 2012

When will the annual report be completed?
Spring 2012
CalWORKs
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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<th>Academic Year (AY)</th>
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<tr>
<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PLSLO #1: CalWORKs students will demonstrate an understanding of the program eligibility requirements.</td>
<td>Measures: (a) Pre/Post Orientation survey</td>
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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

**Assessment Focus and Methods for PLSLO #1**: CalWORKs students will demonstrate an understanding of the program eligibility requirements.

*How will SLO be assessed?*
Students attending the orientation for new CalWORKs students will complete a pre/post survey consisting of 5 questions.

*What information/data will be collected?*
The survey data will show whether students ‘Strongly Agree’, ‘Agree’, ‘Don’t Know’, ‘Disagree’, or ‘Strongly Disagree’ with 5 statements related to their knowledge about the program eligibility requirements before they participate in the orientation. They will answer the same questions after the orientation.

*When and by whom?*
CalWORKs staff will distribute and collect completed surveys.

*How will it be analyzed?*
Data will be discussed in CalWORKs staff meeting and in meetings with the County. Adjustments will be made to the orientation based on whether students demonstrate an increased understanding of program eligibility requirements after participating.

*How will it be reported?*
SLO results will be discussed in staff meetings, County meetings, Student Service division meetings. Results will be reported in the Annual Program Plan Report, and program review.
Annual Program-Level Assessment Plan

Reporting plan for assessment of PLSLO #1: CalWORKs students will demonstrate an understanding of the program eligibility requirements.

Where will results be disseminated?
SLO results will be disseminated in staff meetings, County meetings, Student Service division meetings, the Annual Program Plan Report, and program review.

When will changes be implemented?
Changes will be implemented before the next orientation is offered for the spring semester.

When will the annual report be completed?
The annual report will be completed by the end of the spring semester.
Child Development Program  
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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| AY 2011-2012       | SLO #2: Identify and commit to educational goals | PLSLO #1: Student parents whose children are enrolled in the Child Development Program will demonstrate academic progress toward their educational goal | Measures:  
1) Student must state educational goal  
2) Student must show proof of enrollment  
3) Midterm grade check  
4) Final grade check |

Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

Assessment Focus and Methods for PLSLO #1: Student parents whose children are enrolled in the Child Development Program will demonstrate academic progress toward their educational goal.

How will SLO be assessed? 
Student Parents are required to state their educational and vocational goals and show proof of course enrollment upon enrolling their children in the Child Development Program. Students are monitored throughout the semester to ensure progress toward their educational goals.

What information/data will be collected? 
Official copy of College of Marin course registration and California Department of Education Training Verification to include statement of academic goals are collected upon registration; Child Development Program collects mid-semester academic progress reports and final grades.

When and by whom? 
Child Development Program Administration collects information regarding student academic progress from the student, Admissions and Records, and from course instructors at the beginning of the semester, mid semester, and end of the semester.
How will it be analyzed?
Academic progress will be monitored to ensure passing grades are achieved and course enrollment is maintained toward achievement of academic goals.

How will it be reported?
A Student Progress Report will be completed to reflect course enrollment, midterm grades or progress reports, and final grades for students enrolled in credit courses and progress reports for students enrolled in non-credit ESL courses.

Reporting plan for assessment of PLSLO #1: Student parents whose children are enrolled the Child Development Program will demonstrate academic progress toward their educational goal.

Where will results be disseminated?
Our Child Development Program contract with the California Department of Education requires that we collect Information about student academic progress each semester and maintain these records for CDE review. Information regarding the academic progress of student parents whose children are enrolled in the Child Development Program is of interest to the Administration and Board of Trustees and will be disseminated to them upon request. Information regarding student academic progress is also utilized in service of the student to counsel and coach student success and to refer student to appropriate academic and campus or community support services.

When will changes be implemented?
We expect to implement improvements to our system of data collection and analysis of student academic progress in the 2012-2013 Academic Year, which may entail revisions to our Student Progress Report template.

When will the annual report be completed?
March 15, 2012.
Annual Program-Level Assessment Plan

Community Education and Lifelong Learning
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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<tr>
<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PLSLO #1: Students will demonstrate knowledge of the registration process, benefits and support services and the diversified course offerings by attending a Preview Day event.</td>
<td>Measures: (a) survey (b) headcount, number of students registered</td>
</tr>
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</table>

Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

Assessment Focus and Methods for PLSLO #1: Students will demonstrate knowledge of the registration process, benefits and support services and the diversified course offerings by attending a Preview Day event.

How will SLO be assessed?
Community Education will send out an online survey requesting information on what students want more information on, their experience with Community Education, and how we can help to improve their College experience in the future. Taking those guidelines we will address during the Preview Day those areas that are most prevalent. The SLO will be assessed using a questionnaire handed out and collected at Preview Day Event.

What information/data will be collected?
Awareness, familiarity, understanding of services and opportunities available to students. Solicit new areas of interest to be addressed at future Preview Day events.

When and by whom?
Online survey will be distributed in the beginning of the Fall 2011 quarter. Questionnaire will be distributed and collected during the Preview Day event by Community Education Staff.

How will it be analyzed?
We will compare surveys and determine if the use of materials, personnel and activities have improved student satisfactions.

How will it be reported?
Bi Annual summary reports.
Reporting plan for assessment of PLSLO #1: Students will demonstrate and convey satisfaction of further understanding and knowledge of available services after attending Preview Day by survey method.

Where will results be disseminated?
To all appropriate College constituencies.

When will changes be implemented?
Implemented as needed.

When will the annual report be completed?
Spring 2012

Created 2/22/2012
Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PLSLO #1: Students will demonstrate an understanding of why and how students use counseling services</td>
<td>Measures: (a) Counseling survey (b) using SARS appointment scheduling to track student needs</td>
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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

Assessment Focus and Methods for PLSLO #1: Students will demonstrate an understanding of why and how students use counseling services

How will SLO be assessed?
After each counseling appointment beginning September 15th (date survey was finalized), the survey will be given to each student who meets with a counselor after their appointment. The student will be submitting the completed survey to our administrative assistant for input into the data base. Data will be analyzed and a continued update to address the outcomes of the data will be used to meet student demands.

What information/data will be collected?
The survey will collect data on student’s perception of what they have learned from their counseling session.

When and by whom?
As stated above.

How will it be analyzed?
The survey results that answer disagree and strongly disagree,“ will provide the analysis for changes that need to be addressed. We will be summarizing the results of the data quarterly each semester.

How will it be reported?
Reporting plan for assessment of PLSLO #1: Students will demonstrate an understanding of why and how students use counseling services

Where will results be disseminated?
At each counseling meeting (1st Thursday of every month) the information from the analysis will be discussed. Realistic changes within the ability of current staffing and budget constraints will occur. The survey will monitor the changes and a report will be generated annually as a result of the changes.

When will changes be implemented?
As the survey dictates

When will the annual report be completed?
Before the end of Spring of 2012
# Accessibility Services
## 2011-2012

## Division and Program-Level SLOs and anticipated measures/evidence

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<tr>
<th>Academic Year 2011/12</th>
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</table>
| **AY 2011-2012**      | Access college resources that support student success  
Demonstrate self-advocacy/self-initiative | Students that participate in the Disabled Students Program will become more effective self-advocates for their own educational needs. | Measures:  
(a) After one semester students will independently request services that they qualify for in such areas of testing, note-taking and E-text. Evidence of this will be measured by the request forms the student files with their counselor.  
(b) Students will progressively demonstrate a greater understanding of their disability and the various services and strategies to help them be successful in college. Evidence of this personal development will be measured through counselor interview. |

Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

**Assessment Focus and Methods for PLSLO #1:** Students that participate in the Disabled Students Program will become more effective self-advocates for their own educational needs.
Annual Program-Level Assessment Plan

Students will complete forms requesting their particular accommodations and file them with their counselor. Students will progressively demonstrate a greater understanding of their own disability and the various services and strategies to help them be successful in college.

What information/data will be collected?  1. New student Survey  2. DSPS Counselor Survey  3. Counselor Interview

When and by whom? Staff will administer surveys two times per semester. Counselor interviews will take place at least once a semester.

How will it be analyzed? The program coordinator will tally surveys to identify trends and specific issue. Counselors will meet twice a semester to review progress and develop appropriate intervention. Appropriate staff will participate in review.

How will it be reported? Once a year a report will be generated that reflects the combined information from the two surveys and counselor interviews. The goal will be to determine the effectiveness of the DSPS services and supportive education in achieving the Programmatic SLO.

Reporting plan for assessment of PLSLO #1: Students that participate in the Disabled Students Program will become more effective self-advocates for their own educational needs.

Where will results be disseminated? DSPS staff will review the results in a department wide meeting. Student Services will maintain a copy of the report.

When will changes be implemented? Changes will be implemented in the fall semester after analysis of data and the report has been prepared.

When will the annual report be completed? June of 2012.
Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PLSLO #1: New students demonstrate knowledge of the over and above services they are eligible for as EOPS program participants.</td>
<td>Measures: (a) Pre/Post Orientation survey</td>
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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

Assessment Focus and Methods for PLSLO #1: New students demonstrate knowledge of the over and above services they are eligible for as EOPS program participants.

How will SLO be assessed?
Students attending the orientation for new EOPS students will complete a pre/post survey consisting of 5 questions.

What information/data will be collected?
The survey data will show whether students ‘Strongly Agree’, ‘Agree’, ‘Don’t Know’, ‘Disagree’, or ‘Strongly Disagree’ with 5 statements related to their knowledge about the over and above services they are eligible for as EOPS students, before they participate in the orientation. They will answer the same questions after the orientation.

When and by whom?
EOPS staff will distribute and collect completed surveys.

How will it be analyzed?
Data will be discussed in EOPS staff meetings. Adjustments will be made to the orientation based on whether students demonstrate an increased understanding of program over and above services after participating.

How will it be reported?
SLO results will be discussed in staff meetings and Student Service division meetings. Results will be reported in the Annual Program Plan Report, and program review.
Reporting plan for assessment of PLSLO #1: New students demonstrate knowledge of the over and above services they are eligible for as EOPS program participants.

Where will results be disseminated?
SLO results will be disseminated in staff meetings, Student Service division meetings, the Annual Program Plan Report, and program review.

When will changes be implemented?
Changes will be implemented before the next orientation is offered for the spring semester.

When will the annual report be completed?
The annual report will be completed by the end of the spring semester.
Annual Program-Level Assessment Plan

Financial Aid Office
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success.</td>
<td>Students will demonstrate their understanding of the Importance of completing their FAFSA by the March 2nd priority filing deadline.</td>
<td>Measures: Count applications and compare with prior years.</td>
</tr>
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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

Assessment Focus and Methods for PLSLO #1: Students will demonstrate their understanding of the Importance of completing their FAFSA by the March 2nd priority filing deadline.

How will SLO be assessed? By counting and comparing the number of applications.

What information/data will be collected? Institutional data provided by the US Education Department.

When and by whom? Quarterly by the Director of Financial Aid.

How will it be analyzed? Manual review

How will it be reported? In summary form

Reporting plan for assessment of PLSLO #1: Students will demonstrate their understanding of the Importance of completing their FAFSA by the March 2nd priority filing deadline.

Where will results be disseminated? To the Office of Planning, Research & Institutional Effectiveness

When will changes be implemented? Following efforts in increase the early application numbers.

When will the annual report be completed? Once the annual application cycle has ended.
Health Center
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PLSLO #1: Students will demonstrate knowledge of free or low cost health services available in the community.</td>
<td>Measures: (a) Mid-semester survey</td>
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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

**Assessment Focus and Methods for PLSLO #1:** Students will demonstrate knowledge of free or low cost health services available in the community.

*How will SLO be assessed?* The assessment will be done by survey.

*What information/data will be collected?* The survey will be done on MyCom Portal or on site survey

*When and by whom?* June, ongoing

*How will it be analyzed?* The results will be analyzed by me and PRIE. Strategies will be developed to improve the program based on the results.

*How will it be reported?* Report goes back to the SLO group and my staff.

**Reporting plan for assessment of PLSLO #1:** Students will demonstrate knowledge of free or low cost health services available in the community.

*Where will results be disseminated?* SLO group and the vice-president

*When will changes be implemented?* On-going
When will the annual report be completed? December/January.
Division and Program-Level SLOs and anticipated measures/evidence

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<tr>
<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>Students will demonstrate knowledge of the availability of textbooks on reserve in the library.</td>
<td>Measures: (a) Instructor Reserve Circulation Data (pre/post) (b) Amount of material placed on Instructor Reserve (pre/post) (c) College enrollment data (pre/post)</td>
</tr>
</tbody>
</table>

Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

Assessment Focus and Methods for PLSLO #1: Students will demonstrate knowledge of the availability of textbooks on reserve in the library.

How will SLO be assessed?
Instructor Reserve is where textbooks are held for check out. Circulation desk data is tracked on a monthly basis, including how many textbooks are checked out. This SLO will be assessed by comparing one month of circulation data from a previous spring month, to the data from the same corresponding month this spring.

What information/data will be collected?
Instructor Reserve circulation data and total student population data.

When and by whom?
Library staff is currently compiling the data. All data will be available on March 1st.

How will it be analyzed?
Circulation data will be compared to see if it shows an increase of Instructor Reserve material check out.

How will it be reported?
The results will be shared and discussed with the staff at staff meetings and with the larger Student Services SLO group. Results and resource allocation requests will be included in program review.
Reporting plan for assessment of PLSLO #1: Students will demonstrate knowledge of the availability of textbooks on reserve in the library.

Where will results be disseminated?
The results will be shared and discussed with the staff at staff meetings and with the larger Student Services SLO group. Results and resource allocation requests will be included in program review.

When will changes be implemented?
If resource allocation requests are funded, fall 2012.

When will the annual report be completed?
March 15, 2012
**Annual Program-Level Assessment Plan**

**Matriculation**
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PL SLO: Students will demonstrate an increased level of knowledge about the college as a result of participating in the orientation.</td>
<td>Measures: (a) Pre/post survey</td>
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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

**Assessment Focus and Methods for PLSLO**: Students will demonstrate an increased level of knowledge about the college as a result of participating in the orientation.

**How will SLO be assessed?**
The SLO Assessment Survey for “New Student Matriculation” (pre and post) is designed to measure the learning outcomes of new students to college who participate in the entire process. The assessment survey will be given to the 2012 newly graduating high school seniors.

**What information/data will be collected?**
The major components include Admissions (applying to enroll at CoM); Assessment (placement tests); Counseling (student education planning); and Orientation (presenting college resources available for student success).

**When and by whom?**
The pre-assessment will be given to this group when our High School Outreach counselor (Alexandra Magallanes-Rivera) begins her high school visits March 1, 2012. The same survey will be given to the same group of high school students on April 28th, 2012 when these same students will complete the Matriculation process by attending “College Success Day”. This event will offer a comprehensive orientation which will include faculty presentations, a parent orientation and tours of the campus. The students will have gotten the necessary tools to understand resources available for their success as a college student. Priority registration was also given to these students ahead of new students, to be able to register for their chosen courses for both Summer and Fall 2012 if they attended this “College Success Day”. The assessment survey will measure students’ learning in this process.
**How will it be analyzed?**

In Counseling department meetings, counselors will:

- (a) Study the orientation survey results to determine whether the process activities met the SLO's and modify matriculation activities as needed to meet the SLO for future new student events. (new students who have never attended college; re-entry students; non-high school graduates).
- (b) Review the assessment survey to address areas not addressed in this survey.
- (c) Include surveys for the credit/non-credit ESL orientations. The surveys should be translated in Spanish and other languages that reflect the non-credit student population.

**How will it be reported?**

In the SS SLO Annual Report and in program review.

**Reporting plan for assessment of PLSLO #1:** Students will demonstrate an increased level of knowledge about the college as a result of participating in the orientation.

**Where will results be disseminated?**
In Student Service division meetings and with the area administrator.

**When will changes be implemented?**
Summer/Fall 2012

**When will the annual report be completed?**
Spring 2012
Outreach School Relations
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PLSLO #1: Students will demonstrate knowledge of the benefits and support services offered at COM by attending pre-orientation sessions.</td>
<td>Measures: (a) Survey (b)Headcount of students served</td>
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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

Assessment Focus and Methods for PLSLO #1: Students will demonstrate knowledge of the benefits and support services offered at COM by attending pre-orientation sessions.

How will SLO be assessed?
Outreach will conduct tailored pre-orientation sessions for various student groups (ranging from middle and high school to GED and re-entry students) covering the benefits and support services offered at COM with the goal of informing and preparing students to make informed decisions about their post-secondary choices. The SLO will be assessed using an adaptable survey.

What information/data will be collected?
Awareness, familiarity, understanding and recall of Student Services, programs, and navigational strategies

When and by whom?
After each Outreach event/visit/workshop/tour

How will it be analyzed?
We will compare school sites, year to year changes, and differences between varying formats to determine the most effective combinations, presentation strategies, use of materials, personnel, and resources to maximize impact.

How will it be reported?
Quarterly summary reports.
Reporting plan for assessment of PLSLO #1: Students will demonstrate knowledge of the benefits and support services offered at COM by attending pre-orientation sessions.

Where will results be disseminated?
Among other Student Services offices, Dean Balestreri

When will changes be implemented?
As needed.

When will the annual report be completed?
July 1
Annual Program-Level Assessment Plan

Student Affairs
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>Identify and utilize college resources that support student success.</td>
<td>PLSLO #1: Demonstrate knowledge of ASCOM and/or college clubs.</td>
<td>Measures: (a) Pre/Post Survey</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PLSLO #2: N/A</td>
<td>Measures: (a)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(b)</td>
</tr>
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Assessment Focus and Methods for PLSLO #1: Demonstrate knowledge of college resources.
How will SLO be assessed? What information/data will be collected? When and by whom? How will it be analyzed? How will it be reported?
At the beginning of the fall semester, department level SLOs will be shared with student leaders on the Associated Students board (ASCOM) and student leaders in the different clubs on campus. These students will be administered a survey to evaluate their knowledge of college resources. This survey will begin to inform us how much student know about college resources and we can begin to analyze what we have with regards to information, written and otherwise.

These students will be given the same survey at the end of the fall semester to gather information about how their knowledge of college resources has increased or not.

Data from the surveys will be analyzed and strategies will be put in place to increase the students’ knowledge of college resources. Data collected and analyzed may impact how information is disseminated to students about campus resources.

Assessment Focus and Methods for PLSLO #2: Write PLSLO here
How student learning was assessed by the SLO stated above? What information/data was collected? When and by whom? How was it analyzed? How was it reported?

N/A

Reporting plan for assessment of PLSLO #1: Demonstrate knowledge of college resources.
Where will results be disseminated? When will changes be implemented? When will the annual report be completed?
In late fall, 2011 and the beginning of the spring semester 2012, information gathered from the pre survey will be discussed with the student affairs staff, reported at a Student Services Department meeting, and discussed on what changes might be needed to improve information availability.

Changes to the information available to students will be considered after the post survey to be given at the end of the spring semester. Any changes would occur during the summer months in time for the beginning of the Fall Semester, 2012. The impact of any changes will be monitored and reported in the Student Affairs SLO annual report. This report will be completed at the end of the spring 2012 semester.

**Reporting plan for assessment of PLSLO #2:** Write PLSLO here

*Where will results be disseminated? When will changes be implemented? When will the annual report be completed?*

N/A
Office of Assessment and Testing
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>#3 Develop effective planning skills that support achievement of educational goals and lifelong success</td>
<td>PLSLO #1: Students demonstrate readiness to take placement test exam</td>
<td>Measures: (a) student survey</td>
</tr>
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Assessment Focus and Methods for PLSLO #1: Students demonstrate readiness to take placement test exam

How will SLO be assessed? What information/data will be collected? When and by whom? How will it be analyzed? How will it be reported?

SLO will be assessed by a short yes/no survey. Information and data collected will indicate whether or not the student prepared in advance for the placement tests by utilizing recommended study resources. The survey will be given to the student just prior to taking their test, by Testing Office staff. It will be analyzed/reported by scanning the survey answers into a specially designed software program which will compile the data into meaningful measurements.

Reporting plan for assessment of PLSLO #1: Students demonstrate readiness to take placement test exam

Where will results be disseminated? When will changes be implemented? When will the annual report be completed?

General measurement results will be disseminated by Testing Office staff to the area Dean and in Student Services SLO group meetings Changes will be implemented in the spring 2012 semester. Annual report by May 2012 after data from various measurement instruments has been compiled, input, and compared with previously established measurement criteria.
Transfer Center  
2011-2012

### Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>1. Identify and use college resources that support student success</td>
<td>PLSLO #1: Students will demonstrate increased awareness of transfer as a core educational process at COM by participating in activities such as “Transfer Day” which will be employed strategically by the Transfer Center to market its resources and programs.</td>
<td>Measures: (a) Survey given during Transfer Day event</td>
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Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

**Assessment Focus and Methods for PLSLO #1:** Students will demonstrate increased awareness of transfer as a core educational process at COM by participating in activities such as “Transfer Day” which will be employed strategically by the Transfer Center to market its resources and programs.

*How will SLO be assessed?*
A survey will be given to students who participate in Transfer Day.

*What information/data will be collected?*
The 4 question survey will generate data that will inform on the efficacy of the event.

*When and by whom?*
On Transfer Day by Transfer Center staff.

*How will it be analyzed?*
Data and report summaries will be discussed with Counseling and other Student Service staff. Data will be used to inform potential changes to the event.

*How will it be reported?*
Results will be reported verbally at SS SLO group meeting, at department meetings. Survey data will be shared with
Reporting plan for assessment of PLSLO #1: Students will demonstrate increased awareness of transfer as a core educational process at COM by participating in activities such as “Transfer Day” which will be employed strategically by the Transfer Center to market its resources and programs.

Where will results be disseminated?
SLO results will be disseminated in staff meetings, Student Service division meetings, the Annual Program Plan Report, and program review.

When will changes be implemented?
During planning for fall 2012 Transfer Day

When will the annual report be completed?
Spring 2012
**Annual Program-Level Assessment Plan**

**Tutoring and Learning Center**

**2011-2012**

Division and Program-Level SLOs and anticipated measures/evidence

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<td>AY 2011-2012</td>
<td>Identify and use college resources that support student success</td>
<td>PLSLO #1: Demonstrate a deeper understanding of course materials</td>
<td>Measures: (a) Tutor reports (b) Tutee end of year survey</td>
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<tr>
<td></td>
<td></td>
<td>PLSLO #2: Apply new knowledge to improve course grades</td>
<td>Measures: (a) Tutee end of year survey</td>
</tr>
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**Assessment Focus and Methods for PLSLO #1: Demonstrate a deeper understanding of course materials**

*How will SLO be assessed? What information/data will be collected? When and by Whom? How will it be analyzed? How will it be reported?*

At the beginning of the fall semester, department–level SLOs will be shared with the tutors. Tutors will be asked to submit a brief written report each week regarding any communication they had with tutees about understanding course materials, and any anecdotal evidence about any impact on test scores or other grades.

Tutees will complete a survey at the end of the semester which includes questions to address these SLOs. Data will be gathered by multiple means. Tutors will be sent a reminder email from the TLC Coordinator and/or Tutoring Instructor each week asking them to respond with a brief report. Data from email will be consolidated into a single document. Paper surveys will be distributed to tutees at the end of the semester by the tutors and the TLC Coordinator.

Data from the tutor reports will be analyzed as it is received. Intervention strategies will be put in place on an as-needed basis. For example, if a tutor reports they are unable to get a tutee to demonstrate that they are reaching a deeper understanding, the TLC Coordinator would suggest techniques for getting the tutee to talk more about what they are learning, or emphasize trying different communication strategies.

At the end of the year when all of the reports have been submitted, the TLC Coordinator will communicate the data to the Tutoring instructor, to suggest curricular modifications in the tutor training course, if necessary. The survey data from tutees regarding understanding course material and grade improvement will be summarized and analyzed at the end of the semester by the TLC Coordinator. Data may impact tutor training curriculum.
**Assessment Focus and Methods for PLSLO #2:** Apply new knowledge to improve course grades

How student learning was assessed by the SLO stated above? What information/data was collected? When and by Whom? How was it analyzed? How was it reported?

Same as above.

**Reporting plan for assessment of PLSLO #1:** Demonstrate a deeper understanding of course materials

Where will results be disseminated? When will changes be implemented? When will the annual report be completed?

In the spring 2012 semester, information from the analysis will be discussed in EOPS/Tutoring staff meetings, reported at a Student Service Department meeting, and discussed at the tutor training workshop prior to the beginning of the semester.

Programmatic or tutor training curriculum changes will be implemented prior to the start of the semester. The impact of any changes will be monitored and reported in the TLC 11-12 SLO annual report. The annual report will be completed before the end of the spring 2012 semester.

**Reporting plan for assessment of PLSLO #2:** Apply new knowledge to improve course grades

Where will results be disseminated? When will changes be implemented? When will the annual report be completed?

Same as above.
Veteran Services
2011-2012

Division and Program-Level SLOs and anticipated measures/evidence

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| AY 2011-2012      | Identify and use college resources that support student success. | PLSLO #1: New students who are Veteran’s will demonstrate knowledge of the steps necessary to become certified for veteran educational benefits. | Measures: (a) Interview veteran students to determine how many feel that the new “Checklist” was beneficial. (b) Assess the results of the “Survey Questionnaire”.

Please answer all of the following questions. If you are assessing more than one PLSLO this year, please provide the same information for your second PLSLO as well.

Assessment Focus and Methods for PLSLO #1: New students who are Veteran’s will demonstrate knowledge of the steps necessary to become certified for veteran educational benefits.

How will SLO be assessed? A “Checklist” of what veteran students need to do to become certified for educational benefits in a timely manner will be developed.

What information/data will be collected? A set of survey questions will be distributed to all new veteran students to assess their knowledge of the steps necessary for getting certified for educational benefits.

When and by whom? Survey questions will be distributed by the certifying official at the first point of contact. Same survey questions will be distributed at mid-term by a veteran’s counselor.

How will it be analyzed? Data will be analyzed based on the student’s knowledge at the time of first contact verse at mid-term.

How will it be reported? The data will be reported to the office of Planning, Research & Institutional Effectiveness.

Reporting plan for assessment of PLSLO #1: New students who are Veteran’s will demonstrate knowledge of the steps necessary to become certified for veteran educational benefits.
Where will results be disseminated?
- Programs Review Document
- Veteran Club
- Veterans services Center
- Student Portal

When will changes be implemented?
Spring 2012

When will the annual report be completed?
Spring 2012