

Student Services Student Learning Outcome Meeting

Friday September 2, 2011

12:00-1:00pm

Agenda

- ☐ Lunch
- ☐ Introductions
- ☐ SLO facilitator
- ☐ Review of Division wide SLOs and Progress Report Overview
- ☐ Individual Reports

SLO Facilitator

Becky will continue as the SLO facilitator this fall.

The position has been approved by the Academic Senate, the President, and the Board of Trustees.

Both Becky and Chialin will continue to support the Student Services SLO project.

Assessment

Assessment is an on-going process designed to monitor and improve the effectiveness of the program/service being assessed. In each program/service, we:

- Develop a specific statement of the program/service's outcomes.
- Collect evidence that indicate how well our outcomes are being met.
- Systematically assess the evidence.
- Use results to improve the program/service's effectiveness (close the loop).

(from Mary Allen)

Articulating Outcomes

- **Processes** (e.g., travel claims or applications are processed efficiently and equitably)
- **Learning Outcomes** (e.g., students who receive training can write an effective resume or can use the campus email system; students who are served by the Counseling Center report fewer plans to withdraw from campus; students who participate in this event can describe the effects of alcohol on drivers; students are aware of campus health services)
- **Satisfaction Indicators** (e.g., People supported by the program report satisfaction with the service)

(From Nichols & Nichols; Mary Allen)

Where we were and where we are

Identify Division Level SLO

Spring 2011

Develop Program Level SLO based on Division SLO

Summer 2011

Identify measures to assess Program Level SLO

Fall 2011

Submit Program Level Annual Assessment Plan

Fall 2011

What's next?

Analyze the data

Discuss the results

Review the results

**Use results for program
improvement**

Propose any changes

Division Level SLOs 2011-2013

1. Identify and use college resource that support student success
2. Identify and commit to educational goals
3. Develop effective planning skills that support educational goals and lifelong success
4. Demonstrate self-advocacy/**self-initiative**

| Student Service Division-Wide SLOs | A R | C W | C D P | C | D S P S | E O P S | F A | H C | I S | M | O | S A | T | T C | T L C | V |
|--|----------------|----------------|----------------------|----------|----------------------------|----------------------------|----------------|----------------|----------------|----------|----------|----------------|----------|----------------|----------------------|----------|
| 1. Identify and use college resources that support student success | | X | X | X | | | X | X | X | X | X | X | X | X | X | X |
| 2. Identify and commit to educational goals | X | X | X | | X | X | | | | | | | | | X | |
| 3. Develop effective planning skills that support educational goals and lifelong success | | | | X | | X | X | | | | X | X | X | X | X | X |
| 4. Demonstrate self-advocacy | X | | | | X | | | X | X | X | | | | | | |

| | |
|--|--|
| AR - Admissions and Records CW - CalWORKs CDP - Child Development Center C - Counseling DSPS - Disabled Student Programs and Services EOPS - Extended Opportunity Programs and Services FA - Financial Aid HC - Health Center | IS - International Students M - Matriculation O - Outreach SA - Student Affairs T - Testing TC - Transfer Center TLC- Tutoring and Learning Center V - Veteran's Office |
|--|--|

16 Programs
13 Responsible People
Matriculation: on hold

Program Level SLOs 2011-2012

Identify and use college resource that support student success

- CalWORKs students will demonstrate an understanding of the program eligibility requirements. (CalWORKs)
- New students demonstrate knowledge of the over and above services they are eligible for as EOPS program participants. (EOPS)
- Students will demonstrate their understanding of the Importance of completing their FAFSA by the March 2nd priority filing deadline. (Financial Aid)
- Students will demonstrate knowledge of free or low cost health services available in the community. (Health Center)
- Students will demonstrate knowledge of the benefits and support services offered at COM by attending pre-orientation sessions. (Outreach)
- Demonstrate knowledge of college resources. (Student Affairs)
- Demonstrate a deeper understanding of course materials. (Tutoring)
- Apply new knowledge to improve course work. (Tutoring)

Identify and commit to educational goal

- Students will identify their educational goals during the registration process. (A&R)

Develop effective planning skills that support educational goals and lifelong success

- Students can demonstrate readiness to take placement test exam. (Testing)

Demonstrate self-advocacy /self initiatives

Example
Not a complete list

What are others doing?

- Admissions and Records
- CalWORKs
- Child Development Program
- Counseling
- DSPS
- EOPS
- Financial Aid
- Health Center
- International Students
- Matriculation
- Outreach
- Student Affairs
- Testing
- Transfer Center
- Tutoring
- Veterans Office

- Presented at the SS SLO meeting
- Presented at the Classified Senate Meeting