Recommendation 4

“In order to fully meet the Standards, the team recommends that the college review and revise as necessary its developed student learning and service level outcomes to assure that they are measured in both quantitative and qualitative terms. These measures should be adequate for evaluating whether services are meeting identified student needs so that results can be used to improve the delivery of support services.” Standards IB.3, IIB.4, IV.A.2.b., IV.B.4.

Student Services has reviewed West’s institutional SLOs and matched them with Student Services areas. They have decided on five Student Services Division SLOs that are applicable to the Student Services areas and can be measured. They will then take these to the department level. The SLOs will read, “As a result of <service>, <SLO information>.” They are also identifying measurements for each SLO. Two SLOs will be assessed each year, so all SLOs are assessed in a three-year cycle. The SLOs will be assessed at both the Student Services Divisional and Department levels.

There will be a regular review of the entire cycle of assessment, evaluation and decision-making.

This only gives an idea of how we expect to address this recommendation in the Follow-Up Report. It draws on material from the Corrective Action Matrix, but has not been discussed.