West Los Angeles College  
Program Review 2012-2013  
Planning: Unit Goals

Description of Unit Goals, Measureable Outcomes, and Need

<table>
<thead>
<tr>
<th>Academic Affairs Division</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Allied Health</strong></td>
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</table>

**Affirm institutional commitment to student learning**

*Description of the Goal*
Evaluate the effectiveness of all college courses and programs using assessment of student learning outcomes. Guide all students to the appropriate associate degree.

*Measurable Outcome*
Asses completion of all SLO assessments through a spreadsheet to determine which courses are being completed.

*What issues, problems, or opportunities*
The allied health division and dental hygiene program intend to grow the allied health division by offering new programs and continuing education. More F/T faculty will be required to support student success and SLO process.

*What SLO assessment / reflection will th*
This goal will continue to provide students with technical competence skills for employment opportunities.

**Build on West"s success in Career Terchnical Education (CTE) to imrove the whole college**

*Description of the Goal*
Strengthen and develop new vocational education programs offerings in growth areas the college is well equipped to serve.

*Measurable Outcome*
The medical assisting grant funded program accepted 33 students into 1 year program. 30 students have achieved a certificate in Medical assisting administration and 30 are in line to achieve a certificate in clinical medical assisting. The dental hygiene students continue to achieve 97% success rates in degree completion and 100% achievement in national and state board exam results.

*What issues, problems, or opportunities*
According to LOWDL, CTE programs are being cut to deep. Programs in the allied health division are being developed through grant money but are not sustainable after the grant ends. The faculty and staff work very hard to provide quality programs for the students in order to prepare them for employment. Sustaining the programs will provide students with employment opportunities and possibly transrerability.

*What SLO assessment / reflection will th*
This goal is reflected for all allied health students. All allied health students will be required to demonstrate critical thinking skills, technical competence, communication skill and ethics during their training. The number of degree completion rates and employment rates will reflect the accomplishment of this goal.

*Ensure high levels of educational quality within West"s diversified modes of instructional delivery.*

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### Description of the Goal
Support highest quality online and hybrid courses, Identify best practices for implementation by programs in evening, weekend and off-campus. Provide the most effective technologies in and out of the classroom to support student learning.

### Measurable Outcome
Determine how many allied health faculty are etudes trained, create online courses on Etudes and quantify the pass rate of successful completion.

### What issues, problems, or opportunities
Provide more allied health online courses.

### What SLO assessment / reflection will th
This goal addresses Technical competence.

### Anthropology

#### Accounting for Anthropology Majors

### Description of the Goal
Develop a measure that will accurately account for students who major in anthropology and earn the AA degree, major in anthropology and transfer to a four year program as anthropology majors with and without being awarded the AA degree.

### Measurable Outcome
(blank)

### What issues, problems, or opportunities
(blank)

### What SLO assessment / reflection will th
(blank)

### Applied Technology

#### Increase number of transfer Aviation students.

### Description of the Goal
Develop articulation agreements with CSU Long Beach and Cal State LA (fine tune)

### Measurable Outcome
Begin to track the number of students and compare annually.
Goal = 3 students per year to transfer.

### What issues, problems, or opportunities
The need to articulate curriculum.

### What SLO assessment / reflection will th
Program outcome.

#### Maintain FAA reporting standards.

### Description of the Goal
Full time faculty must maintain FAA reports, student documents, provide guidance to FAA certification, maintain program standards consistent with FAR 147, facilitate certification exams.

### Measurable Outcome
Timely reports to the FAA. Fair distribution of program requirements amongst faculty.

### What issues, problems, or opportunities
Staffing levels.

### What SLO assessment / reflection will th
## Program Review 2012-2013
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The need compliance with outside agency.

<table>
<thead>
<tr>
<th>Viability study of the Applied Technology Division.</th>
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<tbody>
<tr>
<td><strong>Description of the Goal</strong></td>
</tr>
<tr>
<td>Evaluate the Travel and Hospitality trends in enrollment, retention and success rate. Align the Aviation, Travel and Hospitality with an organizational structure that provides representation of the division in shared governance.</td>
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<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>To establish the Applied Technology Division in an organizational hierarchy consistent with other college divisions.</td>
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<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<tr>
<td>The lack of outcomes in the Travel and Hospitality program.</td>
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<tr>
<th>What SLO assessment / reflection will th</th>
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<tr>
<td>Reflection on student outcomes and trends.</td>
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### Biological Sciences

#### COMPREHENSIVE EXPANSION OF THE MAJORS BIOLOGY PROGRAM

<table>
<thead>
<tr>
<th>Description of the Goal</th>
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<tbody>
<tr>
<td>The BIOLOGY PROGRAM currently offers BIOLOGY 6 (CELL BIOLOGY) only in the Fall semester and BIOLOGY 7 (Evolutionary/Phylogenetic Biology) only in the Spring semester. We need to offer more sections to meet the needs of our students requiring the majors biology courses, which include pre-med, pre-dental, pre-pharmacy, as well as biology majors. In addition, more of the ‘allied health’ majors, including Nursing and Dental Hygiene are now required to take the majors Biology (including the USC Dental Hygiene Program)</td>
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<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>Besides benefiting the students of the life science majors, it will allow students who take chemistry 101 or 102, which are offered every semester, to take Biology 6 or 7 either Fall or Spring.</td>
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<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<tbody>
<tr>
<td>At least we should be offering 1 section of Biology 6 and Biology 7 every semester; Currently, Santa Minica College offers 4 sections of Biology 21, and 2 sections of Biology 22 (the equivalent of these majors courses at West) every semester.</td>
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<th>What SLO assessment / reflection will th</th>
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#### SOLIDIFY STUDENTS' SUCCESSES IN BIOLOGICAL SCIENCES

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<th>Description of the Goal</th>
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<tr>
<td>The lead instructor for our Majors Biology (6 and 7), Tom Haley, for 30 years is retring in December. We desperately need to find a suitable full-time instructor to lead these essential courses in the Biology curriculum.</td>
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<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tr>
<td>Continuous success of biological students and including the success of the allies health majors, including nursing and dental hygiene majors, which are now requiring their students take majors Bio.</td>
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<th>What issues, problems, or opportunities</th>
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The Majors Biology courses Bio 6 and 7 are courses that should only be taught by full-time instructors; thus the use of hourly instructors is not an action.

What SLO assessment / reflection will th
All SLO’s (Institutional, Program and Course) are addressed.

Child Dev/ F&CS
Provide access to transfer for Child Development Students
Description of the Goal
Our goal is to provide an articulation agreement and or B.A. program in Child Development for our students that have either completed or are within a year of completion of their A.A. degree in Child Development and their certificate of Achievement in Child Development with either the CSU system and or a Private College Institution.

Measurable Outcome
When we are able to institute the program here for our students by Fall of 2013 we will be 100% successful.

What issues, problems, or opportunities
The issue of students not having a map to guide them through the process of obtaining their A.A. degree in a timely manner and then having the accessibility of a program that will meet their needs on so many levels.

What SLO assessment / reflection will th
D. Self-awareness/interpersonal Skills: Apply self-assessment and reflection strategies to interpersonal, work, community, career, and educational pathways.

Computer Science
Apple Curriculum
Description of the Goal
Establish Apple Curriculum by offering courses of Apple application development and Apple care administrator.

Measurable Outcome
Increase course success rate and number of students passing Apple certification exam.

What issues, problems, or opportunities
It's one of the most important emerging technologies. The CS division must keep current with industry trends.

What SLO assessment / reflection will th
This is a new program, we have not done program or course assessment yet.

Increase student success at course and program level
Description of the Goal
Increase student success at course and program level of the following degree & certificate programs: Computer Science, Network & Security, Web design & development, and Database Administration.

Measurable Outcome
Increased course success rate and increased number of students completing degree and certificates in Computer Ccience, Network Security, Web & Database Administration.
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**What issues, problems, or opportunities**
The course success rate is not satisfactory.

**What SLO assessment / reflection will th**
Certification assessment and capstone final projects.

**Increase the number of degree/certificate awardees**

**Description of the Goal**
Increase the number of degree/certificate awardees in the following areas:
- Computer Science
- Computer Network and Security Management
- Web Support and Database Administration

**Measurable Outcome**
Increase the number of degree/certificate awardees in the following areas:
- Computer Science
- Computer Network and Security Management
- Web Support and Database Administration

**What issues, problems, or opportunities**
West is increasing the emphasis on program completion, especially associated with the Achieving the Dream effort. Aligned emphasis, Computer Science needs to increase the number of students who complete degrees and certificates.

**What SLO assessment / reflection will th**
West is increasing the emphasis on program completion, especially associated with the Achieving the Dream effort. Aligned emphasis, Computer Science needs to increase the number of students who complete degrees and certificates.

**Mobile Application Development Certificate**

**Description of the Goal**
Implement courses and certificate for Mobile application development.

**Measurable Outcome**
Increased number of students completing the certificate.

**What issues, problems, or opportunities**
It's the most important emerging technology. The CS division must keep current with industry standards.
We have inadequate equipment to support this program.

**What SLO assessment / reflection will th**
This goal will address the following SLO assessment: utilize the use in XCode for mobile programming.

**Virtualization**

**Description of the Goal**
Incorporate virtualization into CISCO, Microsoft, Network Security and Web Database programs.

**Measurable Outcome**
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1) Increased IT certified students
2) Increased course success rate in Network Security and Database programs.
3) Incorporate virtualization in all computer labs and classrooms.

<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<tbody>
<tr>
<td>It's the most important emerging technology. The CS division must keep current with industry standards.</td>
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<table>
<thead>
<tr>
<th>What SLO assessment / reflection will th</th>
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<tr>
<td>Our equipment is not adequate to support the vocational programs.</td>
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<tr>
<th>What SLO assessment / reflection will th</th>
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<tbody>
<tr>
<td>This goal will address SLO assessment including deployment, management, and migration of Virtual Machines and web database.</td>
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## Counseling

### C Basis Counselor to D Basis Counselor Conversion

<table>
<thead>
<tr>
<th>Description of the Goal</th>
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<tbody>
<tr>
<td>In order to fully meet the SB1456 standards, the college will need to increase counseling support. One meaningful way is to increase C Basis Counselor to D Basis Counselor.</td>
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<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tr>
<td>Outcomes will be measured by the additional student that will be assist utilizing counseling services.</td>
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<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<th>What SLO assessment / reflection will th</th>
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### Career Services Budget

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<th>Description of the Goal</th>
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<tr>
<td>In order to provide comprehensive career services to students, the counseling department needs to establish a budget to offer a full array of services and appropriate technology</td>
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<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>The goal is to provide comprehensive career services for students. To do so, the counseling department will need ongoing resources.</td>
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<th>What issues, problems, or opportunities</th>
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<th>What SLO assessment / reflection will th</th>
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### Create a Personal Development course for Veterans

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<tr>
<th>Description of the Goal</th>
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<tbody>
<tr>
<td>Create a Personal Development courses for Veterans &quot;Boots to Backpacks&quot; to assist the returning Veterans/Service members make an easy transition into Civilian life.</td>
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<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>Student retention</td>
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<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<tbody>
<tr>
<td>This goal will assist with the influx of emerging Veterans/Service members returning home</td>
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<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<th>What SLO assessment / reflection will th</th>
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</table>
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<table>
<thead>
<tr>
<th>What SLO assessment / reflection will th</th>
<th>Communication</th>
<th>Self-awareness</th>
</tr>
</thead>
</table>

### Group SEP Counseling workshops

**Description of the Goal**

Due to the increase in FTES and insufficient counseling staff, group SEP workshops will continue to be provided and expanded by specific populations and student goals.

### Measurable Outcome

- Retention
- Transferability

### What issues, problems, or opportunities

In an attempt to improve and increase the number of students who complete SEP, group SEP workshops will allow the division to assist more students and help them to reach their academic and career goals.

<table>
<thead>
<tr>
<th>What SLO assessment / reflection will th</th>
<th>Critical Thinking</th>
<th>Communication</th>
<th>Self-Awareness</th>
<th>Technical Competence</th>
<th>Cultural Diversity</th>
</tr>
</thead>
</table>

### Hire FT Counselor

**Description of the Goal**

In order to serve students in an efficient manner and to fully comply with SB 1456, the college will need to hire additional counseling support.

### Measurable Outcome

In order to serve students in an efficient manner and to fully comply with SB 1456, the college will need to hire additional counseling support.

### What issues, problems, or opportunities

(blank)

### What SLO assessment / reflection will th

(blank)

### ooVoo

**Description of the Goal**

In order for the college to deliver video conference counseling appointments, the college will need to maintain dollars to sustain this service.

### Measurable Outcome

The measurable outcome will be the number of students who utilize counseling appointments via this service.

### What issues, problems, or opportunities

(blank)

### What SLO assessment / reflection will th

(blank)

### PT Counseling

**Description of the Goal**
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In order for students to receive appropriate counseling services, additional PT counseling resources need to be made available for summer counseling.

<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>The measurable outcomes will be noted by the number of students being served in the summer intersession.</td>
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<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<th>What SLO assessment / reflection will the</th>
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### Website Alive

**Description of the Goal**

The counseling needs support in purchasing Website Alive software in order to continue providing online services.

<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>The measurable outcome will be the number of students served via live chat.</td>
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<tr>
<th>What issues, problems, or opportunities</th>
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<th>What SLO assessment / reflection will the</th>
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### Dance, Health & Physical Education

#### Increase the number of transfer students

**Description of the Goal**

Increase the number of transfer students.

<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>TMC plan in dance and physical education will be available for students.</td>
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<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<tbody>
<tr>
<td>Increase student success.</td>
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<table>
<thead>
<tr>
<th>What SLO assessment / reflection will the</th>
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<tbody>
<tr>
<td>Increase student success.</td>
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</table>

#### Purchase aqua matting for PECS

**Description of the Goal**

Purchase aqua matting for the floor from the women's locker room to the pool.

<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>Aqua matting will be in place in the hallway of PECS.</td>
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<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<tbody>
<tr>
<td>Floor matting will prevent students from slipping on wet linoleum when returning to the locker room after Aqua classes.</td>
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<tr>
<th>What SLO assessment / reflection will the</th>
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<tbody>
<tr>
<td>Students have a safe learning environment.</td>
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#### Purchase lighting equipment for dance concerts

**Description of the Goal**

Purchase lighting equipment for dance concerts.

<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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</thead>
<tbody>
<tr>
<td>Lighting equipment will be purchased.</td>
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</table>
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<tr>
<th>What issues, problems, or opportunities</th>
<th>What SLO assessment / reflection will th</th>
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<tbody>
<tr>
<td>Student dance concerts need lighting to showcase the students' ability.</td>
<td>Student demonstration of dance movements.</td>
</tr>
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</table>

**Repair and maintain equipment in the Fitness Center and Weight Room**

**Description of the Goal**

Repair and maintain equipment in the Fitness Center and Weight Room

**Measurable Outcome**

Equipment will be repaired and maintained.

<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
<th>What SLO assessment / reflection will th</th>
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<tbody>
<tr>
<td>Equipment that is not functioning correctly cannot be used in a classroom situation. Safety concerns may limit the student's ability to learn how to correctly use equipment.</td>
<td>Students are required to demonstrate exercises as part of their assessment. Equipment must be in good working order to do so.</td>
</tr>
</tbody>
</table>

**Distance Learning**

Engage in professional development activities in order to maintain leadership role in DE

**Description of the Goal**

Classified Staff should attend the Etudes Summit and at least 10 online webinars each year to stay up to date with Etudes and the latest online technology for instructors.

The Dean should attend 2-3 conferences per year as well as Etudes Board Meetings as the representative for the District.

The Quality Matters initiative should be expanded each year for the next 5 years.

**Measurable Outcome**

The Dean will complete two Quality Matters training classes in the Spring and develop two additional Quality Matters workshops for the Fall semester

Classified Staff should attend at least 1 conference per year and at least 10 online webinars a year to stay current with the latest online technology for instructors.

The Dean should attend 2-3 conferences per year to stay current on DE issues as well as Etudes Board Meetings as the representative for the District.

<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
<th>What SLO assessment / reflection will th</th>
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<tr>
<td>Without additional staffing it is unlikely that this goal will be accomplished.</td>
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</table>

**Engage in shared governance and outreach activities**

**Description of the Goal**
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A Distance Learning classified staff member is a member of the Workforce Environment Committee. The Dean serves on the Enrollment Management Committee, the District DE Committee and the Technology Planning & Policy Committee. The Dean also co-chairs the WLAC Distance Education Committee and serves as a resource to the Technology Committee.

Both participate in outreach activities including the Semester Kick Off days, the Universal Studios College Fair and with our university and community partners.

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<tr>
<th>Measurable Outcome</th>
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<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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<tr>
<td>Reduced staffing will make participation in outreach activities difficult without leaving the office unattended.</td>
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<th>What SLO assessment / reflection will th</th>
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**Enhance instructional technology including multimedia development**

**Description of the Goal**

Provide instructors with access to the staff and resources needed to increase multimedia in West’s online/hybrid and web-enhanced classes.

<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tr>
<td>Improve the accessibility of online classes through wider use of alt tags and video captioning.</td>
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<tr>
<th>What issues, problems, or opportunities</th>
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<tr>
<td>This position is currently vacant.</td>
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<th>What SLO assessment / reflection will th</th>
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**Expansion of West’s International Student Program**

**Description of the Goal**

Work with other Departments and external institutions on marketing, partnership and program development to improve and expand our International Student Program.

<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>Increase the number of online units taken by International students.</td>
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<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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**Improve West’s student transfer rates and increase international student enrollment**

**Description of the Goal**

Develop university partnerships to increase student transfer rates and to encourage prospective international students to enroll at West.

<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>Develop at least two university partnerships each year for the next three years.</td>
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<thead>
<tr>
<th>What issues, problems, or opportunities</th>
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Program Review 2012-2013
Planning: Unit Goals

**What SLO assessment / reflection will th**

(blank)

**Earth Sciences**

**Improve Student Learning Outcomes for the Earth Sciences**

**Description of the Goal**

The Division's Earth Science Programs (Geology, Earth Science, Environmental Science, Oceanography, and Geography) have been expanded by hiring a full-time Earth Science instructor and through the introduction of new courses and the procurement of new laboratory materials -- laboratory and field equipment, minerals, rocks, fossils and maps. Through the Bond funds Numerous, the preparatory rooms and stockrooms have compiled a heavy dose of equipment devices for laboratory courses as well as for in-class demonstrations. There is also the need to manage and setup West's Seismic recording Station.

**Measurable Outcome**

The students in these programs would be best served as the faculty focus to upholding the standard established by the course outline of record; interact with students with greater frequency; work on curriculum development, writng Grants.

**What issues, problems, or opportunities**

1. Facilitate the Cataloging and maintenance of laboratory and field materials, so that they can be utilized efficiently by faculty and students.
2. Ensuring the flawless operation of laboratory and electronic devices by testing them before the start of laboratory sessions.
3. Preparing work order for the purchase of parts and for consumable/perishable materials needed for laboratory work.
4. Assisting instructors in preparing lab materials (instruments, tools, chemicals) and samples (minerals, rocks, fossils, sediments and the like required for work by students during lab sessions,
5. Performing curatorial task for the laboratory and field equipment for the faculty and students and facilitating access to archived materials.
6. Developing and maintaining mineral, rock, and fossil exhibits (mini museum) in the corridors outside of the Earth Science laboratories for students' viewing.

**What SLO assessment / reflection will th**

Institutional SLOs would be: 1. Critical thinking, 2, Quantitative Reasoning, and 3. Technical competence. These shall elicit communication skills that the students would be able to explain and interrelate the subject areas -- geography, geology, earth science, environmental science, and oceanography -- within the Earth Science disciplines. A continuous assessment of all topics from the subject areas by way of hands-on laboratory engagements, in-class work and special assignments, that may include field trips, will instill analytical skills based on an ability to draw fact based conclusions.

**Economics**

Create a new course: International Political Economy

**Description of the Goal**
## Program Review 2012-2013

### Planning: Unit Goals

**Create a CSU, UC transferable course which will be interdisciplinary introduction to the fields of Global Studies and International Political Economy**

<table>
<thead>
<tr>
<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>MAKE THIS COURSE AVAILABLE FOR SPRING 2014 SCHEDULE</td>
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</table>

**What issues, problems, or opportunities**

Economics department is offering 3 different courses: Econ 1, 2, and 11. Creating a UC, CSU transferable course will attract more students to the Econ Major. Also, the course will create stronger foundation for Global Studies program.

**What SLO assessment / reflection will th**

Students will analyze critically the role of national governments, international organizations, nongovernmental organizations, and multinational corporations, in regard to phenomena such as, international markets and production regimes, monetary and trade policy, international and global conflict, and environmental degradation.

### Economic Forecast

**Description of the Goal**

Conducting an economic forecasting for Los Angeles County

<table>
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<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>Produce a short paper/memo summarizing the forecast and publish on the WLAC website</td>
</tr>
</tbody>
</table>

**What issues, problems, or opportunities**

Establish and maintain relationships with community and organizations

**What SLO assessment / reflection will th**

Students will identify parts of the business cycle; explain possible origins of the business cycle; calculate the unemployment rate and the inflation rate; identify types of unemployment; assess problems in the current measures of unemployment and inflation

### Federal Reserve Field Trip

**Description of the Goal**

To learn about monetary policy and the banking system

<table>
<thead>
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<th>Measurable Outcome</th>
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<tbody>
<tr>
<td>Visit the FED in Los Angeles Downtown</td>
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</table>

**What issues, problems, or opportunities**

The FED Los Angeles Branch that uses interractive technology and vivid graphics to highlight the Federal Reserve’s role in the United States economy. Various displays focus on cash and check operations, bank supervision, and monetary policy.

**What SLO assessment / reflection will th**

Students will describe the history, structure, and functions of the US Federal Reserve system; explain deposit expansion based on fractional reserve banking; calculate the deposit expansion multiplier and potential expansion of the money supply; evaluate the overall effectiveness of monetary policy.

### Increase number of students who transfer and major in Economics

**Description of the Goal**

Very few transfer to 4 year college and major in economics. Our goal is to increase this number to 10.

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<th>Measurable Outcome</th>
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</table>
Program Review 2012-2013
Planning: Unit Goals

NUMBER OF STUDENTS TRANSFERRED TO ANY UC OR CSU ECON MAJOR

What issues, problems, or opportunities
Econ major requires advanced math skills such as Math 260 and Math 261. Our students have major disadvantages in this field. However, business is the one of most popular major. We can attract more students from business background or at least mention an opportunity to major business/econ as UCLA offers.
Transfer acceptance rate in Econ field among UCs is very competitive, around 5-6%. To increase students' chance, we plan to encourage more students to take Honors courses.

What SLO assessment / reflection will th

Multimedia Library
Description of the Goal
Having Econ 2 students watch Commanding Heights Documentary

Measurable Outcome
Learn more about the effect of Great Depression, and be familiar with the important economic events of the 20th century.

What issues, problems, or opportunities
Going beyong the textbook description of events, and see video clips and interviews with the important political and historical figure and discuss them in class.

What SLO assessment / reflection will th
To familiar with the past and current events and how they may affect future crisis and/or issues

History
Increase the number of AA degrees and transfers with History Majors
Description of the Goal
Increase the number of AA /degrees (History majors)/transfers to the Universities by 100%.

Measurable Outcome
The AA degrees with History majors and transfers will be increased by 100%;

What issues, problems, or opportunities
Insure that our History majors and other student will be able to obtain their degrees and transfer within a two - two and a half year time period. We can also decide within this time period the advantage or disadvantage of adding a Historical Advisory to our History courses.

What SLO assessment / reflection will th
Students will develop successful skills that will enable them to interpret a history text, listen attentively to a lecture, take effective notes, turn in work and attend class punctually, and follow a syllabus.

HLRC
Expand tutorial services
Description of the Goal
Program Review 2012-2013
Planning: Unit Goals

Tutoring services support students in courses across the curriculum and across delivery platforms. Tutorial services enable students to complete prerequisite coursework for required math and language arts classes, as well as to persist in and complete challenging classes toward certificate/degree completion and/or transfer. Technology to link this delivery platform with CAI will enable the Center to provide comprehensive academic support at all levels.

**Measurable Outcome**

Maintaining a ratio no larger than 3 students to 1 tutor during peak service hours, documented by NetTrack; quantitative data measuring persistence and success in coursework when tutoring services are used, on site or online.

**What issues, problems, or opportunities**

Foundational-skills support to build academic ability for pre-collegiate courses, as well as support across the curriculum for students completing certificate/degree-applicable and/or transferable coursework.

**What SLO assessment / reflection will th**

This goal addresses Department SLOs 1-5, College SLOs A-H, and goals 1-7 of the College Integrated Strategic Plan.

**Implement a "math lab" in the Center**

**Description of the Goal**

Development of a "math lab" in the Center will provide math support across all levels of mathematics and ensure availability of one-on-one support for students enrolled in Math 105 - 125, in particular. Staffed by a part-time Instructional Assistant and carefully selected peer tutors, the math lab will utilize intensive skill-building resources aligned with scope and sequence of math department curriculum.

**Measurable Outcome**

Quantitative data measuring impact of math lab on persistence and success rates of participating students, particularly those repeating courses; observations and feedback from instructors and lab staff; surveys and feedback from participating students.

**What issues, problems, or opportunities**

Skills support across the curriculum, with particular emphasis on foundational skill-building followed by persistence through prerequisite coursework and success in degree/certificate-applicable and/or transferable courses.

**What SLO assessment / reflection will th**

This goal addresses Department SLOs 1 and 5, College SLOs A, C, and F, and goals 2-6 of the College Integrated Strategic Plan.

**Implement a "reading lab" in the Center**

**Description of the Goal**

Both foundational and academic literacy is required for students to succeed in college-level courses and to prepare for careers. Using integrated CAI resources, students with pre-collegiate reading skills will work with specially-trained Reading Horizons tutors to build literacy in preparation for beginning college-level study; students building academic literacy will work with specially-trained Reading Apprenticeship tutors to apply successful reading strategies from one discipline to another.

**Measurable Outcome**
Program Review 2012-2013
Planning: Unit Goals

Quantitative data measuring improvements in students' reading comprehension is collected through pre- and post-tests or normed reading activities and then compared to data collected from graded work in content-area classes where students put into practice the strategies learned in the reading lab. Course persistence and success will be tracked, and feedback from students, instructors, and tutors will provide qualitative data in the form of observations or survey responses.

What issues, problems, or opportunities
Providing foundational-skills support for district- and college-wide initiatives such as Achieving the Dream; strengthening literacy across the curriculum to prepare students for coursework, and to support students preparing for careers, by building substantive reading fluency of both academic and non-academic materials.

What SLO assessment / reflection will th
This goal addresses Department SLOs 2-5, College SLOs A, B, D, E, and F, and goals 2-6 of the College Integrated Strategic Plan.

Improve academic outreach functions of the Center

Description of the Goal
Improve academic outreach functions of the Center by relocating supervision and reportage to an academic department or program. This restructuring will increase efficacy and allow for pedagogically-sound expansion of Center outreach efforts to meet academic-scaffolding needs across the curriculum.

Measurable Outcome
Quantitative data showing more timely and responsive hiring and training of tutors, as well as lower tutor-to-student ratios because potential tutors are moved from screening to hiring in a more timely manner; data showing more efficient turnaround times for paperwork related to curriculum revision and development; data showing greater use of Center resources by students when hours of operation are not constrained by alignment with library hours; increased number of content-area courses paired with a specific LSK course designed to support student success in that subject. Qualitative data showing increased faculty "buy-in" for Center services and collaboration for curriculum revision and expansion; increased visibility of academic support services on campus through integration and collaboration with academic departments; opportunities for interdisciplinary and intradistrict collaboration for full utilization of resources in support of students' academic success.

What issues, problems, or opportunities
The academic outreach focus of the Center will only achieve its full potential when responsibility for operations, reportage, supervision, and funding are relocated from the library division to an academic department/program. The Center's curriculum-based interactions with academic programs across the college emphasize instructional support and collaborative assessment of student progress, rather than intake-based student services provided in one geographical location on campus. Under the current reportage hierarchy, Center faculty lack access to academic collaboration and discipline-specific professional development relevant to foundational skills instruction, as well as to opportunities for participation in faculty governance, for interactions with faculty colleagues, and for engagement in the campus community.

What SLO assessment / reflection will th
Program Review 2012-2013
Planning: Unit Goals

This goal addresses the Center's ability to meet Departmental SLOs 1-5, College SLOs A-I, and goals 1-7 of the College Integrated Strategic Plan.

### Update and upgrade instructional technology

**Description of the Goal**

Plato web-based software is the platform on which all LSK classes are based, so renewals, upgrades, and expansion of site licensure is required to maintain foundational-skills curriculum in the Center. Additional funding for assessment modules to link with placement testing will be needed, as well. Renewal and expansion of Reading Horizons web-based software is required to support district-wide literacy initiative. Technology to support tutorial services will link the two delivery platforms for comprehensive academic support.

**Measurable Outcome**

Quantitative data tracking student persistence and success in basic skills coursework (pre-Math 125/English 101) following - or concurrent with - enrollment in foundational skills classes offered by the Center for Academic Support; qualitative data obtained through student and instructor feedback.

**What issues, problems, or opportunities**

Curriculum revision and expansion; foundational-skills intervention to build academic ability for pre-collegiate/basic skills courses leading to successful completion of degree/certificate- and/or transfer-applicable coursework.

**What SLO assessment / reflection will th**

This goal addresses Department SLOs 1-5, College SLOs A-H, and goals 1-7 of the College Integrated Strategic Plan.

### Humanities & Fine Arts (CTE)

**Develop Sound Stage Instructional Lab**

**Description of the Goal**

Film/TV Production Crafts students need a sound stage. We will work with the Facilities Committee and Academic Affairs on the development of safe and appropriate instructional space for the students.

**Measurable Outcome**

The measurable outcome will be the progress of the construction. Currently the project has been through design and development two times. To help the project Kevin Considine joined the facilities committee as co-chair and it appears by all indications that the sound stage will be in design this summer.

**What issues, problems, or opportunities**

This will address the issues of safety and appropriate instuctional space needed and indentified in our program review goal of needing a sound stage.

**What SLO assessment / reflection will th**

(blank)

### Hire Full Time Faculty

**Description of the Goal**

Hire one full time faculty in Film/TV Production Crafts to meet the needs of the students completing their Certificate of Achievement.

**Measurable Outcome**
50% more Certificates of Achievements will be awarded.

100% of students on waiting list will be enrolled.

Retention rates will improve from 85% to 95% due to increased faculty allowing for students to complete certificate in a timely (2 year) manner.

Student learning outcomes will increase due to the faculty providing their increased level of education and training to the students sooner, without losing them because they have to wait for a class.

More students will have high paying, benefit rich union jobs.

**What issues, problems, or opportunities**

The need this goal addresses is the problem students are having completing their certificate due to the fact that the certificate is 27 units and the students must take Film Production 100 (3 units) and then take 4 craft classes (6 units each). When the program had grant funds we could hire adjunct faculty to teach the additional classes. Now that the grant is ending in July 2013 we need to hire a full time faculty so the students can take the classes they need for the certificate.

**What SLO assessment / reflection will th**

(blank)

**Humanities & Fine Arts (GE)**

**HFA**

*Description of the Goal*

Upgrade and add smart classroom digital equipment. The lectern furniture in the three smart classrooms has nut been upgraded since installed in 2000-2001. The division requires two additional smart classrooms to continue to serve our student. To be utilized by Foreign Languages, Fine Arts, Music, Humanities, Cinema, and philosophy

*Measurable Outcome*

d. The impact of receiving some updated software has allowed students to produce outcomes equivalent with the d. The impact of receiving some updated software has allowed students to produce outcomes equivalent with the related commercial industry.

e. The impact of not receiving upgraded smart classrooms has led to sporadic and less than smooth professional lectures and presentations to students. These situations should correct if this goal is met.

**What issues, problems, or opportunities**

Smooth delevery of technologial /digital presentions. Both visual and informitive.

**What SLO assessment / reflection will th**

It will raise the outcome levels of students as information flows at a steady reliable pace consistent with educational and IT standards.

**Hire foriegn language instructor repacing retired Ben Pena**

*Description of the Goal*

Hire Spanish launguage instuctor that can also teach Arabic, Korean or Chinese.
# Program Review 2012-2013

## Planning: Unit Goals

### Measurable Outcome

To increase transfer students by 25%

### What issues, problems, or opportunities

Enhance our ability to offer intermediate and advanced courses.

### What SLO assessment / reflection will th

Transfeability

### Hire new faculty in Fine Arts, Multimedia, Humanities, Music, Foreign Languages

**Description of the Goal**

Hire faculty in Multimedia, Music, and Art/Art History to develop CTE programs, aid in student transfer.

**Measurable Outcome**

Students will complete skills certificates leading to job opportunities as well as preparation to transfer to 4 year colleges.

**What issues, problems, or opportunities**

The multimedia field is expanding with the influx of mobile devices. Content and programming are in demand. These goals meet the training needs for students to compete in this area as well as preparing to transfer.

**What SLO assessment / reflection will th**

These goals all address direct outcomes in the form of tangible products.

### Purchase a printing press, drying racks and silkscreen equipment for CTE printmaking program.

**Description of the Goal**

Purchase a hand operated printing press and drying racks and silkscreen equipment for printmaking courses.

**Measurable Outcome**

The student success rate will increase by 5-10 graduating/transfer students majors per year with the acquisition of this equipment.

**What issues, problems, or opportunities**

This will meet equipment requirements to support the printmaking program.

**What SLO assessment / reflection will th**

Lack of equipment has hampered student success in this area.

### Language Arts

**Complete the SLO assessment cycle**

**Description of the Goal**

Create SLOs, assess, interpret changes and make changes for all Language Arts courses taught within the past 2 years.

**Measurable Outcome**

(blank)

**What issues, problems, or opportunities**

Increasing the rate of student success in all classes.

**What SLO assessment / reflection will th**

These will be developed as part of the described cycle and shared among faculty.

### Increase Rates of Student Success

**Description of the Goal**
Program Review 2012-2013
Planning: Unit Goals

More students will successfully complete English, E.S.L. and speech classes every year.

**Measurable Outcome**
Looking at the data, we would like to identify specific strategies to improve retention, persistence and success rates incrementally.

**What issues, problems, or opportunities**
The opportunity to improve retention and success rates.

**What SLO assessment / reflection will th**
At least one SLO per class will be assessed and modifications or refinements applied to the course will be discussed and shared.

### Increase students who successfully complete the English sequence

**Description of the Goal**
Increase the number of students who successfully complete the English sequence from English 21 through English 101.

**Measurable Outcome**
Increase by 3% (low) - 6% (high) (from 18% to 21%-24%) the number of West students who, within three years, successfully complete the English sequence from English 21 through English 101 (Basic Skills Progress Tracker: Data Mart California Community Colleges Chancellor's Office, Fall 2008-Spring 2011 Baseline).

**What issues, problems, or opportunities**
This goal will increase by 3% (low) - 6% (high) (from 18% to 21%-24%) the number of West students who, within three years, successfully complete the English sequence from English 21 through English 101.

**What SLO assessment / reflection will th**
As we proceed with SLO assessments in the English sequence, we will discuss and apply any modifications, enhancements and resulting timprovements with faculty colleagues.

#### Library

### Improve Access to Library Services for Students

**Description of the Goal**
Increase hours of operation
Consistent staffing of Circulation Desk so students can always check out books when Library is open
Improve Reference, Bibliographic Instruction and Technical Library services will enhance support of student learning

**Measurable Outcome**
Student satisfaction with access to library services increased. Measure through

**What issues, problems, or opportunities**
reduction in services and hours of operation available to students

**What SLO assessment / reflection will th**
(blank)

### Maintain and Update Library Instructional Resources

**Description of the Goal**
Maintain and update library online and print resources to support student learning and instructional curriculum

**Measurable Outcome**
Program Review 2012-2013
Planning: Unit Goals

percentage of collection that is current with 10 years
faculty satisfaction with collection, resources, services
student satisfaction with collection, resources services

What issues, problems, or opportunities
(blank)

What SLO assessment / reflection will th
(blank)

Provide consistent support and maintenance of instructional media in classrooms and auditoriums
Description of the Goal
(blank)

Measurable Outcome
(blank)

What issues, problems, or opportunities
(blank)

What SLO assessment / reflection will th
(blank)

Mathematics
Increase faculty involvement in SLO assessment and Faculty Governance Process
Description of the Goal
The Math Division has long been out of compliance with State 75-25 rules, even at the high point when we had ten full-time faculty members. Since then two retirements, plus another scheduled for June 2013, have worsened this situation. We need to move toward compliance with the state requirement in order to provide for more extensive Math participation in shared governance and SLO assessment processes.

Measurable Outcome
Number of full-time faculty members involved in SLO assessment process; number of full-time faculty committee assignments (should both increase).

What issues, problems, or opportunities
Issue: Chronic and deterioriating understaffing.

What SLO assessment / reflection will th
Faculty participation in SLO assessment process

Increase student success in non-STEM level math classes (such as STATISTICS).
Description of the Goal
By improving student success rates in our non-STEM transfer level math courses, more WEST students will be eligible to transfer (also sooner).

Measurable Outcome
Number of WEST students completing transfer level mathematics, number of non-STEM students transferring to universities.

What issues, problems, or opportunities
# Program Review 2012-2013

## Planning: Unit Goals

The current problem is a limited number of transfer level non-STEM students prepared through mathematics. The math department has an opportunity to dramatically increase this in the next few years.

### What SLO assessment / reflection will th

Any transfer level math course SLO. For example, the Math 227 STATISTICS course SLO assessment should be tracked year to year to see how student populations are progressing.

## Increase student success in STEM-level math classes

### Description of the Goal

There is a recent trend of increasing enrollment in the STEM-sequence math courses (241, 260, 261, 262, 263, 265, 270). We anticipate further growth due to increasing emphasis on STEM majors and, in particular, with the development of the Physics-Astronomy program. We need to restore sections of the most advanced classes so that they can be offered every semester, both day and evening. We need to hire additional full-time instructors so that we can guarantee the continuity and quality of the program.

### Measurable Outcome

- Numbers of students enrolled in STEM-sequence math classes
- Numbers of students successfully completing STEM-sequence math classes
- Number of sections of advanced classes offered each semester.

### What issues, problems, or opportunities

The opportunity is to increase the number of students transferring to four-year colleges in STEM disciplines.

### What SLO assessment / reflection will th

Enhance SLO course assessment of STEM-sequence Math classes.

## Reduce average completion time for Algebra sequence

### Description of the Goal

FOUNDATION SKILLS Reduce the average number of semesters for students to get through Algebra to competency for graduation AND to transfer math class where appropriate.

Math 123ABC.

### Measurable Outcome

- Offer two sections of Math 123a in Spring 2013
- Offer at least two sections of Math 123a and one section of Math 123b in Fall 2013.
- Offer at least four sections of Math 123a, two sections of Math 123b, and one section of Math 123c in Spring 2014
- Once the sequence is fully phased in, measurable outcomes will be developed with respect to course completion rates, sequence completion rates, and average time from entry into Algebra sequence through completion.

### What issues, problems, or opportunities

This goal addresses the issue of shortening the time needed for students to progress through Elementary and Intermediate Algebra and thus to fulfill the AA math competency requirement and the prerequisite for transfer-level math classes.

### What SLO assessment / reflection will th
# Program Review 2012-2013

## Planning: Unit Goals

Development of the Math 123ABC sequence includes establishing Course SLOs and assessments. The pilot cycle of Math 123ABC will include evaluation of the SLOs and assessments initially developed.

## Physical Sciences

### Broden the scope of chemistry programs

#### Description of the Goal

The Departments course offerings equip students with the knowledge and skill they need to understand and succeed in a variety of careers within the chemical sciences as well as professional schools—pharmacy, dental and medical schools.

#### Measurable Outcome

Increase students who would get degrees in chemistry, biology and students who go to professional schools and allied health careers.

#### What issues, problems, or opportunities

The current of full-time /part time ratio of instructors is not conducive to student success. There are two full-time instructors and five part-time instructors. One of the full-time instructors is also the Chairperson of the Science Division and has a 0.6 release time. Out of the 10 chemistry courses we offer at WLAC, 7 are taught by hourly instructors (that is 70%). Five of the 7 who teach these classes are adjunct. This is also way above the 25:75 ratio which the district requires.

Study reported in the Chronicle of Higher Education found that students perform better academically when they are able to interact with the faculty meaningfully outside the class room. Many adjunct instructors teach at multiple colleges and are not on campus as often as full-timers multiple. Moreover, some of these adjuncts instructors stay with the department only a semester or two and leave as their personal needs change. This has created a problem to students who come back later to get recommendation letters from these instructors, who are not on campus.

#### What SLO assessment / reflection will th

Institutional SLO: 1. critical thinking; 2. quantitative reasoning; 3. Technical competence

### Improve Student Learning Outcomes and increasing Transfers majors in Physics/Engeneering programs

#### Description of the Goal
## Program Review 2012-2013
### Planning: Unit Goals

Astronomy, and Physics/Engineering instructional assistant (Laboratory Technician) would significantly facilitate the instruction of laboratory courses in these disciplines. A Lab Tech would:
- prepare and assemble materials and equipment used in Astronomy, and Physics/engineering experiments and demonstrations;
- instruct students individually in the proper and safe use and operation of a variety of equipment and tools;
- issue and receive materials and equipment for student use in laboratory and classroom assignment;
- keep records and effects the return of supplies and equipment loaned to students;
- maintain inventory records of supplies, materials and equipment and prepare requisitions as needed.

### Measurable Outcome

The students in these programs would be best served if Faculty will dedicate to focusing on upholding the standard established by the course outline of record; interact with students with greater frequency; work on curriculum development, writing grants.

### What issues, problems, or opportunities

The primary goal of the Physics/Engineering program is to provide courses that are current in their content and presentation and their transferability. The challenge lies by the range of student preparedness for rigorous college curriculum; if the faculty is to pursue strategies to increase and ensure students successfully transfer or matriculate and join the work force, the day to day laboratory task would have to be run a well trained laboratory technician.

### What SLO assessment / reflection will the

Institutional SLOs would be: 1. Critical thinking; 2. Quantitative reasoning; 3. Technical competence;

Program SLOs:

### Political Science

**Increase the number of transfer students to four year colleges and universities**

**Description of the Goal**

Consider either the low transfer rate and or the option of a Liberal Arts transfer degree rather than a specific AA in Political Science

**Measurable Outcome**

Graduation rates

**What issues, problems, or opportunities**

working around budget cuts and economic restraints

**What SLO assessment / reflection will the**

NA

### Psychology

**Increase completion rates of A/D certificates**

**Description of the Goal**

Alcohol and Drug certificates awarded has fluctuated slightly in the last year. I would like to see the number of graduates increase in the next several years.

**Measurable Outcome**
Program Review 2012-2013
Planning: Unit Goals

graduation rates of certificates awarded and AA degrees awarded

<table>
<thead>
<tr>
<th>What issues, problems, or opportunities</th>
<th>Graduation rates</th>
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<tr>
<td>What SLO assessment / reflection will th</td>
<td>N/A</td>
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Public Safety

Increase the number of Corrections Skills Certificate issued

Description of the Goal
Increase the number of Corrections Skills Certificate issued to 10 by the end of 2013.

Measurable Outcome
To increase the number of certificates by the end of 2013 to 10 certificates.

What issues, problems, or opportunities
This goal addresses the enhancement of potential employment opportunities in the field of Corrections.

What SLO assessment / reflection will th
This goal will address the competency and application of the basic job skills to the work environment in the field of corrections.

Increase the number of students who complete the TMC for Administration of Justice

Description of the Goal
Administration of Justice students now have the option at WLAC to complete their A.A. Degree and transfer to a four year school at the junior level by taking advantage of The Model Transfer Curriculum.

Measurable Outcome
Compare the number of students earning the TMC with Spring 2011 and Spring 2012 and increase by 3%.

What issues, problems, or opportunities
Students are completing courses and transferring without earning their AA Degree and other students are going for the AA Degree to satisfy a job or promotion requirement and then fall short of the ability to transfer.

What SLO assessment / reflection will th
Program goal confirming the purpose of the TMC

Research and Planning

Support data-driven decision making

Description of the Goal
The types of data and information that needs to be enhanced include regularly publishing the college fact book online, developing and providing data to the AtD Data Team, making available to staff college-wide data definitions and ways to interpret data, expand the reports available from the program review data, support SLO assessment data collection, storage and retrieval, present and discuss with the college community the indicators of progress in reaching college goals, among others.

Measurable Outcome
The accreditation recommendations 1 and 2 will be satisfied.

What issues, problems, or opportunities
## Program Review 2012-2013
### Planning: Unit Goals

The increasing requirements for accountability, documentation, and continuous improvement put increasing demands on the research and planning functions to meet ever-increasing needs.

### What SLO assessment / reflection will th
None.

### Support SLO assessment data collection, storage and analysis

#### Description of the Goal
This goal is a major expansion of the office effort to support data-driven decision making in general. It involves developing an extensive new data system, as well as managing the data system once it is in place, possibly inputting data, creating reports, and presenting reports to relevant groups on campus.

This goal involves a collaborative effort between the Office of Research and Planning and the Office of Teaching and Learning.

#### Measurable Outcome
Reports of SLO assessment results will be presented to division faculty and used by division faculty to improve student learning.

#### What issues, problems, or opportunities
Accreditation recommendations and the analysis provided by the consultant highlighted the need for this goal.

### What SLO assessment / reflection will th
None.

### Sponsored Programs

#### Increase non program 10100 funding by 25%

#### Description of the Goal
As of January 1, 2013, the college is operating a portfolio of $27,500,000 in grant funding. SP/RD is proposing to increase this to $34,375,000.

#### Measurable Outcome
The measurable outcome is a portfolio of non program 10100 funds that is equal to or exceeds $34,375,000.

#### What issues, problems, or opportunities
Achieving this level of non program 10100 funding will provide additional resources throughout the college to facilitate the college's mission through a wide variety of activities and expenditures that increase student readiness, enable students to work with the latest technology, provide students with opportunities for internships, and support faculty's instructional and research interests.

### What SLO assessment / reflection will th
(blank)

### Teaching & Learning

#### Improve technology resources for campus

#### Description of the Goal
To advance the Educational Master Plan goal of supporting diversified modes of instruction, the office will improve technology resources available to the campus.

#### Measurable Outcome
What issues, problems, or opportunities
The Office of Teaching and Learning focusses on student success and improving the quality of instruction through exploring new teaching methodologies and diverse learning styles. Improving campus technology resources, such as developing and supporting a Digital Design Studio, creating technology support for the outcomes process and working with areas such as Distance Learning, the LRC, and Library to increase online support services; will build upon Technology Committee recommendations and improve student learning and success.

What SLO assessment / reflection will th
This goal will add technology support for the outcomes process by enhancing the outcomes cycle with technology tools and online, centralized information about the process.

Support SLO assessment data collection, storage and analysis-joint goal with ORP

Description of the Goal
This goal is a major expansion of the office effort to support data-driven decision making in general. It involves developing an extensive new data system, as well as managing the data system once it is in place, possibly inputting data, creating reports, and presenting reports to relevant groups on campus.

This goal involves a collaborative effort between the Office of Research and Planning and the Office of Teaching and Learning.

Measurable Outcome
Reports of outcomes assessment results will be presented to division faculty and used by division faculty to improve student learning.

What issues, problems, or opportunities
Accreditation recommendations and the analysis provided by the consultant highlighted the need for this goal.

What SLO assessment / reflection will th
None.

WISE
Maintain the established level of program accountability .

Description of the Goal
Annual goals and objectives met and reported to the funding source.

Measurable Outcome
Prescribed goals and objectives are pre-set and reported electronically to the funding source as an annual requirements.
Number of participants services
Services provided
Grade level advancement
High School Completion
College Entry

What issues, problems, or opportunities
### Program Review 2012-2013

**Planning: Unit Goals**

<table>
<thead>
<tr>
<th>What SLO assessment / reflection will th</th>
<th>Does not apply.</th>
</tr>
</thead>
</table>

Does not apply.
## Program Review 2012-2013
### Planning: Unit Goals

### Administrative Services Division
#### Business Office

<table>
<thead>
<tr>
<th><strong>Comply with District requirements as detailed in a recent audit finding.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description of the Goal</strong></td>
</tr>
<tr>
<td>Comply with District requirements as detailed in recent internal audit findings.</td>
</tr>
<tr>
<td><strong>Measurable Outcome</strong></td>
</tr>
<tr>
<td>Acceptance of the Business Office Corrective Action Plan by the District Department of Internal Audit and completion of the Plan by the Business Office.</td>
</tr>
<tr>
<td><strong>What issues, problems, or opportunities</strong></td>
</tr>
<tr>
<td>None in particular, but this goal represents an opportunity for continuous improvement.</td>
</tr>
<tr>
<td><strong>What SLO assessment / reflection will th</strong></td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

#### Improve teamwork in the department

<table>
<thead>
<tr>
<th><strong>Description of the Goal</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve teamwork in the department</td>
</tr>
<tr>
<td><strong>Measurable Outcome</strong></td>
</tr>
<tr>
<td>No complaints to the Union. Elimination of need to write counseling memos. Good performance reviews.</td>
</tr>
<tr>
<td><strong>What issues, problems, or opportunities</strong></td>
</tr>
<tr>
<td>Opportunity for continuous improvement</td>
</tr>
<tr>
<td><strong>What SLO assessment / reflection will th</strong></td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

#### Information Technology

<table>
<thead>
<tr>
<th><strong>Continue to Enhance Technology to Support WLAC processes for Learning, Teaching, and Research</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description of the Goal</strong></td>
</tr>
<tr>
<td>Support VP of Academic Affairs with planning for lab, classroom upgrades and support faculty by installing need software in all academic environment.</td>
</tr>
<tr>
<td>Improve the integration of data systems so administrators and educators have the information they need to increase efficiency and improve student learning.</td>
</tr>
<tr>
<td>Ensure a stable and robust infrastructure availability of e-learning technology including, but not limited to technologically enhanced classrooms and instructional labs.</td>
</tr>
<tr>
<td>Provide comprehensive network and programming support, development efforts, training activities, and software access for use of teaching and learning technologies.</td>
</tr>
<tr>
<td><strong>Measurable Outcome</strong></td>
</tr>
<tr>
<td>(blank)</td>
</tr>
<tr>
<td><strong>What issues, problems, or opportunities</strong></td>
</tr>
<tr>
<td>(blank)</td>
</tr>
<tr>
<td><strong>What SLO assessment / reflection will th</strong></td>
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<tr>
<td>(blank)</td>
</tr>
</tbody>
</table>
Program Review 2012-2013
Planning: Unit Goals

**Improve and Support College Administrative Efficiency for Students, Faculty, and Staff.**

**Description of the Goal**

- Info Tech will complete the implementation of a new phone system by the end of year three of this plan. This will improve both the speed and accuracy of information dissemination to campus and community callers.
- Continually update and enhance data, voice and video networking to support applications to the desktop by local network.
- Improve data retrieval from our administrative and instructional systems so administration may be better understand the relationship between decisions, allocation of resources, and student achievement.

**Measurable Outcome**

(blank)

**What issues, problems, or opportunities**

- Extra IT staff level need. More fund to fulfill the project.

**What SLO assessment / reflection will the**

(blank)

**Maintain and Improve Networking and Infrastructure to College**

**Description of the Goal**

- Continue to provide appropriate centrally managed support for college applications and network.
- Provide for enhanced and improved coverage of wireless communications within the network infrastructure by adding more access points and improving existing points.
- Continue to improve effective management of virtual and distributed network file servers by developing a server upgrade/recplacement cycle, upgrade storage and the consolidation of any remaining distributed servers.

**Measurable Outcome**

- 40% completion by 2012
- 60% completion by 2013

**What issues, problems, or opportunities**

(blank)

**What SLO assessment / reflection will the**

(blank)

**Personnel**

**Create a Human Resources Master Plan**

**Description of the Goal**

- Create a Human Resources Master Plan

**Measurable Outcome**

- To produce a human resources master plan document.

**What issues, problems, or opportunities**

(blank)
# Program Review 2012-2013

## Planning: Unit Goals

### Develop Service Area Outcomes (SAOs)

**Description of the Goal**

Create a second SAO and evaluate in Spring 2013.

**Measurable Outcome**

(Blank)

**What issues, problems, or opportunities**

(Blank)

**What SLO assessment / reflection will th**

(Blank)

---

### Plant Facilities

#### 2 new passenger carts (1 electric 6 psgr shuttle cart)

**Description of the Goal**

Facilities Director’s cart, and shuttle service in great demand, necessitating this request for addtl carts for prompt mobility.

**Measurable Outcome**

Prevent a decrease in safety and service, response efficiency is associated with a safer campus

**What issues, problems, or opportunities**

Safety and Efficiency

**What SLO assessment / reflection will th**

Provides the supervisor and staff a safer and/or additional vehicle to aid in keeping the Service Area clear and acted upon in a timely manner that does not negatively effect or become evident to the student body.

---

### Staffing Custodial Supervisor

**Description of the Goal**

Clean and safe learning environment, support services.

**Measurable Outcome**

Due to increasing building square footage from bond construction, support services are required in order to maintain building cleanliness.

**What issues, problems, or opportunities**

Clean and safe learning environment.

**What SLO assessment / reflection will th**

Service Area should remain clean and safe at all times.
### Program Review 2012-2013
### Planning: Unit Goals

#### Learning Communities

<table>
<thead>
<tr>
<th><strong>POPP</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Increase the language skills of the new and entering students</strong></td>
</tr>
</tbody>
</table>

**Description of the Goal**

Most of the students entering this program are either English Language Learners or have poor English skills. We wish to improve their writing and speaking ability.

**Measurable Outcome**

Students should improve their writing ability with the help of our tutors to an English 28 level.

**What issues, problems, or opportunities**

Success rate for students who have a difficult language problem.

**What SLO assessment / reflection will th**

Communication skills.

<table>
<thead>
<tr>
<th><strong>Puente</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Increase the number of university transfers</strong></td>
</tr>
</tbody>
</table>

**Description of the Goal**

Provide for the necessary resources for timely transfer to institutions of higher learning.

**Measurable Outcome**

Depending upon the provision of adequate resources to both the students and the staff of the Puente Project, we hope to graduate/transfer at least 30% of the Puente participants every three years.

**What issues, problems, or opportunities**

This goal will address the issue of a lack of adequate resources, mainly funding, to provide students with the necessary enrichment activities and supportive services that are required of the Puente Project statewide.

**What SLO assessment / reflection will th**

(blank)
**Program Review 2012-2013**

**Planning: Unit Goals**

**Student Services Division**

**Admissions and Records**

### Customer Service Goal

**Description of the Goal**

To answer 100% of phone and email inquiries arriving into admissions within 2 business days.

**Measurable Outcome**

To answer 100% of phone and email inquiries arriving into admissions within 2 business days.

**What issues, problems, or opportunities**

Currently students are not able to easily access the office of admissions and records by phone or email for general questions. Services are delivered either online or in person.

**What SLO assessment / reflection will th**

This would address a "service level outcome": students should have reasonable access to A&R through phone or email.

---

### ID Cards and Materials

**Description of the Goal**

The ASO (and the Library) print student ID pictures for the college. The cost of the blank ID cards, ribbon, and maintenance of machines however is paid through other sources on campus. This budget request is for the college to find a permanent funding source for the ID cards.

**Measurable Outcome**

Money to purchase the necessary ID materials through program 100 funds.

**What issues, problems, or opportunities**

This was not really addressed in the program review because this is not an ASO function or a student activities function. It is a function that was grandfathered into the office. However most ASOs in the district are not responsible for printing student IDs.

**What SLO assessment / reflection will th**

N/A

---

### Increase ASO budget

**Description of the Goal**

Increase the ASO budget through negative check off, fundraising and raising awareness about ASO.

**Measurable Outcome**

Increase in ASO's operating budget.

**What issues, problems, or opportunities**

The ASO's budget has suffered since the college eliminated negative check off. This goal addresses increasing the ASO's budget so that they can offer more services for WLAC students.

**What SLO assessment / reflection will th**

Students will be able to analyze problems, marshal evidence and reasoning to develop persuasive arguments and implement solutions (measures the institutional SLO for critical thinking).
# Program Review 2012-2013
## Planning: Unit Goals

### Increase services for online and evening students

**Description of the Goal**
Extend ASO services to online and evening students.

**Measurable Outcome**
Survey students to determine the type of services they are interested in; Implement services

**What issues, problems, or opportunities**
The campus dies around 1 pm, but there are evening and online students who are not connected to student life because they are not on campus when the ASO holds events.

**What SLO assessment / reflection will th**
Students will be able to access/navigate support services (measures the institutional SLO of technological competence).

Students will be able to demonstrate civic responsibility (measures the institutional SLO of civic responsibility).

### Increase student participation in ASO

**Description of the Goal**
Increase student participation in ASO

**Measurable Outcome**
Research student ambassador programs; Develop program; Recruit student ambassadors and faculty/staff who want to be involved; Create a manual; Student ambassador orientation/training; Evaluate the first semester/year

**What issues, problems, or opportunities**
This goal offers students an opportunity to get involved at WLAC.

**What SLO assessment / reflection will th**
Students will be able to demonstrate civic responsibility (measures the institutional SLO of civic responsibility).

### Reinstate the WLAC Newsletter

**Description of the Goal**
Reinstate the ASO WLAC newsletter.

**Measurable Outcome**
Newsletter available to WLAC students in print or online form.

**What issues, problems, or opportunities**
The newsletter positions are senator positions in the ASO, so the students who work on the newsletter must be eligible for ASO positions. Also, the ASO needs to be interested in publishing the newsletter in order to recruit senators to the positions.

**What SLO assessment / reflection will th**
Program Review 2012-2013
Planning: Unit Goals

Students will be able to demonstrate civic responsibility (measures the institutional SLO of civic responsibility).

Students will be able to effectively articulate and/or demonstrate the ability to read, comprehend and follow written and verbal instructions (measures the institutional SLO for communication).

Students will be able to analyze problems, marshal evidence and reasoning to develop persuasive arguments and implement solutions (measures the institutional SLO for critical thinking).

Athletics

Enhance Academic Success and Student Learning

Description of the Goal

In an effort to maintain our accreditation status and remain in compliance with recently adopted legislation, our baseball, football, and men’s and women’s basketball programs must utilize an electronic statistics program called Stat Crew. The Stat Crew program can be most efficiently used on a laptop computer. Using laptops will give these programs the ability to accurately record and report the statistics to the state following all athletic events. Additionally, there are six coaches who currently share one desktop computer. Adding two desktop computers will allow these coaches to do their jobs efficiently in tracking student progress, maintaining lines of communication with campus personnel, compiling game statistics, game planning, and the recruitment of prospective students. Finally, classrooms PECN 11 & PEC 113 each needs to be upgraded to smart classroom status, by adding an LCD projector in each classroom, along with supporting materials.

Measurable Outcome

The acquisition of the two laptops and two desktops will result in our department personnel fulfilling their basic job duties as it relates to the reporting of game statistics at the conclusion each athletic contest to the state association and conference, resulting in scholarship and transfer opportunities for our student athletes to four year colleges and universities. The conversion of classrooms PECN 11 and PEC 113 to smart classrooms will provide an environment that is conducive to faculty teaching and student learning.

What issues, problems, or opportunities

This goal will allow the Athletic Department to maintain its accreditation, and remain a member in good standing with the CCCAA, WSC and SCFA. It will also assist the department in meeting the basic needs of the coaches within the department, and improve their ability to do their job more effectively. Finally, this goal will enhance the campus infrastructure, as well as strengthen teaching and learning for campus personnel who utilize classrooms PECN 11 and PEC 113.

What SLO assessment / reflection will th

(blank)

Improvement of Campus Facilities

Description of the Goal
Program Review 2012-2013
Planning: Unit Goals

In an continued effort to enhance the campus infrastructure and improve faculty teaching and student learning we would like to recommend the college approve a plan to remodel the existing Physical Education/Athletic locker rooms, complete the baseball stadium renovation project, refinish the gymnasium floor, install a public address sound system in the gymnasium, enclose the C-1 building storage area on the south end, complete the installation of the football, soccer and track & field stadium public address sound system, and replace the deteriorated track & field pole vault and high jump landing pits.

**Measurable Outcome**

It is anticipated that by accomplishing these goals, the campus infrastructure will be updated, and faculty teaching and student learning will improve, resulting in an increase in student retention, persistence, graduation and transfer.

**What issues, problems, or opportunities**

These goals will address the need to maintain and update existing out dated campus facilities, and foster an environment conducive to successful student learning outcomes.

**What SLO assessment / reflection will th**

(blank)

**Personnel**

**Description of the Goal**

In a continuous effort to offer quality athletic programs and services, the athletic department would like to hire a part time Athletic Trainer, and a part time Sports Information Director.

**Measurable Outcome**

The expected result of this goal will be to enhance student learning, academic success, graduation and transfer. In accomplishing this goal, we will be able to effectively meet the needs of our students as it relates to the care and prevention of athletic injuries. Our students will experience an increase in the appropriate sports medicine services during practice sessions and game competition. Additionally, there are requirements from the Western State Conference, Southern California Football Association, California Community College Athletic Association and area news media outlets to advertise, promote, and cover our student-athletes and sports teams at West. We need to have a person who can oversee statistics, serve as the webmaster for the athletic department website with up to date game results, individual and team statistics, and promote our students academic and athletic accomplishments state wide.

**What issues, problems, or opportunities**

These goals will address our ongoing efforts to enhance the services offered to our student athletes in the area of Sports Medicine, and Sports Information disseminated to the general public.

**What SLO assessment / reflection will th**

(blank)

**Child Development Center**

*Provide student parents & CD students access to quality childcare and training.*

**Description of the Goal**
Program Review 2012-2013
Planning: Unit Goals

To provide student parents and child development instructional students access to quality childcare services and student training. Assist student parents in persisting with their educational goals. CDC offering 72 children/parents quality childcare services in fall, winter intercession and spring. Provide 12-18 Child Development instructional students training, mentoring and supervision in CD 22 & 23 (practicum / student teaching).

Measurable Outcome

Parent/child enrollment in the CDC, for each semester, 58-72.
(Facility licensing capacity 72 children.)
Completion of training of 9-18 CD instructional students.

What issues, problems, or opportunities

Replacement of CDC director retiring, June 2013.

What SLO assessment / reflection will th

1. SLO As the result of students following promotional instructions on how to apply to the CDC students will be able to access/navigate support services.

Assessment/ measure - Survey questions added on how students heard about the CDC, etc.

4. SLO As the result of continuing students completing the renewal application by the posted dates, students will be able to effectively demonstrate the ability to read, comprehend and follow written and verbal instructions.

Assessment / measurement - Complete and incomplete renewal applications by the deadline.

DSP&S

Hire Assistive Technology Specialist

Description of the Goal

In order to meet the demands of a growing population of students who require college material in alternate formats, the college will need to hire an assistive technology specialist

Measurable Outcome

(blank)

What issues, problems, or opportunities

(blank)

What SLO assessment / reflection will th

(blank)

Hire FT DSPS Counselor Coordinator

Description of the Goal

In order for DSPS to keep up with the growing population of students, DSPS will need to hire a FT DSPS/Counselor Coordinator.

Measurable Outcome

(blank)

What issues, problems, or opportunities

(blank)

What SLO assessment / reflection will th
# Program Review 2012-2013

## Planning:  Unit Goals

<table>
<thead>
<tr>
<th><strong>Hire FT Sign Language Interpreter</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description of the Goal</strong></td>
</tr>
<tr>
<td>DSPS will need to provide enhanced support for student who are deaf and hard of hearing in order to keep up with the pace of students coming to campus.</td>
</tr>
<tr>
<td><strong>Measurable Outcome</strong></td>
</tr>
<tr>
<td>Shalimon Duke</td>
</tr>
<tr>
<td><strong>What issues, problems, or opportunities</strong></td>
</tr>
<tr>
<td>There is an increase demand for student requiring sign language interpreting. This will address college access.</td>
</tr>
<tr>
<td><strong>What SLO assessment / reflection will th</strong></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th><strong>EOP&amp;S / CARE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To increase student retention</strong></td>
</tr>
<tr>
<td><strong>Description of the Goal</strong></td>
</tr>
<tr>
<td>The program plans to inform students of the deadline dates in order for them to be educated about the program requirement due dates.</td>
</tr>
<tr>
<td><strong>Measurable Outcome</strong></td>
</tr>
<tr>
<td>The numbers of the students being exited from the program.</td>
</tr>
<tr>
<td><strong>What issues, problems, or opportunities</strong></td>
</tr>
<tr>
<td>It will increase the number of students achieving their goal whether it is to graduate or transfer.</td>
</tr>
<tr>
<td><strong>What SLO assessment / reflection will th</strong></td>
</tr>
<tr>
<td>It will address the civic responsibility and communication.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>International Student Center</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Addendum to &quot;increase ISP population goal&quot;</strong></td>
</tr>
<tr>
<td><strong>Description of the Goal</strong></td>
</tr>
<tr>
<td>The additional information won't fit within the contraints of this program review, so I've added it to the bottom of this &quot;addendum goal&quot;</td>
</tr>
<tr>
<td><strong>Measurable Outcome</strong></td>
</tr>
<tr>
<td>(blank)</td>
</tr>
<tr>
<td><strong>What issues, problems, or opportunities</strong></td>
</tr>
</tbody>
</table>
Program Review 2012-2013
Planning: Unit Goals

Growth Trends

Since the fall of 2010, the ISP program at West has grown by approximately 70% (from a headcount of 99 in the fall of 2010 to the current spring 2013 headcount of 168).

West’s growth, however, is the exception to the rule within our district and across the state. Within the Los Angeles Community College District, international student populations are collapsing.

For example, Los Angeles City College saw a 29% decrease in their international student population (624 vs. 443 students) from spring 2012 to spring 2013. East Los Angeles College suffered a 12% decrease (from 935 to 827). These decreases come as a result of increased competition among international programs state-wide and a failure to invest in international education.

As we have with so many other technological and educational initiatives, West has the opportunity to lead the district in international student enrollment and service.

---

What SLO assessment / reflection will th
International Students, Domestic Students and the College Master Plans

West’s Educational Mater Plan calls for more access for students, including a streamlined enrollment process. Unfortunately, international students face unique challenges in the admissions and enrollment process. For example, international students may arrive no more than 30 days prior to the start of their program, which makes assessment and entry into courses exceedingly difficult. On top of that, the international student application process is burdensome and complex compared to our ordinary admissions process.

In terms of domestic students, international students at West contribute greatly to access to courses for locals.

Assuming that class costs approximately $6000 to produce, one full-time international student attending for only two semesters, generates enough revenue to produce an entire class, opening up 40 seats for domestic students. International students generate seats for domestic students, they do not take seats.

Our international students contribute substantially to the restoration of classes back into our schedule after years of class cuts; increasing the international population will help the college restore classes, decreasing the population will put further pressure on the college budget and depress course offerings.

Matriculation for international students to begin prior to semester start

Description of the Goal

Matriculation for international students to begin prior to semester start to include evaluation, assessment/placement tests and meeting with an academic counselor for a student educational plan.

Measurable Outcome
## Program Review 2012-2013
### Planning: Unit Goals

**Higher proportion of international students will meet educational goals (certificate/degree/transfer requirements).**

### What issues, problems, or opportunities

Students are enrolling in unnecessary classes, or have improper course level placement, resulting in delayed completion of goals or failure to complete goals. They might need to depart the U.S. early as they have unnecessarily depleted their limited funds.

### What SLO assessment / reflection will th

*Provide student services for expanding international student population*

**Description of the Goal**

Continued services for expanding population require additional staff. This will enable both continued services and make possible continued growth.

**Measurable Outcome**

SLOs reflected in completion of goals (certificate/degree/transfer). Students benefit from a supportive environment that encourages tutoring, study groups, mental health, counseling, international club, advisement, and visa maintenance. Without this support, many students will not seek the help that they need to succeed.

### What issues, problems, or opportunities

SLOs and college revenue will suffer without adequate staffing to provide services to expanding international student population.

### What SLO assessment / reflection will th

Life and study skills, adjustment to college life and new culture, visa maintenance, mental health and overall wellbeing, contribute to SLOs. Measurable by goal completion.

### Second Addendum

**Description of the Goal**

There is no room to fit the necessary information about the goal, so I'm adding a second addendum.

**Measurable Outcome**

* (blank)

**What issues, problems, or opportunities**
Program Review 2012-2013
Planning: Unit Goals

Implementation of Goal

In his new role as DSO and recruitment coordinator for the ISP, the outreach coordinator would increase international student enrollment through:

1. Admission of international students during non-traditional sessions (currently we accept for fall and spring only)
2. Improved services in the admission and matriculation process will lead to greater student satisfaction and more students through word of mouth.
3. The coordinator would work effectively across the campus community (counseling, assessment, language academy, academic affairs, online programs, library and tutoring services, the ASO, the ISP ambassadors program).
4. The coordinator will process every completed application and expand our deadlines.
5. The coordinator will work ¿incomplete¿ application files to convert them into ¿complete¿ applications.
6. The coordinator will attempt to convert admitted applicants into actual enrollments.
7. The coordinator will be able to coordinate and perform workshops relating to immigration, orientation to life in the US, F1 visa approval advice, etc¿
8. The coordinator will provide detailed data reports to see where our students are coming from and where they are going (in terms of transfer).
9. The coordinator would expand recruitment activities into language schools and embassies.
10. The coordinator will implement inexpensive marketing efforts (such as letters to elite private high schools in the Pacific Rim).
11. Critically, the coordinator will measure the effectiveness of our outreach efforts so we can make

What SLO assessment / reflection will th
(Blank)

To increase the international student population by 100% (to 350) by fall of 2015

Description of the Goal

The goal for West¿s ISP is to continue our growth rate and expand to 350 international students (3800 units) by the fall of 2015. In fall of 2015, the program can be assessed for further potential growth or could remain stable at approximately 350 students. This growth would bring in an approximately one million dollars of additional revenue and generate hundreds of seats for domestic students.

If the outreach coordinator can bring in an additional 5 students per year (an extremely modest goal), the salary and benefits for the new position would be covered by the increased revenue.

Measurable Outcome
Goal:

The goal for West’s ISP is to continue our growth rate and expand to 350 international students (3800 units) by the fall of 2015. In fall of 2015, the program can be assessed for further potential growth or could remain stable at approximately 350 students. This growth would bring in an approximately one million dollars of additional revenue and generate hundreds of seats for domestic students.

If the outreach coordinator can bring in an additional 5 students per year (an extremely modest goal), the salary and benefits for the new position would be covered by the increased revenue.

What issues, problems, or opportunities

Current Staffing Levels

West’s International Students Program (ISP) is at a crossroads. Under current staffing levels, the program can stabilize or shrink but will no longer enjoy substantial growth. In the spring of 2013, West had to turn some international students away due to a processing bottleneck that came as a result of a dramatically understaffed office.

Since the departure of West’s ISP program director in late 2007, the ISP has employed only one worker: a student services assistant who also acts as our Student and Exchange Visitor (SEVIS) Designated School Official (DSO).

The DSO is responsible for tracking international students once they arrive (or don’t arrive) at a Port of Entry (POE) and making sure that the international students remain in status through compliance with SEVIS regulations.

To put our ISP staffing levels in perspective, consider College of the Canyons (CC), a two-year public community college in Southern California with approximately 16,000 students and just over 100 international students.

Although CC has substantially fewer international students (104 vs. 168), their staffing to serve these students is triple the staffing available at West. To serve its international population, CC employs a student services coordinator, a program specialist, a part-time event planner and part-time counselor.

To take an example closer to home, consider Trade-Tech College. In the spring of 2013, Trade-Tech employed two international student coordinators and a part-time counselor. Even with these staffing levels, Trade saw its international student population decline 19% (from 135 to 110) from the spring of 2012 to the spring of 2013.

What SLO assessment / reflection will th
Program Review 2012-2013
Planning: Unit Goals

International Students, Domestic Students and Institutional Student Learning Outcomes (ILOs)

International students make up about 1% of our student population. As a result, it is likely that most classes do not have even one international student enrolled. If we can increase the international student population to the 2-3% range (300-450 students or one out of 35-50 students), it becomes dramatically more likely that an international student’s perspective will be present in most classrooms.

The benefits that international students bring to domestic students in the classroom are well-documented. Such benefits include contributions to student diversity and quality as well as the introduction of global perspectives into the classroom. (Sources: NAFSA, Inside Higher Ed, Journal of Studies in International Education). In addition, a more substantial international student population aligns with West’s faculty-led “Global Initiative”. The “Global Initiative” includes efforts to internationalize our curriculum and establish study and teach abroad opportunities for faculty and students.

The benefits that international students bring to our campus align neatly with West’s Institutional Student Learning Outcomes (ILOs). West’s ILOs include cultural diversity (the ability to engage respectfully in dialogue with other cultures), civic responsibility (which is situated now in a global context) and self-awareness and critical thinking (which are enhanced through cross-cultural contact).

Matriculation/ Assessment

To work with CCCCCO/LACCD/WLAC in SB 1456 implementation.

Description of the Goal

To:
Attend Statewide Student Success 2012 Act meetings.
Attend LACCD Student Success 2012 Act meetings.
Host WLAC Student Success 2012 committee meetings. To develop and implement through personnel, materials, technology and program planning a college infrastructure and and external structures that will support SB1456 initiatives at WLAC.

Measurable Outcome

Establishment of new policies, practices and programs that will support the revised Matriculation Student Success Act 2012 plan for WLAC.

What issues, problems, or opportunities

Improved Student Success, completion rates, transfer rates.

What SLO assessment / reflection will th

Assessment of the Development of a "Student Success Act 2012 Plan" for WLAC.

Transfer Center / TAP

PERSONAL DEVELOPMENT (40) COURSE FOR TRANSFER

Description of the Goal

OFFER EACH SEMESTER A PERSONAL DEVELOPMENT 40 COURSE - COLLEGE SUCCESS SEMINAR THAT FOCUSES ON THE TRANSFER PROCESS

Measurable Outcome

Track all students who successfully complete the PD course to determine success of transfer based on the time to completion after the course.
Program Review 2012-2013
Planning: Unit Goals

**What issues, problems, or opportunities**
This will address the ability to disseminate clear and concise timely transfer information to students.

**What SLO assessment / reflection will th**
COMMUNICATION, CRITICALLY THINK, TECHNOLOGICAL COMPENTENCY, AND SELF-AWARENESS

### TRANSFER CLUB
**Description of the Goal**
CREATE A TRANSFER CLUB THAT WOULD BE UNDER/MANAGED BY THE TRANSFER HONORS PROGRAM. DUES AND EVENTS WILL BE ORGANIZED IN ORDER TO ESTABLISH A TRANSFER SCHOLARSHIP

**Measurable Outcome**
Increase student awareness of the Transfer Center and services available to all students.

**What issues, problems, or opportunities**
Increase the number of students who visit and use the various services available in the Transfer Center

**What SLO assessment / reflection will th**
Civil Responsibility, Ethics

### TRANSFER PEER MENTORS
**Description of the Goal**
SELECT AND TRAIN APPROX. 5 STUDENTS WHO PLAN TO TRANSFER WHO HAVE COMPLETED 45 TRANSFERABLE SEMESTER UNITS TO SERVER AS PEER MENTORS FOR CURRENT STUDENTS AND ASSIST CENTER WITH VARIOUS ACTIVITIES

**Measurable Outcome**
Increase in the number of students who complete transfer applications and successfully transfer

**What issues, problems, or opportunities**
This will address the need for additional staffing to assist students in the transfer center.

**What SLO assessment / reflection will th**
COMMUNICATION, CRITICAL THINKING AND SELF AWARENESS

Grand Total