

WLAC Student Services SLOs Think Tank

MINUTES

Tuesday, June 26, 2012

PCR @ 10:30 am

Present: Celena Alcalá, Betsy Regalado, Michael Goltermann, Shalomon Duke, Todd Matosic, and Mary-Jo Apigo

1. SLOs and the Accreditation Cycle
 - a. Our work is to do the following:
 - i. Review/revise our SLOs to make sure that they are measurable.
 - ii. Make sure that the assessment instruments can measure what we are trying to measure. If they cannot measure what we are trying to measure, we need to find another measurement instrument or revise our SLOs.
 - iii. Create a process for regularly measuring our SLOs.
2. Review:
 - a. West Los Angeles College Institutional SLOs (handout)
3. Resources:
 - a. Assessing SLOs in Student Services: Moving Beyond Satisfaction (PowerPoint slides)
 - b. Writing Learning Outcomes (template from Student Affairs, University of Rhode Island)
 - c. Student Services Service Level Outcome (template)
 - d. Bloom's Taxonomy of Educational Objectives in the Cognitive Domain (handout)
 - e. SLOs for: Admissions and Records, Associated Student Organization, Athletics, Child Development Center, Counseling, Disabled, DSPS, EOPS, Financial Aid, International Students, Matriculation, Outreach, Transfer
 - f. Todd handed out examples of student learning outcomes
4. Next steps:
 - a. The committee initially discussed revamping the various student services SLOs, but instead decided to create divisional student learning outcomes based on WLAC's institutional SLOs that would be assessed on a two or three year cycle.
 - b. The committee discussed the fact that some of the Institutional SLOs do not apply to student services and that we would have to eliminate them.
 - c. The committee discussed the possibility of adding additional SLOs that apply to student services, but could not think of any.
 - d. The committee decided to eliminate the aesthetics SLO.
 - e. The committee also decided to include the "quantitative reasoning" SLO in the "critical thinking" SLO and to include "cultural diversity" in the "self-awareness/interpersonal" SLO.
 - f. Communication SLO for student services was rewritten as: Students will be able to effectively articulate and/or demonstrate the ability to read, comprehend and follow written and verbal instructions

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Tuesday, July 3, 2012

PCR @ 10:30 am

Present: Celena Alcala, Betsy Regalado, Michael Goltermann, Shalamon Duke, and Todd Matosic.

1. Shalamon Duke passed out a revised template for measuring SLOs. The template included drop down menus.
2. The committee discussed the assessment cycle and assessing yearly during winter for the spring semester and summer for the fall semester.
3. The committee discussed how the various areas would measure the communication SLO. For instance in DSPPS, communication could be measured by a student requesting the appropriate accommodation.
4. The committee decided on the following for the Critical Thinking SLO:
 - a. Students will be able to analyze problems, marshal evidence and reasoning to develop persuasive arguments and implement solutions.

WLAC Student Services SLOs Think Tank
MINUTES
Wednesday, July 25, 2012
SSB 3rd Floor Counseling Conference Room – 3:00 pm

Present: Celena Alcalá, Shalamon Duke, and Todd Matosic.

1. The committee decided on the following for the Technological Competence SLO:
 - a. Students will be able to access/navigate support services.
2. The committee decided on the following for the Civic Responsibility SLO:
 - a. Students will be able to demonstrate civic responsibility.
3. The committee decided on the following for the Ethics SLO:
 - a. Students will uphold the student code of conduct.
4. Todd brought up a conversation that he had with Bob Pacheco about West's institutional SLOs. Their concern was that Student Services would only be measuring a small number of SLOs and that they would not be specific to the student services areas. Celena understood the concern, but demonstrated how each SLO could be easily modified to a departmental measure.
 - a. As the result of _____, SLO.
 - b. As the result of students using appropriate student services technology, students will be able to access/navigate support services.
 - c. As the result of students participating in student government, student clubs, shared governance and other opportunities, students will be able to demonstrate civic responsibility.
 - d. As the result of exposure to the schedule of classes, college catalog, website, and other campus resources, students will be able to uphold the student code of conduct.

WLAC Student Services SLOs Think Tank
MINUTES
Tuesday, September 11, 2012
SSB 4th Floor Counseling Conference Room – 9:30 am

Present: Celena Alcala, Betsy Regalado, Michael Goltermann, Shalomon Duke, and Yvonne Simone.

The focus of this meeting was the Child Development Center's SLOs.

1. The committee decided on the following for the Technological Competence SLO:
 - a. As the result of students following promotional instructions on how to apply to the CDC, students will be able to access/navigate support services.
 - i. Measure – Survey questions added on how students heard about the CDC, etc.
2. The committee decided on the following for the Civic Responsibility SLO:
 - a. As the result of participating in CDC events and fundraising, students will be able to demonstrate civic responsibility.
 - i. Measure - # of parents involved; # of parent volunteers
3. The committee decided on the following for the Ethics SLO:
 - a. As the result of completing the CDC enrollment documents and participating in the intake/orientation, students will adhere to the CDC handbook.
 - i. Measure – Violations of the handbook.
4. The committee decided on the following for the Communication SLO:
 - a. 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.
 - i. Measure – Complete and incomplete renewal applications by the deadline
5. The committee decided on the following for the Critical Thinking SLO:
 - a. As the result of students participating in parent conferences, students will be able to analyze problems and implement solutions.
 - i. Measure – Whether or not parents followed instruction on the corrective action plan
6. The committee decided on the following for the Self-Awareness/Interpersonal SLO:
 - a. As the result of participating in the parenting enrichment training, students will be able to apply self-assessment strategies to enhance their parenting skills.
 - i. Measure – Pre and post test; # of parents who participate in more than one workshop; focus group