

Student Learning Outcomes Report

Administrative Services, Advertising and PR, Learning Communities

Advertising and Public Relations

SLO/ SAO Dialogue

Because the PR Office currently has no SLOs or SAOs, we cannot respond to this question.

SLO/ SAO Program Assessment

The PR Office currently has no SLOs or SAOs.

Perhaps they could be:

- Communicate the important college news and events to the college community
- Maintain the web site in a manner that makes it receive positive ratings for being appealing, informative and easy to navigate
- Contribute to creating positive awareness of the college and / or new student enrollment

Black Scholars

SLO/ SAO Dialogue

N/A

SLO/ SAO Program Assessment

N/A

Business Office

SLO/ SAO Dialogue

Business Office staff has discussed the results of the phone logs at staff meetings and the following changes have been instituted:

- 1) Business Office windows #1, #2, #4, and #5 have been equipped with phone instruments and included on the departmental incoming line so that counter personnel can help answer the phones when they are available.
- 2) Since the Manager is frequently not at her desk to pick up her phone, she has forwarded her desk phone to her cell, which she has always with her.
- 3) The voice mail answering message has been amended to include the regular departmental hours of service.

SLO/ SAO Program Assessment

The Business Office worked on two Service Level Outcomes in 2013:

1) SAO #1: "With regard to incoming phone calls, the department will achieve or exceed an average of 75% of calls answered immediately." Staff completed 2 sets of phone logs, one for a peak period, and one for a non-peak period. Result - the office achieved the desired 75% outcome. What was noteworthy was that there was very little difference between the results from each period. The peak period achieved a 74.8% pickup rate and the non-peak period achieved a 76.3% pickup rate. We think that this pattern is explained by the fact that whether the office is experiencing a peak period or not, the phones take second place to serving at the counter. At peak periods we have extra staff but we still get unpredictable busy periods of long lines when the phones have to be neglected. At non-peak periods we have much less staff, because we lack temporary help and our regular help may be on scheduled or unscheduled time off and we still experience unpredictable busy periods at the counter.

2) SAO #2: "Incoming Business Office voice mails will be returned within one business day at the following rates: 100% during non-peak periods and 80% during peak periods, for an overall average of 90%. Information on returned voice mails was recorded on the phone logs referenced in SAO #1. Result - The desired rate was exceeded, the department returned 100% of voice mails within one business day.

Enterprise Services

SLO/ SAO Dialogue

INCOMPLETE PENDING COMPLETION OF SLO/SAO REVIEW FOR 2013.

SLO/ SAO Program Assessment

INCOMPLETE PENDING COMPLETION OF SLO/SAO REVIEW FOR 2013.

Information Technology

SLO/ SAO Dialogue

Data Collection has not been generated until Summer 2014.

SLO/ SAO Program Assessment

Data Collection has not been generated until Summer 2014.

Personnel

SLO/ SAO Dialogue

The rating scale for the satisfaction level question should be changed. The option of responding "neutral" should be replaced with something more useful to the analysis. The alternative would be to change the effectiveness criterion from a high satisfaction level to a low dissatisfaction level.

SLO/ SAO Program Assessment

130 employees responded to the question of "Overall Satisfaction" in the Spring 2013 Campus Climate Survey. 108 of 132 respondents (81.8%) rated the services of the Personnel & Payroll Office as being "satisfied" or "very satisfied." 2 of 132 respondents rated the satisfaction level as "very dissatisfied" or "dissatisfied." 20 respondents had a rating of "neutral." The 81.8% level of satisfaction is below the SAO effectiveness criterion of 90%.

132 employees responded to the "Rideshare Program Awareness" question in the Spring 2013 Campus Climate Survey. 119 of 132 (90.1%) responded with some level of awareness of the rideshare program. 13 of 132 responded that they had no awareness of the rideshare program. The 90.1% awareness level is above the SAO effectiveness criterion of 70%.

The survey results show that most of the faculty and staff on campus are satisfied with the customer service level of the Personnel and Payroll office. We implemented many of the suggestions resulting from the Spring 2012 survey and the Spring 2013 results show the effect of those changes. We will seek to maintain a high level of customer service for faculty and staff.

The high level of awareness of the Campus Rideshare Program is the result of the increased marketing efforts (West Week announcements, flyers, parking permit application, Rideshare Website). Although the awareness level is high the participation level among respondents is low (19.7% have participated in rideshare).

Plant Facilities

SLO/ SAO Dialogue

Facilities has attended to all assessment needs by communicating, purchasing of necessary supplies and reporting final results via phone call, work order system updates, or email.

SLO/ SAO Program Assessment

Self assessment, surveys, phone call tallies, work orders received and actioned by Facilities.

POPP

SLO/ SAO Dialogue

Course SLO's have been implemented and assessment is underway. Changes are made as assessment results come in and adjustments to instructional effectiveness is also underway.

Desk formation was re-arranged, tutors were assigned, peer tutors were appointed, and assessments were revised by adding a portfolio for students and increasing writing activities.

SLO/ SAO Program Assessment

Course SLO's have been implemented and assessment is underway. Changes are made as assessment results come in and adjustments to instructional effectiveness is also underway.

Puente

SLO/ SAO Dialogue

The Puente team, the English instructor and PD instructor and counselor, meet regularly to dialogue about our program assessment and performance based on constant feedback from students and based on the program review. We keep data such as that presented in Program Review as well as send data to Statewide Puente.

SLO/ SAO Program Assessment

The student survey and the retention and success rates of Puente students reflect the success of the services and resources provided even without a solid funding source.