

West Los Angeles College
Program Review 2012-2013
Planning: Unit Goal and SLO Assessment
Administrative Services and Student Services

Question: Based on the reflection and assessment conducted in the program review section, describe the need this goal addresses. What SLO assessment / reflection will this Goal address?

The information provided in this report includes:

- 1 Unit Goal Name
- 2 SLO assessment/reflection

Administrative Services Division

Business Office

Unit Goal

Comply with District requirements as detailed in a recent audit finding.

What SLO assessment / reflection will this Goal address?

N/A

Improve teamwork in the department

What SLO assessment / reflection will this Goal address?

N/A

Information Technology

Unit Goal

Continue to Enhance Technology to Support WLAC processes for Learning, Teaching, and Research

What SLO assessment / reflection will this Goal address?

(blank)

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

What SLO assessment / reflection will this Goal address?

(blank)

Maintain and Improve Networking and Infrastructure to College

What SLO assessment / reflection will this Goal address?

(blank)

Personnel

Unit Goal

Create a Human Resources Master Plan

What SLO assessment / reflection will this Goal address?

(blank)

Develop Service Area Outcomes (SAOs)

What SLO assessment / reflection will this Goal address?

(blank)

Plant Facilities

Program Review 2012-2013
Planning: Unit Goal and SLO Assessment
Administrative Services and Student Services

Unit Goal

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

What SLO assessment / reflection will this Goal address?

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

What SLO assessment / reflection will this Goal address?

Service Area should remain clean and safe at all times.

Program Review 2012-2013
Planning: Unit Goal and SLO Assessment
Administrative Services and Student Services

Student Services Division

Admissions and Records

Unit Goal

Customer Service Goal

What SLO assessment / reflection will this Goal address?

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

ASO

Unit Goal

ID Cards and Materials

What SLO assessment / reflection will this Goal address?

N/A

Increase ASO budget

What SLO assessment / reflection will this Goal address?

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).

Increase services for online and evening students

What SLO assessment / reflection will this Goal address?

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

What SLO assessment / reflection will this Goal address?

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

Reinstate the WLAC Newsletter

What SLO assessment / reflection will this Goal address?

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

Unit Goal

Enhance Academic Success and Student Learning

Program Review 2012-2013
Planning: Unit Goal and SLO Assessment
Administrative Services and Student Services

What SLO assessment / reflection will this Goal address?

(blank)

Improvement of Campus Facilities

What SLO assessment / reflection will this Goal address?

(blank)

Personnel

What SLO assessment / reflection will this Goal address?

(blank)

Child Development Center

Unit Goal

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

What SLO assessment / reflection will this Goal address?

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

Unit Goal

Hire Assistive Technology Specialist

What SLO assessment / reflection will this Goal address?

(blank)

Hire FT DSPS Counselor Coordinator

What SLO assessment / reflection will this Goal address?

(blank)

Hire FT Sign Language Interpreter

What SLO assessment / reflection will this Goal address?

(blank)

EOP&S / CARE

Unit Goal

To increase student retention

What SLO assessment / reflection will this Goal address?

It will address the civic responsibility and communication.

International Student Center

Unit Goal

Matriculation for international students to begin prior to semester start

Program Review 2012-2013
Planning: Unit Goal and SLO Assessment
Administrative Services and Student Services

What SLO assessment / reflection will this Goal address?

(blank)

Provide student services for expanding international student population

What SLO assessment / reflection will this Goal address?

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.

Matriculation/ Assessment

Unit Goal

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

What SLO assessment / reflection will this Goal address?

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

Transfer Center / TAP

Unit Goal

PERSONAL DEVELOPMENT (40) COURSE FOR TRANSFER

What SLO assessment / reflection will this Goal address?

COMMUNICATION, CRITICALLY THINK, TECHNOLOGICAL COMPENTENCY, AND SELF-AWARENESS

TRANSFER CLUB

What SLO assessment / reflection will this Goal address?

Civil Responsibility, Ethics

TRANSFER PEER MENTORS

What SLO assessment / reflection will this Goal address?

COMMUNICATION, CRITICAL THINKING AND SELF AWARENESS