

West Los Angeles College
Program Review 2012-2013
Service Level Outcomes and Service Area Outcomes: Assessment Plans
Administrative Services and Student Services

Administrative Services Division

Business Office

SLO/SAO Assessment Plans

The Business Office has to SAO's to be assessed in 2013:

- 1. With regard to incoming phone calls, the department achieves or exceeds 75% answered immediately.*
- 2. With regard to voice mail, the department achieves or exceeds 90% returned within one business day.*

Assessment will be based on daily phone logs completed by each staff member.

SLO/SAO Changes

N/A. Assessment has not yet been made.

SLO/SAO Resource Request Need

No.

Enterprise Services

SLO/SAO Assessment Plans

(blank)

SLO/SAO Changes

(blank)

SLO/SAO Resource Request Need

(blank)

Information Technology

SLO/SAO Assessment Plans

To Constant/regular monitor of help desk ticket queue by IT supervision to ensure that customer problems are being addressed in timely manner. Random follow up from IT supervision to ensure customers were satisfied with the IT services. Constantly reminding IT staff in regular staff meetings about the importance of resolving the users' computer problems in professional in timely fashion.

SLO/SAO Changes

Educate users to log all their problems via college IT help Desk system to keep track of the problems. Train users on using the campus Help Desk system on college website.

SLO/SAO Resource Request Need

None.

Personnel

SLO/SAO Assessment Plans

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We will create an additional SAO to be surveyed/evaluated in the 12-13 academic year. The survey will most likely take place in the Spring 2013 semester. The survey questions will be included as a part of a larger Administrative Services survey.

SLO/SAO Changes

Based on the FY11-12 SAO assessment, the Personnel/Payroll office has been more mindful of providing excellent customer service to the campus community. An example of improvement in customer service is the faster response to voicemails/emails.

SLO/SAO Resource Request Need

None.

Plant Facilities

SLO/SAO Assessment Plans

SAO - Maintain building(s) performance (including elevators)
SAO - Alteration and Improvements (A&I)
SAO - Maintain outdoor environment
SAO - Maintain clean restrooms/Restroom services

SLO/SAO Changes

Staff is diligently servicing all areas of campus on a daily basis.

SLO/SAO Resource Request Need

Yes, staffing levels need to be addressed.

Staff Services

SLO/SAO Assessment Plans

(blank)

SLO/SAO Changes

(blank)

SLO/SAO Resource Request Need

(blank)

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Student Services Division

Admissions and Records

SLO/SAO Assessment Plans

We plan to measure and assess two of our six SLOs in the spring of 2013: Technological Competence and Civic Responsibility.

SLO/SAO Changes

As a result of prior assessments, we have plans to push our application completely online. However, this would require that we impose an "application deadline" of at least a couple of weeks prior to the start of the semester. This deadline could have FTES implications, so we may not be able to follow through with this change.

SLO/SAO Resource Request Need

No

ASO

SLO/SAO Assessment Plans

ASO has assessed its SLOs over the last two years, including executive officer self-assessments. In summer 2012, ASO along with the rest of Student Services revamped their SLOs. ASO's new SLOs will be assessed in spring 2013.

SLO/SAO Changes

The major changes that were made previously were re-vamping the SLOs. Originally the SLOs were not measurable, to they have been redesigned with measures.

SLO/SAO Resource Request Need

No.

Athletics

SLO/SAO Assessment Plans

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In an effort to assess and measure the services of the program, we will continue to monitor and track the academic progress of all student athletes through individual and teams GPA's, course completion, retention, and graduation and transfer rates. We will also continue to seek insight and feedback via the point-of-service surveys, as well as use feedback provided from all student athletes in the end of season exit interviews. Also, we will assess the success of the athletic programs by evaluating the number of scholarships awarded to four year colleges and universities at the conclusion of each academic year. Each head coach will continue to monitor, track and provide the appropriate feedback for individual and team skill development for their program. Assessing skill development is a continual qualitative and quantitative measurement; however it will be completed by each head coaches for every athletic program.

- 1. Critical Thinking: The student-athlete will be able to think critically and problem solve logically during athletic competition at practice and in games.*
- 2. Communication: The student athlete will demonstrate active listening skills in response to directions from coaches regarding skill development, game planning and strategy implementation. Student athletes will also demonstrate proper verbal skills in communicating with teammates and coaches during practice and game situations. Finally, student athletes will learn how to deal with and respond appropriately to constructive criticism, and utilize it for learning and improvement.*
- 3. Quantitative Reasoning: The student athlete will demonstrate the ability to navigate available resources to reach his or her academic goals.*
- 4. Civic Responsibility/Diversity/Ethics: Student athletes will participate on athletic teams that are culturally and ethnically diverse, and will demonstrate unity while working to achieve a common goal.*
- 5. Self Awareness/ Interpersonal Skills: The student athlete will identify his or her health and fitness goals, and accept responsibility to implement a plan of action to achieve these goals.*

SLO/SAO Changes

Improving faculty teaching and student learning is an ongoing process, and assessing skill development is a continual qualitative and quantitative measurement; however it will be completed by every head coach for each athletic program. In a recent meeting with all head coaches, each head coach was asked to update their sport specific course syllabi with Student Learning Outcomes. Furthermore, in an effort to foster the ongoing efforts to improve faculty teaching and student learning, each head coach will administer course assessment tools that effectively evaluate student learning outcomes. As a result of this assessment process, it is expected that coaches will use the results for future professional growth and the enhancement of student learning within the physical education discipline.

SLO/SAO Resource Request Need

These planned changes will not necessitate a resource request.

Child Development Center

SLO/SAO Assessment Plans

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1. *Technological Competence:*

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

2. *Civic Responsibility:*

As the result of participating in CDC events and fundraising, students will be able to demonstrate civic responsibility.

3. *Ethics:*

As the result of completing the CDC enrollment documents and participating in the intake/orientation process, students will adhere to the CDC handbook.

4. *Communication:*

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.

5. *Critical Thinking:*

As the result of students participating in parent conferences, student will be able to analyze problems and implement solutions.

6. *Self-Awareness / Interpersonal:*

As a result of participating in the parenting enrichment training, students will be able to apply self-assessment strategies to enhance their parenting skills.

SLO/SAO Changes

The CDC SLO/SAOs and assessment measure are new and were rewritten fall 2012 to address accreditation recommendations.

SLO/SAO Resource Request Need

No cost.

DSP&S

SLO/SAO Assessment Plans

Student Services recently revamped the divisions SLO's.

SLO/SAO Changes

DSPS needs to fully implement SLO's into the fabric of the department by collecting information on an on going basis

SLO/SAO Resource Request Need

NA

EOP&S / CARE

SLO/SAO Assessment Plans

At this time, we have not assessed our SLO's.

SLO/SAO Changes

None.

SLO/SAO Resource Request Need

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N/A

Financial Aid

SLO/SAO Assessment Plans

Continue to use applicable survey tools available for assessment of the program from the office, college, districtwide and the state level.

SLO/SAO Changes

Implementation of the debit card system to deliver financial aid funds to be disbursed to students are on the latest changes made to address the SLO components of Critical Thinking Communication, Quantitative Reasoning and Techlogical Awareness. The implementation of Satisfactory Academic Progress and Loan/financial literacy workshops will enable the financial aid office to effectively reach that outcome.

SLO/SAO Resource Request Need

Hire a Financial Aid Assistant

International Student Center

SLO/SAO Assessment Plans

1. *As the result of email advising, echat advising and orientation, students will be able to access/navigate support services.*

Measure √ Percentage of students enrolled in 12 units or more

2. *As the result of students participating in ASO activities and International Student Club, international students will be able to demonstrate civic responsibility.*

Measures √ Survey; Percentage of ASO members; Percentage of students in international club; Club growth

3. *As the result of advising and students signing the International Student Agreement, students will be able to uphold the Student and Exchange Visitor Information System (SEVIS) standards.*

Measures √ Number of students subject to discipline action; # of students who fell out of status

4. *As the result of advising through International Students Office, students will understand the advantages of taking online orientation before arriving to the US.*

Measure √ Number of students who took online orientation before arriving to campus

5. *As the result of participation in the OPT workshops, certificate students will be able to navigate OPT government application process and convince US employees to hire them.*

Measures √ Number of students who attend OPT workshop; # of students who apply for OPT

6. *As the result of academic counseling and international student advising, students will be able to apply self-assessment strategies such as degree works to meet their educational and career objectives.*

Measures √ Percentage of Students who have an SEP; Survey on use of assist.org and Degree Works

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SLO/SAO Changes

Students will be able to make appointments online for Assessment tests, Student Educational Plan, and international program office visits. Students will be given assessment tests following International Orientation and will then be able to make appointments for SEP with academic counselor. International program will continue to assist students with timely enrollment so that classes are not filled before they have registered. They will continue to be strongly advised to meet with an academic counselor to have a student educational plan. Review student survey and college statistical data, and continue to streamline methods and procedures.

SLO/SAO Resource Request Need

Changes that have been made and have successfully resulted in growth now require additional staff to provide services to the expanding population and there is anticipated growth with planned changes. Student Services Aide required to assist International Advisor with reception, application processing, and email and phone response so that Advisor can dedicate time to student advisement, which results in successful SLOs.

Matriculation/ Assessment

SLO/SAO Assessment Plans

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The Student Services SLOs:

1. Students will be able to access/navigate support services (measures the institutional SLO of technological competence).

Matriculation SLO:

Students will be able to access Matriculation Services online.

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

Matriculation SLO:

Students will have access to information through Matriculation Services to make informed decisions.

3. Students will be able to uphold the district standards of student conduct (measures the institutional SLO for ethics).

Matriculation SLO:

Students will have access to guidelines, rules and regulations concerning Assessment testing, Orientation, and Counseling.

4. 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).

Matriculation SLO:

Students will have access to instructions for effective: Assessment testing, Pre-Assessment preparation, Orientation review testing, and Counseling.

5. 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).

Matriculation SLO:

Students will have access to Pre- Assessment, Orientation, and Counseling appointment Preparation instructions.

6. Students will be able to apply self-assessment strategies to meet their educational and career objectives (measures the institutional SLO for self-awareness/interpersonal).

Matriculation SLO:

Students will have access to Pre- Assessment results that will provide information on areas in English and Math that need to be strengthened before taking the Assessment test. Students will have access to Orientation results to ascertain levels of understanding College Orientation information. Students will have access to educational planning materials to assist in the development of their educational pathway.

Assessment Plans:

Student Services Surveys

Point of Services SLO Survey Monkey

Orientation Gap Analysis Reports

Student Accountability and Records System Report Analysis

Assessment Placement Management System Report Analysis

SLO/SAO Changes

To broaden the scope of Assessment services offered to students to include Pre- Assessment preparation.

To broaden the scope and breadth of Orientation Materials and information to students.

To continue to advance technologically as a way a harnessing student attention and attraction to information provided.

SLO/SAO Resource Request Need

Student Aide "B" shift position approx \$65,000 including benefits.

Funding for Implementation of Student Success and Support Initiatives.

School Relations and Outreach

SLO/SAO Assessment Plans

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Outreach & School Relations will continue utilizing over-the-counter, point of contact surveys to gather feedback regarding the quality of the services we provide. We will administer pre/post surveys to our field trip participants to determine how our services have impacted their college preparedness.

SLO/SAO Changes

Outreach & School Relations will make a stronger effort to solicit survey feedback using online instruments (i.e. SurveyMonkey). Previous efforts at gathering responses using online instruments were not satisfactory.

SLO/SAO Resource Request Need

No Resource Request will be necessary.

Transfer Center / TAP

SLO/SAO Assessment Plans

The Transfer Center has developed 6 Service Learning Outcomes (SLO's) for the program. Assessment for the first two Transfer Center SLO's will be conducted using Focus groups, student satisfaction survey.

SLO/SAO Changes

No changes have been made at this time based on the Transfer Center SLO's

SLO/SAO Resource Request Need

No resources required at this time