

LANEY COLLEGE
STUDENT SERVICES DIVISION
STUDENT LEARNING OUTCOMES

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The Commission requires the college to address its concern that the college accelerates the assessment and analysis of the student learning outcomes data from Student Services as expressed in Standards II.B.1 and II.B.4.

College Response as of January 13, 2010

Overview

Laney College has developed and begun implementation of its plans for accelerating assessment and analysis of data from Student Services consistent with the requirements revealed in Standards II.B.1 and II.B.4, chiefly to improve student learning and students' educational achievements.

By Fall 2009, Laney College Student Services developed a systematic approach to assessing program-level SLOs. The Student Services' Assessment Taskforce, an arm of the Laney College Learning Assessment Committee, has been developed to support the progress of the Division. It designed a three-semester plan to achieve proficiency by 2012. During the first semester, the planning phase in Fall 2009, the department participated in professional development on assessment. It defined the context of SLOs in Student Services, reviewed program SLOs, and began development of assessment instruments and criteria for determining proficiency in the assessment. During the second semester, the assessment phase in Spring 2010, units are gathering student data to assess the level of proficiency of the students for SLOs based upon the criteria. They will upload this assessment data into a software system called TaskStream and begin analysis of the results. During the third semester, the evaluation phase by Fall 2010; the faculty and staff involved in the assessment shall evaluate the results of the data, report the results to the college, and then implement any changes deemed necessary to improve teaching and learning in course, in advising, to service areas...thus closing the loop on this assessment cycle. Since professional development is integral to a good assessment model, ongoing professional development activities will be provided during each of the phases of the SLO assessment cycle.

The basis of this focus began in 2008-09 with the charge by the College President to the Vice President of Student Services and Dean of Student Support Services to develop a plan of action to improve the student learning outcomes and assessment efforts: Several milestones were achieved as a result as chronicled below with evidence that documents such progress provided at the end of this response.

Academic Year 2008-09

- In January of 2009, a team of Laney College administrators and instructors attended the WASC Training Retreat. The team created and disseminated a report that effectively summarized the learning gained regarding SLO development, implementation, and strategies to expand membership of (and participation in) the SLO assessment efforts (C2.E1: Laney College Team Report-WASC Training Retreat, January 2009).
- In Spring 2009, Student Services identified a Student Services SLO Lead whose primary objective is to facilitate the dialogue and training of the Division's effort around SLOs.
- Throughout the Spring 2009 term, the Student Services Division participated in the Student Learning Outcome trainings conducted by the Learning Assessment

Committee.

- On March 20, 2009, the Laney College Student Services Division hosted a retreat focused on two points: (1) developing the Division Mission Statement (C2.E2: SS Mission Statement PowerPoint, March 2009), and (2) generating Student Services SLO Assessment strategies and timeline (C2.E3: SS Planning Slides, March 2009).

Academic Year 2009-10

- In early Fall 2009, Student Services rendered SLOs as primary. In an attempt to progress on this initiative, the Division expanded the SLO Lead into a triumvirate that consisted of a classified representative from categorical programs and non-categorical, as well as a Counseling Faculty member.
- On October 21, 2009, Student Services Unit Plans were due. All units that submitted a Unit Plan were mandated to include SLO Statements.
- In October 2009, the newly hired Dean of Student Services joined the team from the Laney Assessment Committee attending the WASC Training Retreat (Level II) in San Jose, California. The team created and disseminated a report to various governance bodies such as Laney Assessment Committee and College Council (C2.E4: Laney College Team Report-WASC Training Retreat, October 2009).
- As of November 2009, the oversight of the Divisions SLO efforts' is spearheaded jointly by the Dean of Matriculation and Support Services and the Dean of Student Services.
- On November 20, 2009, the Student Services Division conducted an SLO Training in which representatives from TASC, EOPS, CARE, CalWORKs, Outreach, Welcome Center, Financial Aid, and Puente Project were represented (C2.E5: Fall 2009 Student Services SLO Training-PowerPoint, November 2009). The objective of the training was to identify strategies, timeline and refine SLO statements identified in the Fall 2009 Unit Plans (C2.E6: 2009-10 Student Services Unit Plans, October 2009). Moreover, it provided each of the units a Student Services SLO Planning Form (C2.E7) and a Student Services Unit Reporting Form (C2.E8). The form provides a template for the Student Services Division in completing the cycle of assessment.
- On December 8, 2009, during the Dean of Student Services Unit Monthly Meeting, a condensed version of the earlier training was conducted, with a comparable objective. Present in this training were members from the Assessment Center, Employment Center, TASC, EOPS, CARE, CalWORKs, Outreach, Welcome Center, and Puente Project.
- On December 16, 2009, Student Services presented an update to the Laney College Council reporting on Student Services' progress towards SLOs efforts.
- In December 2009 the Assessment Center conducted an evaluation (C2.E10) to identify any correlation between assessment testing preparation/study and academic placement of Laney College students resulting from their testing scores. The Period of evaluation data collection was during Peak Registration for Spring 2010. Analysis of data is in process.
- In January and February 2010 the Student Services division is conducting a satisfaction survey (C2.E9). The purpose of the survey is to understand the level of student engagement with the various divisional services. Moreover, it will provide information regarding the perceived nature and quality of the delivery of services to students at the college. The ultimate goal of this survey is to gain an understanding of the experiences and perceptions

- that Laney College student have of college services such as Admissions, the Orientation, etc.
- In February 2010 the Cooperative Agencies and Resources for Education (CARE) program will be conducting a survey of its students (C2.E11) to determine the effectiveness and responsiveness of existing program services, and how that supports the immediate need of students and contributes to higher retention and persistence.
 - In March 2010 Student services, through its council, will evaluate the data from the Student Enrollment Survey (C2.E12) that was conducted in Fall 2008, for critical analysis and planning. The information will be used to inform program units and potentially adjust and enhance services for 2010-2011 academic year. The survey was designed to capture data regarding how students access Laney College in terms of application, enrollment, and use of point of entry systems and services. The survey also provided a lens for understanding the student population in terms of Socio-Economic Status (SES), technological competency, and English language competency.
 - In March 2010 Laney College will submit a proposal to the RP Group, for selection and participation in the Bridging Research, Information, and Cultures Initiative (BRIC) Technical Assistance Program (C2.E13). The purpose of BRIC is to strengthen inquiry-based practices, as well as to build a culture of evidence-based enhancements contributing to student success and support student attainment of goals.

Analysis of the Results & Progress on Recommendation

An estimated 82% of programs attended the March 20, 2009 SLO assessment retreat. This effort resulted in a new Student Services Division Mission Statement, and the tentative SLO Assessment strategies and timeline. By Fall 2009, the SLO implementation timeline was established (C2.8: Fall 2009 Student Services SLO Training – PowerPoint, November 2009) reflecting the responsibility of each of the 17 Student Services programs to conduct unit level assessments of outcomes.

As of November 20, 2009, approximately 71% of Student Services have identified SLO statements as derived from the newly submitted Fall 2009 Student Services Unit Plans. In addition, programs were able to refine student learning outcomes as a result of the Fall professional development opportunities.

As of December 8, 2009, 53% of Student Services have engaged in at least two opportunities for SLO Professional Development. Through the Office of the Dean of Student Services, activities and actions related to Student Services SLOs are being documented and archived: this process streamlines and centralizes information.

Laney College has been conducting systematic program review for many years. The most recent comprehensive program review was conducted in Fall 2006. In the Fall 2009, departments completed annual Unit Plans. This process included a report of the assessment of the SLOs at the program level (CR.E6). The program-level SLOs are identified, and units are moving towards the assessment phase of the process. During Spring 2010, all student services units will conduct reviews of their programs.

Status: Resolved

In summary, the Laney College Student Services Division has accelerated its efforts by developing and implementing its plan to reach proficiency in carrying out the full cycle of SLO

assess at the program and course-level (Counseling discipline) by 2012, as required by the ACCJC. Methods have been developed to assess SLO's and use the results to improve student learning, development and success. Specific actions, including those detailed above, have been taken to increase the rate of institutional progress in the development and assessment of Student Services SLOs. Specific benchmarks are by January 2010: 1) a comprehensive Student Services divisional satisfaction survey shall be administered; 2) a minimum of 85% of Student Services will have developed SLO statements. By February 2010; 3) at least 80% of Student Services will have completed an SLO Planning Form. By February 2010, 4) a minimum of 60% of Student Services will move to the data collection phase of the assessment cycle. 5) The remainder of the Spring 2010 term will move an additional 25% of the remaining 40% toward the data collection phase. 6) In March 2010 the Student Services Council will complete critical analysis of the data from the Student Enrollment Survey that was conducted in Fall 2008; results will inform planning for improvement of future enrollment systems and services.

Evidence – Concern #2: Student Services SLO Assessment

- C2.E1 Laney Team Report - WASC Retreat on Student Learning Outcomes (Jan., 2009)
- C2.E2 Student Services Mission Statement – UC Berkeley Retreat (March, 2009)
- C2.E3 Student Services Planning Slides – UC Berkeley Retreat (March 2009)
- C2.E4 Laney College Team Report – WASC Training Retreat, October 2009
- C2.E5 Fall 2009 Student Services SLO Training – PowerPoint, November 2009)
- C2.E6 2009-10 Student Services Unit Plans, October 2009
- C2.E7 Student Services SLO Planning Form
- C2.E8 Student Services Unit Reporting Form
- C2.E9 Student Services Satisfaction Survey January/February 2010
- C2.E10 Assessment Evaluation Tool January 2010
- C2.E11 Cooperative Agencies and Resources for Education (CARE), February 2010
- C2.E12 Student Enrollment Survey Fall 2008
- C2.E13 Bridging Research, Information, and Cultures Initiative (BRIC), March 2010

NOTE:

- C2 – ACCJC Recommendation Number One
- C2-11 – List of documented evidence of progress