

# Locating the Evidence

**Evidence – Concern #2: Student Services SLO Assessment**

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

\*Location of document within the sections of this binder

## Response to Team Recommendations and the Commission Action Letter

### Recommendation 1. Student Learning Outcome

*"The team recommends that the college conduct its work, with a specific focus on assessment and the use of results from assessment, in order to achieve the proficiency level of implementation by the Commission's 2012 deadline (II.A.1c, II.A.2a, II.A.2f, II.A.3, II.B.1)."*

#### Resolution of the Recommendation:

While Laney College continues to strive to develop institutional and program SLOs, the Accreditation Team encourages the college to accomplish a timeline for reaching proficiency in its Student Services program level SLOs by 2012. Furthermore, the team recommends that the process be implemented so that by 2012 the college will have developed and implemented methods for assessing SLOs and use the results of assessments to improve student learning.

To address the recommendation from the Commission, in 2008-09 the College President charged the Vice President of Student Services and Dean of Student Support Services to develop a plan of action.

The charge from the Office of the President has resulted in Students Services developing and achieving various milestones towards improving SLO efforts. Below is a chronicle of key events accompanied with evidence that documents progress. Pertinent evidential items are listed at the end of this response, and are notated accordingly with the following documentation.

#### 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 the SLO assessment efforts (R#1.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 (R#1.E2: SS Mission Statement PowerPoint, March 2009), and (2) generating Student Services SLO Assessment strategies and timeline (R#1.E3: SS Planning Slides, March 2009).



### Academic Year 2009-10

- In early Fall of 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 the Categorical Program 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 (R#1.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 (R#1.E5: Fall 2009 Student Services SLO Training – PowerPoint, November 2009). The objective of the training is to identify strategies, timeline and refine SLO statements identified in the Fall 2009 Unit Plans (R#1.E6: 2009-10 Student Services Unit Plans, October 2009). Moreover, it provided each of the units a Student Services SLO Planning Form (R#1.E7) and a Student Services Unit Reporting Form (R#1.E8). The form will provide 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. Present in this training were members from the Assessment Center, Employment Center, TASC, EOPS, CARE, CalWORKs, Outreach, Welcome Center, and Puente Project. The objective of the condensed training was similar to above.
- On December 16, 2009, Student Services presented an update to the College Council stating the Division's progress towards SLOs efforts.

### **Analysis of the Results:**

- SLO implementation timeline is established (R#1.8: Fall 2009 Student Services SLO Training – PowerPoint, November 2009)
- In Student Services, there are a total of 17 Student Services programs that are required to conduct individual assessments of outcomes (N=17).
- During the March 20, 2009 retreat, it was estimated that 82% programs attended the activity. The efforts resulted in a new Division Mission Statement, and a tentative SLO Assessment strategies and timeline.

- As of November 20, 2009, approximately 71% of Student Services have identified SLO Statements. This information was derived from the newly submitted Fall 2009 Student Services Unit Plans. Additionally 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 will streamline and centralize information.

#### **Progress on Recommendation:**

- Laney College has been conducting systematic program review for many years. The most recent comprehensive program review was conducted in Fall 200(?). In the Fall 2009, departments completed annual Unit Plans. This process included a report of the assessment of the SLOs at the program level (R#1.E6). The program-level SLOs are identified, and units will be moving towards the assessment phase of the process.
- Laney College Student Services is now developing a systematic approach to assessing program-level SLOs. The Student Services' Assessment Taskforce has been developed to support the progress of the Division to develop a three-semester plan to move towards proficiency level. During the first semester, the planning phase, the department will participate in professional development on assessment. It will define the context of SLOs in Student Services, review program SLOs, and develop assessment instruments and criteria for determining proficiency in the assessment. During the second semester, the assessment phase, units will gather the student data, assess the level of proficiency of the students for SLOs based upon the criteria, and upload this data into a software system called TaskStream. During the third semester, the evaluation phase, the faculty and staff involved in the assessment will 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 the course, 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.

#### **Additional Plans:**

In summary, the Laney College Student Services Division has developed a plan to reach proficiency in program and course-level (Counseling discipline) SLO's 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, as detailed above, have been taken to increase the rate of institutional progress in the development and assessment of Student Services SLOs'. Specifically:

- by January 2009, a comprehensive Student Services Divisional satisfaction survey will be conducted and completed.
- by January 2009, 85% of Student Services will have developed an SLO Statement
- by January 2009, 80% of Student Services will have completed an SLO Planning Form
- by February 2009, 60% of Students Services will move to the data collection phase of the assessment cycle

**Evidence – Recommendation #1 (Student Services SLO)**

R#1.E1	Laney Team Report - WASC Retreat on Student Learning Outcomes (Jan., 2009)
R#1.E2	Student Services Mission Statement – UC Berkeley Retreat (March, 2009)
R#1.E3	Student Services Planning Slides – UC Berkeley Retreat (March 2009)
R#1.E4	Laney College Team Report – WASC Training Retreat, October 2009
R#1.E5	Fall 2009 Student Services SLO Training – PowerPoint, November 2009)
R#1.E6	2009-10 Student Services Unit Plans, October 2009
R#1.E7	Student Services SLO Planning Form
R#1.E8	Student Services Unit Reporting Form

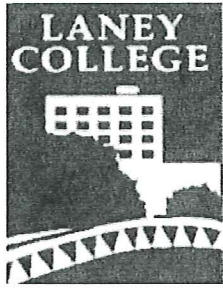
**NOTE:**

R#1 – ACCJC Recommendation Number One

E1-11 – List of documented evidence of progress

Given that this is a draft report, please note that all the documents serving as evidence have been compiled electronically and are available upon request.





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### LEARNING AND ASSESSMENT COMMITTEE

Student Services is a vital component of Laney College, Learning and Assessment Committee (LAC). The LAC is charged to coordinate the college-wide assessment efforts with the goal of improving teaching and learning. The LAC will partner and support coordinating and assisting the work of the Student Services Division in our effort on evaluation and assessment of Student Learning Outcomes (SLOs).

The coordination and assistance includes:

1. Provide consultation to support assessment efforts, as well as to departments or programs that request help with writing student learning outcomes, designing assessment plans, and/or responding to assessment findings.
2. Assist in developing and evaluating requests for funding related to assessment efforts.
3. Provide professional development opportunities related to the assessment cycle.
4. Conduct periodic assessments of the progress made by institutional level programs toward assessing and improving teaching and learning.
5. Compile the institutional portfolio that documents assessment work on campus, and make this portfolio available as evidence that we are meeting accreditation standards.

### STUDENT SERVICES ASSESSMENT TASK FORCE

#### CHARGE

The Student Services Committee will:

1. Coordinate college-wide assessment efforts in student services including
  - a. *Direct Measures* of student learning relative to the Student Learning Outcomes for the Student Services, e.g. current pilot to assess students' ability to use WebAdvisor
  - b. *Indirect Measures* of student learning, e.g. tracking data on student use of services
  - c. *Qualitative Measures* of student learning, e.g. focus groups, surveys, etc. to assess students' attitudes, experiences, and opinions about the degree to which student services is helping them achieve their goals.

2. Coordinate and support initiatives that are a response to assessment results, including staff development efforts
3. Work with the LAC to garner funds to support assessment work in Student Services and to fund actions that respond to assessment results for the purpose of Student Services improvement.

### **MEMBERSHIP**

Current members of the Student Services Assessment Task Force consist of a representative for each of the units/programs in Student Services. Moreover, to facilitate and provide support to each of the programs, three individuals within Student Services have been identified to facilitate the work of each unit in their SLO efforts.