

**SLO Planning Form
Template**

Student Service Unit: _____
 Academic Year: _____
 Names of those Completing Form: _____

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT:

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
	Direct <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input type="checkbox"/> Observation using a rubric	Indirect <input type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input type="checkbox"/> Focus Groups	Who will gather data? Where? When?				

Assessment Center

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: Assessment Center
Academic Year: 2009-2010
Names of those Completing Form: Blanca Montes De Oca; Charlene Santana; Jean lee

STUDENT SERVICES MISSION STATEMENT:

The Laney College Student Services Mission is to provide quality support services with an appreciation for diversity to be empowering students to achieve their academic, career, and personal goals.

UNIT LEVEL MISSION STATEMENT:

The Assessment Center is an integral part of the state mandated Matriculation process. The Assessment Center coordinates all orientation sessions, English and ESL (English as second language) and mathematics.

IV

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
SLO #1: Students utilizing the Test Preparation materials recommended by the Assessment Center prior to testing will demonstrate higher scores for academic placement in Math and/or English	<p>Direct</p> <p><input checked="" type="checkbox"/> Tests, quizzes (X)</p> <p><input type="checkbox"/> Commercial instruments</p> <p><input type="checkbox"/> Observation using a rubric</p> <p>Criteria of Success: Students will place higher than students who indicated that they did not study at all</p>	<p>Indirect</p> <p><input checked="" type="checkbox"/> Surveys (x)</p> <p><input type="checkbox"/> Student self-rating</p> <p><input type="checkbox"/> Structured / Unstructured Interviews</p> <p><input type="checkbox"/> Exit Interviews</p> <p><input type="checkbox"/> Focus Groups</p>	<p>Who will gather data? Staff in Assessment Center</p> <p>Where? Assessment Center will provide surveys to students during the assessment period.</p> <p>When? During Peak Registration in January 2010</p>	<p>Most of the students did not study for the test. Some students took went on-line for the web site or took out old book from High school or GED book to studies. Some students did not care. Student good tip how prepare for test. Also we must continuing improving the measure to get result.</p> <p>(analysis must include %'s of results. Need to quantify survey first)</p>			

Athletics Program

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: Athletics
 Academic Year: 2009-2010
 Names of those Completing Form: John Beam

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT:

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
Advance techniques and strategies for their sport	<p>Direct</p> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input checked="" type="checkbox"/> Observation using a rubric <p>Indirect</p> <input type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input type="checkbox"/> Focus Groups	<p>Who will gather data? Coaches</p> <p>Where? Athletics</p> <p>When? Fall 2010 and Spring 2011</p>					

CalWORKs Program

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: Workforce Development/ CalWORKS
Academic Year: 2009-2010
Names of those Completing Form: Benita M. Baines, Program Coordinator

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)		Assessment Schedule (Who, when, where will you gather assessment data?)		Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)	
<ol style="list-style-type: none"> Students will be able to explain program requirements and their rights as a program participant in the CalWORKS program. Students will be able to identify campus and community supportive services. Students will secure eligibility verification from the county agencies at the beginning of each semester. Student will develop an appropriate educational plan with an understanding of how it correlates to their welfare-to-work plan with the county. 	<p>Direct</p> <p><input type="checkbox"/> Student Contract of Understanding</p> <p><input type="checkbox"/> Student Intake Form</p> <p><input type="checkbox"/> Student Eligibility Update - SEU Form</p> <p><input type="checkbox"/> County Attendance and Progress Report Form</p> <p><input type="checkbox"/> Student Educational Plan</p>	<p>Indirect</p> <p><input checked="" type="checkbox"/> Student Satisfaction Surveys</p>	<p>Who will gather data? CalWORKS Counselor</p> <p>Where? CalWORKS Program Office</p> <p>When? At beginning of each semester</p> <p>Who? Program Staff Where? CW Program Office When? On-going each semester</p> <p>Who? Program Staff Where? CW Program Office When? Beginning of each semester</p> <p>Who? CW Counselor Where? CW Program Office When? Each semester</p>				

STUDENT SERVICES MISSION STATEMENT: The Laney College Student Services Mission is to provide quality support services with an appreciation for diversity by empowering students to achieve their academic, career, and personal goals. The Laney College Student Services Mission is to provide quality support services with an appreciation for diversity by empowering students to achieve their academic, career, and personal goals.

UNIT LEVEL MISSION STATEMENT: The Laney College CalWORKS Program "LaneyWORKS" provides quality supportive services to eligible CalWORKS/ TANF recipients as they progress towards completion of a certificate, associate's degree or transfer program in preparation for employment opportunities that will lead to self-sufficiency. LaneyWORKS has a dedicated staff that works effectively with other student service programs, community agencies, local labor market and County Departments of Social Services to foster a supportive learning environment that is service-oriented and promotes each student as a SUCCESS!

Counseling Department

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: COUNSELING DEPARTMENT
 Academic Year: 2009-2010
 Names of those Completing Form: ADRIENNE RILEY & IRIS BROOKS

STUDENT SERVICES MISSION STATEMENT:

The Laney College Student Services Mission is to provide quality support services with an appreciation for diversity to be empowering students to achieve their academic, career, and personal goals.

UNIT LEVEL MISSION STATEMENT:

The mission of the Laney College Counseling Department is to provide students and prospective students with comprehensive academic, career, and personal counseling. Counselors work with students regarding university transfer, vocational programs, basic skills development, personal / professional enrichment and personal concerns, while helping students develop personal decision making tools. We value the diversity of our student body and the worth and dignity of each individual.

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
Apply educational planning in overall academic success; student is able to identify course requirements for 'general education' and major.	<p>Direct</p> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input type="checkbox"/> Observation using a rubric <input checked="" type="checkbox"/> College Random Sampling of 30 SEPs	<p>Indirect</p> <input type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input type="checkbox"/> Focus Groups	<p>Who will gather data? Counselors</p> <p>Where? Counseling Department – Student File</p> <p>When? Spring 2009</p>	60% of the random sample of students was able to progress in course requirements for 'general education' and major, (e.g.: certificate, associate, transfer, grad prep.).	Will define/refine the specific definition of 'successful enrollment'. Target was met, consistency in development of SEPs – major, goal and program requirements; continue in-service training and discussion.		
			100% of the SEPs' goal, major and program requirements were completed accurately.		Outcome of the assessment results was 79% comparing Spring 2009 enrollment with Fall 2008 SEP.		
			Assessment results exceeded Counseling Department's baseline of 60%				

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: COUNSELING DEPARTMENT
 Academic Year: 2009-2010
 Names of those Completing Form: ADRIENNE RILEY & IRIS BROOKS

STUDENT SERVICES MISSION STATEMENT:

The Laney College Student Services Mission is to provide quality support services with an appreciation for diversity for empowering students to achieve their academic, career, and personal goals.

UNIT LEVEL MISSION STATEMENT:

The mission of the Laney College Counseling Department is to provide students and prospective students with comprehensive academic, career, and personal counseling. Counselors work with students regarding university transfer, vocational programs, basic skills development, personal / professional enrichment and personal concerns, while helping students develop personal decision making tools. We value the diversity of our student body and the worth and dignity of each individual.

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
Apply educational planning in overall academic success; student is able to identify course requirements for 'general education' and major.	<p>Direct</p> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input type="checkbox"/> Observation using a rubric <input checked="" type="checkbox"/> College Random Sampling of 30 SEPs	<p>Indirect</p> <input type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input type="checkbox"/> Focus Groups	<p>Who will gather data? Counselors</p> <p>Where? Counseling Department – Student File</p> <p>When? Spring 2009</p>	<p>60% of the random sample of students was able to progress in course requirements for 'general education' and major, (e.g.: certificate, associate, transfer, grad prep.).</p> <p>100% of the SEPs' goal, major and program requirements were completed accurately.</p> <p>Outcome of the assessment results was 79% comparing Spring 2009 enrollment with Fall 2008 SEP.</p> <p>Assessment results exceeded Counseling Department's baseline of 60%</p>	<p>Will define/refine the specific definition of 'successful enrollment'.</p> <p>Target was met, consistency in development of SEPs – major, goal and program requirements; continue in-service training and discussion.</p>		

**Disabled Students Programs
and Services (DSPS)**

Student Service Unit: Disabled Students Programs and Services

Academic Year: 2009-10

Names of those Completing Form: Carol Dalessio

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT:

The mission of the Disabled Students Programs and Services (DSPPS) is to provide support services and specialized instruction to enrolled students with disabilities to ensure them equal educational opportunities as students at Laney College.

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
<p>SLO 1: DRC Accommodations Request for and present Academic Authorization Accommodation Letters to instructors.</p>	<p>X Surveys</p> <p>Indirect</p> <p>Survey of students who receive Academic Authorization Accommodation Letters</p> <p>Describe the results you would like to see for this assessment measure (the target results): The majority of students (51%) who receive an accommodation letter and complete the DRC survey will show:</p> <ul style="list-style-type: none"> - presentation of the accommodation letter to instructor(s) - verify method of request 	<p>Who will gather data? DRC Staff and DSPPS Counselors</p> <p>Where? DRC</p> <p>When? Spring, 2010</p>	<p>Survey In Progress</p>	<p>Results will guide us on advising students of their rights to accommodations and help us determine if students are in need of more counseling or instruction in this area.</p>			

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT:

The mission of the Disabled Students Programs and Services (DSPS) is to provide support services and specialized instruction to enrolled students with disabilities to ensure them equal educational opportunities as students at Laney College.

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
<p>SLO 1: DRC Accommodations Through interaction with the DSPS Program, students requiring DRC Accommodations will demonstrate understanding of their rights and services.</p>	<p>Indirect Assessment Method: Indirect Method Using Surveys Criteria of Success: 51% of students who receive accommodation letters and complete the DRC survey will show (1) capacity to present Accommodation Letter to instructor(s), and (2) verify method of request.</p>	<p>Who will gather data? DRC Staff and DSPS Counselors Who will be surveyed? Survey of students who receive Academic Authorization Accommodation Letters Where? DRC Office When? Spring, 2010</p>	<p>*Survey In Progress</p>				

Employment Center

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: Employment Center
 Academic Year: 2009-2010
 Names of those Completing Form: Cleophas Griffin

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT:

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
Produce a list of employers in major or area of interest where further research may be pursued.	Direct <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input type="checkbox"/> Observation using a rubric Indirect <input checked="" type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input checked="" type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input checked="" type="checkbox"/> Focus Groups	Who will gather data? Cleophas Where? TBD When? April, 2010	N/A	N/A			

EOPS/CARE

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: EOPS/CARE
 Academic Year: 2009-2010
 Names of those Completing Form: Sandra McGee, Mildred Lewis, Rae Hendriksz, Lynne Williams

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT:

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
EOPS/CARE students will be able to develop education plans with the assistance of a counselor.	<p>Direct</p> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input type="checkbox"/> Observation using a rubric	<p>Indirect</p> <input checked="" type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input checked="" type="checkbox"/> Focus Groups	<p>Who will gather data? Sandra, Mildred, Susan</p> <p>Where? Workshops and EOPS office</p> <p>When? March 2010</p>	N/A	N/A	N/A	N/A

Financial Aid

**LANEY COLLEGE
STUDENT SERVICES DIVISION**



Student Service Unit: FINANCIAL AID OFFICE
 Academic Year: 2009-2010
 Names of those Completing Form: JUDY COHEN AND LAWRENCE CHAN

STUDENT SERVICES MISSION STATEMENT:

The Laney College Student Services Mission is to provide quality support services with an appreciation for diversity to be empowering students to achieve their academic, career, and personal goals.

UNIT LEVEL MISSION STATEMENT:

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
Students will save time and cut application errors by applying for financial aid on-line, using FAFSA on the Web (FOTW).	<p>Direct</p> <ul style="list-style-type: none"> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Comments <input type="checkbox"/> Instruments <input type="checkbox"/> Observation using a rubric <p>FAO will conduct data analysis.</p> <p>Extract report from SAFE FAO system for number of students using Web Application; FAO specialists will note # of corrections pending.</p>	<p>Indirect</p> <ul style="list-style-type: none"> <input type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input type="checkbox"/> Focus Groups 	<p>Who will gather data? FAO Specialist</p> <p>Where? Extract Report from SAFE</p> <p>When? Spring 2010</p>				

Health Services

Outreach Services

Student Service Unit: Outreach
 Academic Year: 2009-2010
 Names of those Completing Form: David Reed

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT: The Outreach program introduces new students to the Laney campus by providing information and referrals to academic and student support programs, and coordinates on-campus events to increase students' awareness of programs and services. The Outreach Specialist trains and supervises Student Ambassadors to assist in the coordination of these efforts.

I	II	III	IV
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)
<p>1. Student Ambassadors will be able to describe their own leadership style including areas of strength and areas needing development.</p> <p>2. Student Ambassadors will be able to create and carry out a successful self-directed outreach initiative, including an effective written proposal with a clear strategy for implementation.</p>	<p>Direct</p> <p><input type="checkbox"/> Tests, quizzes</p> <p><input type="checkbox"/> Commercial instruments</p> <p><input type="checkbox"/> Observation using a rubric</p> <p><input checked="" type="checkbox"/> Pre and Post program diagnostic evaluation</p>	<p>Indirect</p> <p><input checked="" type="checkbox"/> Surveys</p> <p><input type="checkbox"/> Student self-rating</p> <p><input type="checkbox"/> Structured / Unstructured Interviews</p> <p><input type="checkbox"/> Exit Interviews</p> <p><input type="checkbox"/> Focus Groups</p>	<p>Who will gather data? David Reed</p> <p>Where? Meetings and trainings</p> <p>When? At time of hire, at regularly scheduled meetings and trainings</p>
			<p>(Why are these results important, and how will you use them in your service?)</p> <p>Results will inform the continued development of trainings and will help identify priorities to improve services for new students.</p>

Puente Program

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: PUEENTE PROGRAM
 Academic Year: 2009 - 2010
 Names of those Completing Form: LORETTA HERNANDEZ

STUDENT SERVICES MISSION STATEMENT:

The Laney College Student Services Mission is to provide quality support services with an appreciation for diversity by empowering students to achieve their academic, career, and personal goals.

UNIT LEVEL MISSION STATEMENT:

Function as a productive member of a group by cooperating in interactive learning tasks.

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Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
<ul style="list-style-type: none"> Active participation in group work. (taking notes, choosing group roles, reporting back) Staying focused on task, and involved with group activity. 	<p>Direct</p> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input type="checkbox"/> Observation using a rubric	<p>Indirect</p> <input type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input checked="" type="checkbox"/> Focus Groups	<p>Who will gather data? Instructor</p> <p>Where? During class sessions</p> <p>When? Within the next month – March 3, 2009</p>				

Scholarship

Student Activities

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: Student Activities
 Academic Year: 2009-2010
 Names of those Completing Form: Algeria Kirven

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT:

I		II		III		IV	
Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
Student Activities will Assess a SLO related to student government knowledge of the ASLC officers.	<p>Direct</p> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input type="checkbox"/> Observation using a rubric	<p>Indirect</p> <input type="checkbox"/> Surveys <input checked="" type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input type="checkbox"/> Focus Groups	<p>Who will gather data? The Student Activities Advisor</p> <p>Where? Through email or in person.</p> <p>When? By the end of April, 2010</p>				

Transfer Center

**LANEY COLLEGE
STUDENT SERVICES DIVISION**



Student Service Unit: TRANSFER CENTER
 Academic Year: 2009-10
 Names of those Completing Form: LAURA BOLLENTINO

STUDENT SERVICES MISSION STATEMENT:

The Laney College Student Services Mission is to provide quality support services with an appreciation for diversity be empowering students to achieve their academic, career, and personal goals.

UNIT LEVEL MISSION STATEMENT:

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Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
Navigate the processes that lead to successful transfer to a four year college or university; student is able to demonstrate progress by successfully following SEP.	<p>Direct</p> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input type="checkbox"/> Observation using a rubric	<p>Indirect</p> <input type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input type="checkbox"/> Focus Groups	<p>Who will gather data? Random sampling of completed SEPs</p> <p>Where? Student Files</p> <p>How? Note and compare SEP plan courses to actual course enrollment, to ensure student is able to progress in completion of: minimum admission eligibility, transfer general education (IGETC or CSU GE Breadth) and major prep requirements.</p>	60% of the random sampling met the stated SLO standard.	When institutional research resumes standard district surveys, this data will also be incorporated in our analysis.		

**Tutoring and Academic
Support Center (TASC)**

Veterans Services

**LANEY COLLEGE
STUDENT SERVICES DIVISION**

Student Service Unit: Veterans Services
 Academic Year: 2009-2010
 Names of those Completing Form: Christina Montanez

STUDENT SERVICES MISSION STATEMENT:

UNIT LEVEL MISSION STATEMENT:

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Student Services Student Learning Outcome (What do students have to do to show that they learned your SLO?)	Assessment Method and Criteria for Success (How are you going to test or measure students' learning?)	Assessment Schedule (Who, when, where will you gather assessment data?)	Assessment Results (What did you find?)	Use of Results (Why are these results important, and how will you use them in your service?)			
Veterans services is using a SAO focused on satisfaction of services. Additional SLOs will be assessed at a later date.	<p>Direct</p> <input type="checkbox"/> Tests, quizzes <input type="checkbox"/> Commercial instruments <input type="checkbox"/> Observation using a rubric	<p>Indirect</p> <input checked="" type="checkbox"/> Surveys <input type="checkbox"/> Student self-rating <input type="checkbox"/> Structured / Unstructured Interviews <input type="checkbox"/> Exit Interviews <input type="checkbox"/> Focus Groups	<p>Who will gather data? Veterans Services staff will administer and collect data</p> <p>Where? The survey will be emailed to all veterans in the program</p> <p>When? By the end of April, 2010</p>				