

Activity Program Reports

**Program Activity Reporting Form
Template**



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**LEARNING AND ASSESSMENT COMMITTEE
STUDENT SERVICES DIVISION
ACTIVITY REPORTING FORM**

What we wanted to learn about our students:

1. What Institutional Student Learning Outcomes and/or Program Student Learning Outcomes does this project assess?
2. What is the research question investigated by this project?
3. Why is this research question of importance to the program? What background information is needed to understand the rationale for this project?

What we did:

4. How was the research question investigated? What students were studied? (If sampling was used, how was the sample chosen? Did the sample adequately represent all students in the program? Explain.)
5. Were direct, indirect, or qualitative measures used in the assessment?
 - a. Direct measures of student learning through an assessment of student work
Describe the assessment instrument, the process used for scoring student papers, and give a description of proficiency.
 - b. Indirect measures of student performance such as success rates, numbers of certificates completed, etc.
Precisely define the measure. Briefly explain how the indirect measures give information about the Student Learning Outcome.
 - c. Qualitative measures of student or faculty perception gathered through surveys, interviews, etc.
Attach a copy of the survey or interview questions. Briefly explain how the qualitative measures give information about the Student Learning Outcome.

What we learned about our students:

6. What are the findings or results of this project? Summarize the data.
7. What do the results mean? What hypothesis is the most plausible explanation for the results?

What we plan to do next to improve student learning:

8. How will the results of this project be used to improve student learning in the program? What is the plan of action? Who is responsible for implementing the action plan and what is the timeline?

**Assessment
Results and Analysis**

- Have more jobs for international student. Because international student really want to find job to improve English. That's very convenience for their studies.
- Counselors are seemingly as uninformed as students, some are negative and rude. Parking "safety officers" are also unhelpful and not necessary.
- Get rid of the bad counselors
- Would make the staff at FA office a little more people friendly. They should remember if it were not for the students they themselves would not have a job.
- Make it more systematic for international and new students to find work at the beginning.
- More communication from financial aid to students, waiting for \$.
- Change financial aid process and the current system. It takes us forever to get our checks, which we really need to keep up with school.
- Do something else for international student such as: help, career, tuition...
- To find a way to make getting financial aid more efficient and not so much a hassle.
- I would like to get FAFSA assistance.
- FAFSA
- FAFSA
- FAFSA
-
- Improve financial aid! I still haven't heard about mine and I am afraid it's going to keep me from enrolling in the spring, due to lack at payment.
- Do something about financial aid!
- Changes in FAFSA
- Change FAFSA process
- Sometimes when I came to the financial aid office, I have to wait for long time to get to my turn, meanwhile, the workers are not really pay attention to us, they work a little slow and when they are talking to each other, they stop working, they made people in line because uncomfortable.

- Financial Aid, I need my money, Thanks.
- Make the financial aid office more efficient and helpful.
- Have more African Americans help with school issues, such as transferring and financial aid and getting grants.
- Want to fast progress the financial aid
- Make the financial aid process more effective, it's terrible, I would rate it an F!
- Hire more people to process the financial aid more fast, because I heard there is only one person doing the process
- Speed up financial aid, more services/ help for financial aid
- Have a better counseling staff, every time I go in to see a counselor I get the feeling as if they could care less about my future. Half information from the financial staff which is the worst I've every dealt within my life. I had to come to this school 4 times only to be told I'm missing papers that should've been handed to me the first time around.

Other

- I don't think any change is needed.
- I think Laney College it's wonderful!
- Fix the school fee for international student, because they are not rich as you think.
- I think that Laney should employ people who speak clear English, I understand that bilingual hiring is vogue, but when I as an English speaker need a translator in order to understand and be understood in the areas of financial aid and EOPS, it is down right ridiculous, it is already hard enough to maneuver around campus without unnecessary barriers, we need more smith's Jackson's and Jones' and less Dong, Chen. Lees etc.
- Alameda counseling and admissions needs employees who care about their jobs and students.
- Make change about the financial aid.
- I would change FAFSA to make it easier so we the students can stay in school.

4/6/2010

- Admission and records behind the international office, and the employees are very rude/ and not good.