

# **Strengthening Student Success Summit**

**Student Services and Student Success**

**Assessment, Dialogue and Change**

**November 17, 2011**



Financial Aid



Student Admissions and Registration



# MERRITT COLLEGE

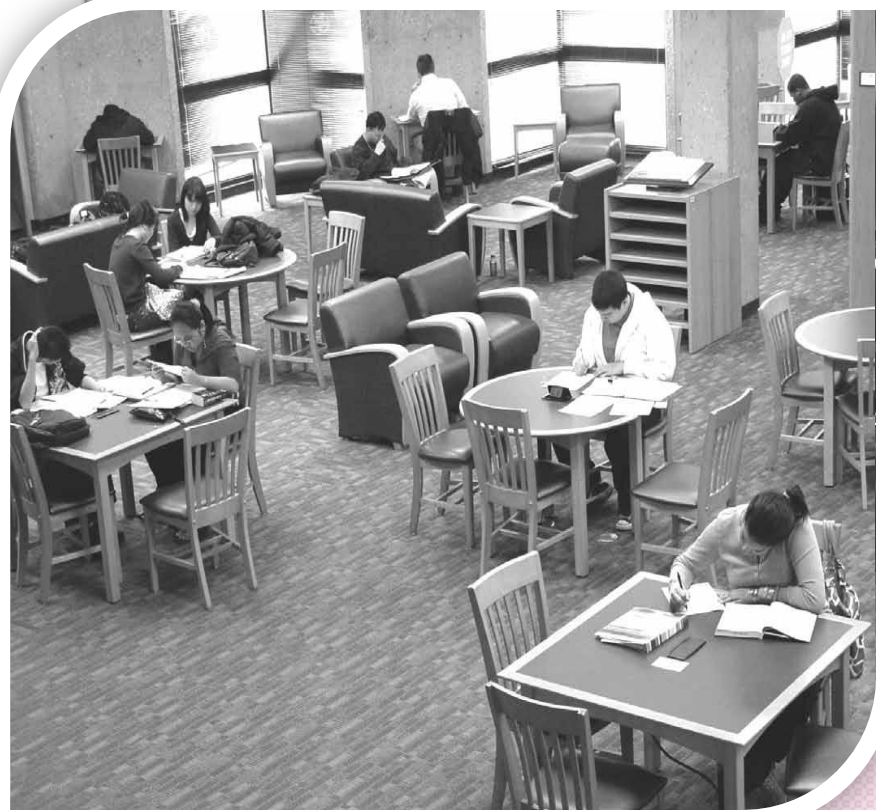




# College of Alameda



Graduation Ceremony at COA 2011





# Transition of focus of assessment to student learning

- **Shift from student satisfaction to student learning**
- **Movement away from evaluating programs by the numbers to measuring the learning that has occurred as a result of the student's involvement in the program and/or services**
- **Focuses departments to re-think their true purpose**
- **Emphasis shifts from what we do to what we want students to be able to do**

# Examples of Learning Outcomes in Student Services Areas

## ■ Athletics

- ❖ *Goal* - Assist students in becoming self-directed learners by promoting development of sportsmanship and citizenship skills
- ❖ *Learning Outcome* - Student-athletes exhibit good sportsmanship and citizenship skill

## ■ Records and Admissions

- ❖ *Goal* - Assist students in becoming self-directed learners by enhancing one-stop center
- ❖ *Learning Outcome* - Students demonstrate the ability to navigate registration processes in subsequent semesters

# Key questions while developing an assessment plan

- **What are we trying to do and why?**
- **How does my program contribute to student learning?**
- **How well are we doing?**
- **How do we know?**
- **How do we use the information to improve or celebrate successes?**
- **Do the improvements we make work?**



# RUBRIC FOR EVALUATING INSTITUTIONAL EFFECTIVENESS – PART III: STUDENT LEARNING OUTCOMES

## Levels of Implementation

- ❖ Awareness
- ❖ Development
- ❖ **Proficiency**
- ❖ Sustainable Continuous Quality Improvement

# Proficiency Level for SLOs

## ACCJC – The Revised Rubric (6/24/11)

- Student learning **outcomes** and **authentic assessment** are in place for courses, **programs** and degrees.
- There is widespread institutional **dialogue** about the results *of assessment and identification of gaps*.
- **Decision-making** includes **dialogue** on the results of assessment and is purposefully directed toward **aligning** *institution-wide practices to support and improve* student learning.
- Appropriate **resources** continue to be allocated and fine-tuned.
- Comprehensive assessment **reports** exist and are completed *and updated* on a regular basis.
- Course student learning outcomes are **aligned** with degree student learning outcomes.
- Students demonstrate **awareness** of goals and purposes of courses and programs in which they are enrolled.



# **Student Services Programs**

## **What is a Program?**

**“Student Support Programs refers to non-instructional services, such as counseling, learning resources, financial aid, tutoring, mentoring, etc., that facilitate student success and provide strategies for students to overcome the varied factors in life that may disrupt their education and reduce their success”**

# PROFICIENCY by Fall 2012

The Revised ACCJC Rubric covers 7 essential areas

- **Outcomes** and **authentic assessment**
- Widespread institutional **dialogue**
- Integrated **decision-making**
- **Resources** allocation
- **Reporting**
- **Alignment**
- Student **awareness**

# Current Status Assessment as Documented in TaskStream COA

Select Template

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At-a-Glance - Status Report



Non-Instructional Assessment & Action Planning

Legend: In Progress (Not Shared) Shared (Not Reviewed) Reviewed

Organizational Area	Standing Requirements		2009-2010 Assessment Cycle				2010-2011 Assessment Cycle				2011-2012 Assessment Cycle			
	Mission Statement & Unit Function	Outcomes	Assessment Plan	Assessment Findings	Action Plan	Status Report	Assessment Plan	Assessment Findings	Action Plan	Status Report	Assessment Plan	Assessment Findings	Action Plan	Status Report
<b>College of Alameda AMS</b>														
Student Services		Not Started	Not Started	Not Started	Not Started	Not Started		Not Started		Not Started		Not Started	Not Started	Not Started
Administration		Not Started	Not Started	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started		Not Started	Not Started	Not Started
Admissions & Records				Not Started	Not Started	Not Started		Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Articulation			Not Started	Not Started	Not Started	Not Started			Not Started	Not Started		Not Started	Not Started	Not Started
Athletics			Not Started	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started		Not Started	Not Started	Not Started
CaW/CRCs				Not Started		Not Started			Not Started	Not Started		Not Started	Not Started	Not Started
Counseling					Not Started	Not Started			Not Started	Not Started		Not Started	Not Started	Not Started
DSPS						Not Started			Not Started	Not Started		Not Started	Not Started	Not Started
Workability						Not Started			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
<b>EOPSS/CARE</b>														
Care				Not Started	Not Started	Not Started			Not Started	Not Started		Not Started	Not Started	Not Started
EOPSS				Not Started	Not Started	Not Started		Not Started	Not Started	Not Started		Not Started	Not Started	Not Started
Financial Aid						Not Started				Not Started		Not Started	Not Started	Not Started
One-Stop			Not Started	Not Started	Not Started	Not Started			Not Started	Not Started		Not Started	Not Started	Not Started
Student Leadership				Not Started	Not Started	Not Started				Not Started		Not Started	Not Started	Not Started
Student Success Learning Communities			Not Started	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started		Not Started	Not Started	Not Started
Transfer Program			Not Started	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started		Not Started	Not Started	Not Started
Veterans Affairs				Not Started	Not Started	Not Started				Not Started		Not Started	Not Started	Not Started
<b>SUMMARY:</b>	0 In Progress 17 Shared 0 Reviewed 17 Total	1 In Progress 14 Shared 0 Reviewed 15 Total	0 In Progress 11 Shared 0 Reviewed 11 Total	0 In Progress 4 Shared 0 Reviewed 4 Total	0 In Progress 4 Shared 0 Reviewed 4 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 17 Shared 0 Reviewed 17 Total	0 In Progress 11 Shared 0 Reviewed 11 Total	0 In Progress 4 Shared 0 Reviewed 4 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 15 Shared 0 Reviewed 15 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 0 Shared 0 Reviewed 0 Total

TaskStream

# Current Status Assessment as Documented in TaskStream Berkeley City College

Select Template

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At-a-Glance - Status Report



Student Services Assessment and Action Plan

Legend: In Progress (Not Shared) Shared (Not Reviewed) Reviewed

Organizational Area	Standing Requirements		2009-2010 Assessment Cycle				2010-2011 Assessment Cycle				2011-2012 Assessment Cycle				2012-2013 Assessment Cycle		
	Mission Statement	Service Area Outcomes	Assessment Plan	Assessment Findings	Action Plan	Status Report	Assessment Plan	Assessment Findings	Action Plan	Status Report	Assessment Plan	Assessment Findings	Action Plan	Status Report	Assessment Plan	Assessment Findings	Action
<b>Berkeley City College AMS</b>																	
<b>Student Support Services</b>																	
Admissions and Records			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not
Assessment & Orientation			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started	Not Started	Not Started	Not
Counseling			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started				Not Started	Not Started	Not Started	Not
EOP/CARE/C&W/CRIS						Not Started	Not Started	Not Started	Not Started	Not Started					Not Started	Not Started	Not
Financial Aid			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not
Learning Resources Center				Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not
Library			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not
PSSD			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not
Student Ambassadors Program	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not
Transfer & Career Information Center			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started		Not Started	Not Started	Not Started	Not Started	Not Started	Not
Veteran's Affairs Program			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not
<b>SUMMARY:</b>	0 In Progress 10 Shared 0 Reviewed 10 Total	0 In Progress 10 Shared 0 Reviewed 10 Total	0 In Progress 2 Shared 0 Reviewed 2 Total	0 In Progress 1 Shared 0 Reviewed 1 Total	0 In Progress 1 Shared 0 Reviewed 1 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 4 Shared 0 Reviewed 4 Total	0 In Progress 2 Shared 0 Reviewed 2 Total	1 In Progress 1 Shared 0 Reviewed 2 Total	0 In Progress 1 Shared 0 Reviewed 1 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 0 Shared 0 Reviewed 0 Total	0 In Progress 0 Shared 0 Reviewed 0 Total

TaskStream

[https://www.taskstream.com/CIPreports/report.xls?qyz=eMae5Q9LRIER399Ag7L&node\\_id=umhqhqhiz0cdza&topfolder\\_id=...](https://www.taskstream.com/CIPreports/report.xls?qyz=eMae5Q9LRIER399Ag7L&node_id=umhqhqhiz0cdza&topfolder_id=...) 11/19/2011

# Current Status Assessment as Documented in TaskStream Laney College

Select Template

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At-a-Glance - Status Report



Non-Instructional Outcomes Assessment

Legend: In Progress (Not Shared) Shared (Not Reviewed) Reviewed

Organizational Area	Standing Requirements			2008-2011 Assessment Cycle			2011-2014 Assessment Cycle				
	Mission Statement	Outcomes	Assessment Plan	Assessment Findings	Action Plan	Status Report	Assessment Plan	Assessment Findings	Action Plan	Status Report	
<b>Laney College</b>											
Student Services	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Alternative Media	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Associated Students	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Athletics	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Counseling					Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
DISPS	Not Started				Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Learning Disabilities	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Outreach	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Workability	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Student Support Services: EOPS / CAL WORKS	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
CalWORKS				Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Child Care Center Liaison	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
EOPS/ C.A.R.E.	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Financial Aid	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Student Disciplinary Grievances	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Student Services Liaison to Inst: Council	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Tutorial Services			Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Student Support Services: Matriculation	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Assessment/Orientation					Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Early Alert	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Gender Equity Program	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Graduation	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Health Services				Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Matriculation Program	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Office of the International Education Liaison	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Phi-Theta Kappa Honor	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Project Access	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Puente				Not Started		Not Started	Not Started	Not Started	Not Started	Not Started	Not Started
Scholarship Office	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	Not Started

# TaskStream AMS Guest Accounts

## Berkeley City College

Username: slo  
Password: bcc

## College of Alameda

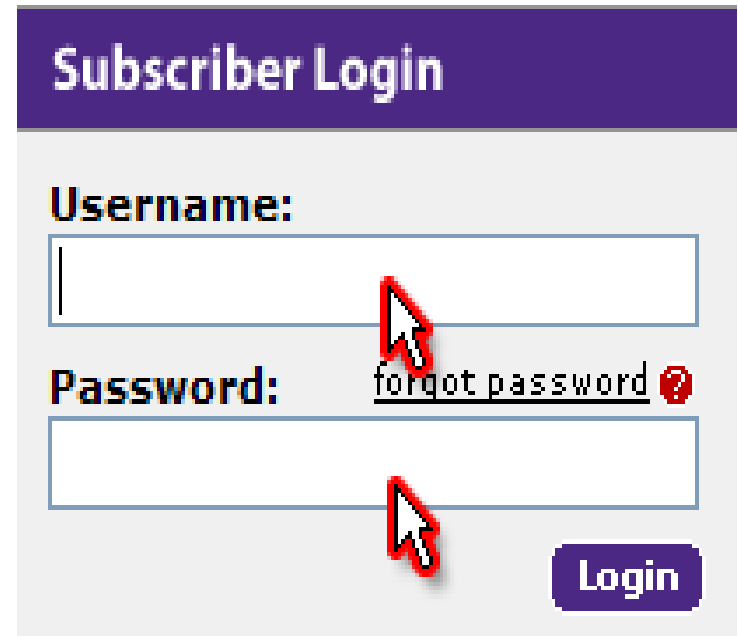
Username: GuestCOA  
Password: COA

## Laney College

Username: GuestLaney  
Password: Laney I

## Merritt College

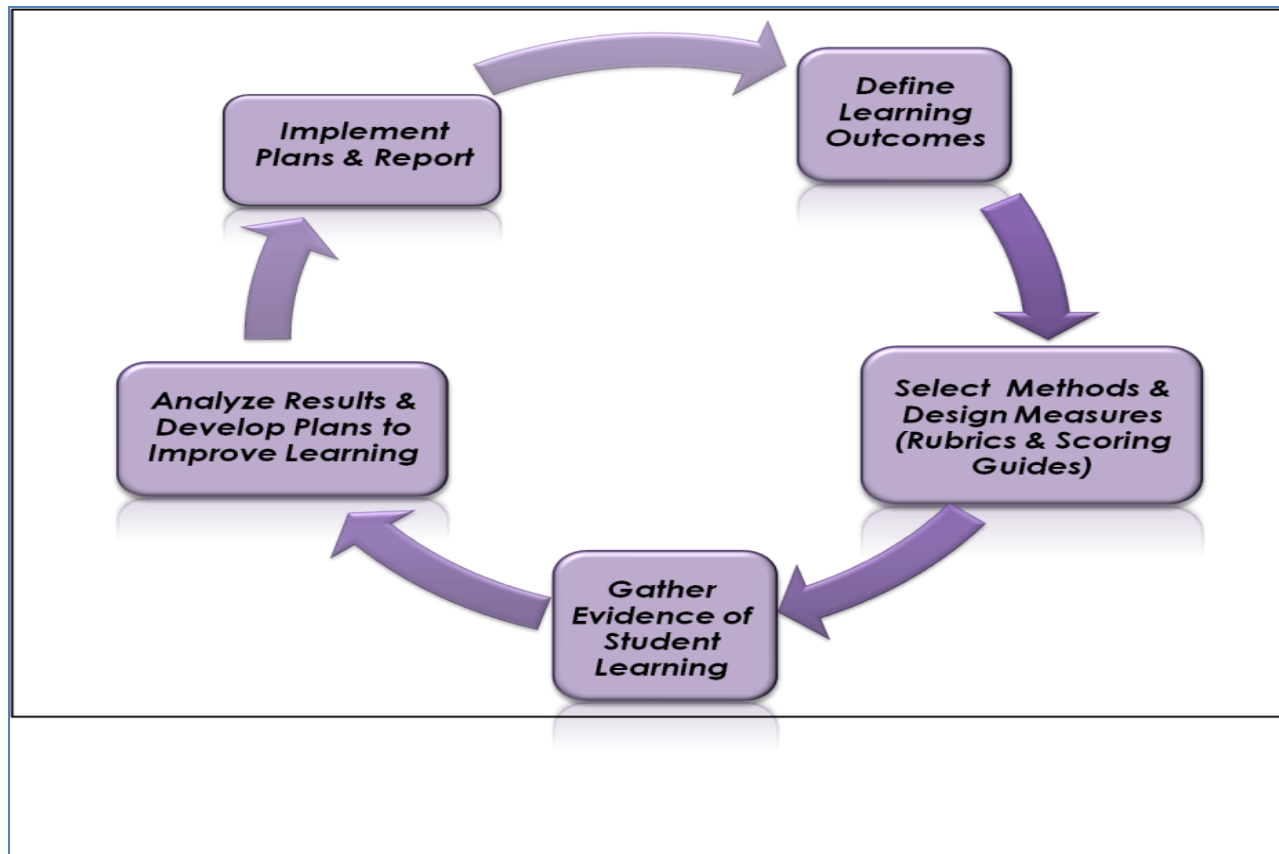
Username: GuestMerritt  
Password: Merritt



The screenshot shows a web form titled "Subscriber Login" with a dark purple header. Below the header, there are two input fields: "Username:" and "Password:". The "Username:" field is empty. The "Password:" field contains the text "forgot password" followed by a red question mark icon. A red mouse cursor is pointing at the "forgot password" text. Below the password field is another empty input field. At the bottom right of the form is a dark purple "Login" button.

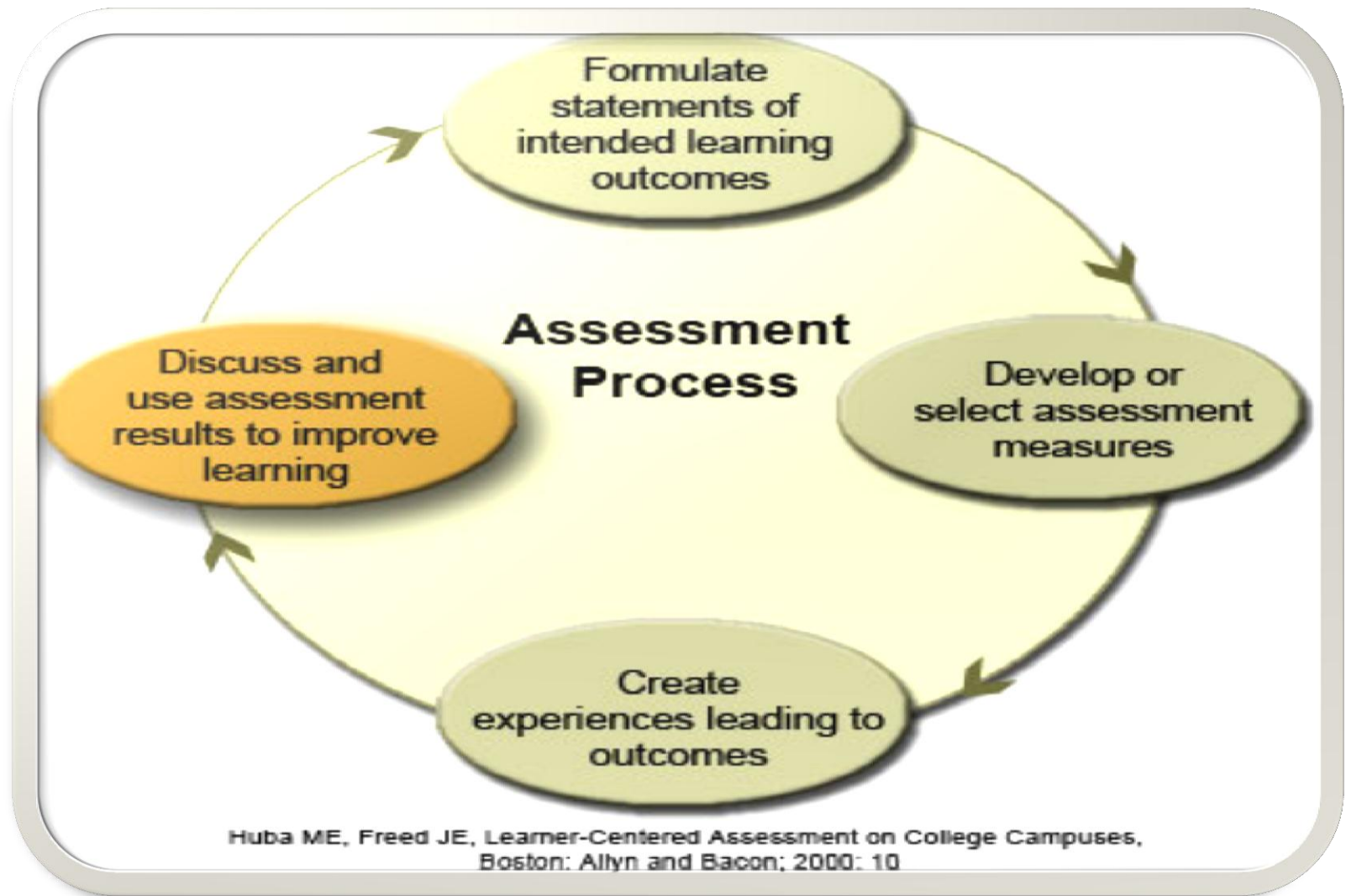


# ***CLOSING THE ASSESSMENT LOOP: THE ASSESSMENT PROCESS FROM OUTCOMES TO QUALITY IMPROVEMENT***



**James O. Nichols and Karen W. Nichols: A ROAD MAP FOR IMPROVEMENT OF STUDENT LEARNING AND SUPPORT SERVICES THROUGH ASSESSMENT**

# Learner Centered Assessment



# A Holistic Approach to Assessment

- *Develop* comprehensive and measurable outcomes in teaching, learning, and services through an approach that is easy to understand and practical to implement
- *Measure and support* student learning and services
- *Link* annual administrative and academic planning to our mission and strategic goals
- *Build* a culture of continuous improvement
- *Align* efforts in assessment between the District office and each college

## References

Angelo, T. (1995) *Defining (and Re-assessing) Assessment: A Second Try*, AAHE Bulletin no. 48.

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*Assessing Academic Programs in Higher Education*, Mary J. Allen, Anker, 2004.

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