The Student Affairs Program Review Narrative Report

1. COLLEGE: *Laney College*

Discipline, Department or Program: <u>Assessment Center/Matriculation</u>

Date: _____ **(Due by November 13, 2012)**

Members of the Student Affairs Program Review Team:
<u>Blanca Montes De Oca , Charlene Santana_____</u>

2. BACKGROUND INFORMATION

A. Describe the Unit (Program or Service Area)
   1. The History of the Unit

   The Laney College Assessment Center began after the enactment of the Seymour-Campbell Matriculation Act of 1986 during the 88-87 academic year. The Laney Assessment Center provides placement testing or English, ESL and mathematics utilizing both computer adapted and paper pencil tests. (Laney also offers the Abilities to Benefit testing for students who not have a high school diploma and require financial aid, including the ESL Abilities to Benefit test (the only Peralta College to offer ESL Abilities to Benefit test)). Abilities to Benefit testing has been suspended as of June 30, 2012 by Federal government. New student have new Orientation on website line is also provided at the Assessment Center as part of the Orientation/Assessment process. Student assessment appointments are offered year-round. Laney also special group assessments for high school students, community based organizations and off instructional programs by arrangement. Drop in assessment on space available basis with identification and admission.

   2. The Purpose(s) and Need(s) Assessed
   Need to review all the process of make an appointments for students. Training staffs and students assists on matriculation process.

   2. Current Components of the Unit

The Laney College Assessment Center provides comprehensive testing services to assess the language and mathematical abilities at the beginning of the matriculation process for students to increase the relationship between assessment, academic success and retention. The center equally provides assessment to support instructional

departments and institutional research. Within this scope, the Assessment Center provides the following:

- A testing facility that is conducive to quality environment that is clean, comfortable, quiet, and aesthetically pleasing and user friendly;
- Customer service that is respectful, courteous, and friendly as well as provides accurate matriculation information;
- Collegial collaboration with institutional faculty, administrators and learning community personnel;
- Public service by offering computer –based testing services;
- And English as a Second Language (ESL) paper only testing services.

3. Unique Aspects of the Unit (Program or Service Area)

   Assessment program is standard throughout district, have four campuses.

   B. Provide your program/service area goals and how they are measured in light of the   college's priorities and goals.

   1. How do you know that the program is meeting its goals?

   2. What are the indicators that measure your present goals?

   3. What are the expected results of these indicators?

   See Attachment A for the overview of the Strategic Priorities and Goals of Laney College.

   C. Student Demographics of Those Using the Program/Services

   1. Describe the students you serve. Who are they?
      None was provide for the Dean Vasconcellos Office.
      - By Age
      - By Gender
      - By Ethnicity

   The following link, http://web.peralta.edu/indev/research-data/documents/ will take you to data that you may find helpful as you study the overall efforts and impact of your unit.

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3. STUDENT PERFORMANCE AND FEEDBACK

   A.   How do students who receive services perform? N/A

B. How do their counterparts who do not receive services perform? N/A

C. What do students have to say about student services? (reference CCSSE Reports 2007 & 2009 as well as other surveys of students)? N/A

D. Have you used statewide or national assessment instruments to assess your program? N/A

The following link, http://web.peralta.edu/indev/research-data/documents/, will take you to data that you may find helpful as you study the overall efforts and impact of your unit.

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4. SERVICE AREA OUTCOMES

A. What steps has the department taken to incorporate service area outcomes (SAOs) in your department?

B. What steps has the department taken to assess the service area outcomes (SAOs) in your department?

C. How are the SAOs mapped to the college's Institutional Learning Outcomes? If you haven't done so already, what is the plan ?*(See Attachment B for copy of the Laney College Institutional Learning Outcomes, ILOs, and Attachment C, The Service Area Outcomes Task stream Update*

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5. PROGRAM EFFECTIVENESS
(How do you know that your program/service area is effective?)

A. Describe the interdepartmental or inter-program or campus level collaboration

Admission and Record
   Welcome Center
   Counseling Dept.
   EOPS
   Cal Works
   DSPS
   Athletics
   High School
   Special program on Laney campus
  Help all new students that come to campus every semester

B. Describe the quantity (frequency of use) of programs and services delivered (student use of services and student engagement)

All year around the service is offered. High use for Registration Spring, Summer and Fall.

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6.   RESOURCES - Describe the Current Resources of the Unit

A. Describe your current level of staff, including full-time and part-time faculty, classified staff, and other categories of employment.

Since 2010 the Assessment Center has lost one full time position, and two student Aids. It has impact the amount student we testing and services for appointment and referral to counseling department

B. Describe your current use of facilities and equipment.

Assessment Center has 48 computers Lab for testing, one computer for the Proctor who in the session. Welcome Center, two computers for Appointment for new students

C. Are the human and physical resources, including equipment and location, adequate for all the services offered by your department (or program)?

D. What are your key staffing and facilities needs for the next three years? Why?

Increase more testing session. Need full time clerical II to input data and make appointment.

E. If your department experienced a reduction in resources, describe the impact of that reduction on the overall quality of your unit and the College.

We have been reduction by testing session and one staff. There is less testing day and fewer classes available. Not be able to answer phone and make appointment on the phone with student call in.

F. How does the department plan to sustain the quality services offered through your department in the current environment of reduced resources?

Student Personnel Services Specialist and Clerical II trying to keep up with all new students input for data collection. All file of

G. What does the department recommend that the college do to maintain quality programs and services?

More assist with Web suite and Orientation. Input of data maintenance of the database such as Sars (appointment grid) Testing Compass.

H. Please provide any other recommendations and priorities. *(Use the appropriate request forms within Attachment D.)*

- Restore clerical II 1.0 (must be Database input and keeping report in order and file update)
- 2-3 Students Aide
- Updating computer lab new computers
- Software Dragon speaks for writing report and email.A toolfor communication.

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7. ACTION PLAN

A. What are the future needs of the program?
Need more communication with Counseling Department and Matriculation committee to meet on this at college.

B. Describe the future goals and methods of assessment of the program, including Service Area Outcomes.

C. What are the strategies and actions to be taken by the department over the next three years to strengthen the program and meet the strategic goals of the program and the College?

D. Identify the resources needed by the department in order to address issues resulting from the program review.

Mildred,
1. Change test instruments in the near future all community College will use same one.
2. Orientation on line and database need to be address and training for me.
3. Training the student ambassadors need on SARS grid for appointment.
4. Budget for ESL readers??? Such come Matriculation
5. Training on DSPS
6. Basic supplies budget to include Testing Units and licenses
7.