

## Spring 2016 Administrator SAO Meetings & Discussions

Meeting	Attendees	Discussion/Outcome
5/11/2016	College Managers Meeting: Norma Ambriz-Galaviz (President), Arnulfo Cedillo (VPI), Tina Vasconcellos (Div I Dean), Rosemary Delia (Div II Dean), Lilia Chavez (Dean, Special Projects and Grants), Samantha Knappenberger (Researcher), Clifton Coleman (Assessment Specialist), Stefanie Harding (President's Staff Assistant), Berenise Herrera (President's Exec Assistant)	Discussed status of SAO and PLO assessments. Discussed importance of supporting PLO assessment and continually assessing SAOs. SAO assessment template was presented. It was decided that each administrator would meet with Clifton Coleman to review assessments and enter into Taskstream.
5/23/2016	Arnulfo Cedillo (VPSS), Clifton Coleman (Assessment Specialist)	Discussed results and action plans, suggested that results contain further data and reflection meeting criteria for success; finalized status update
5/23/2016	Denise Woodward (Div I Staff Assistant), Clifton Coleman (Assessment Specialist)	Denise and Dean Vasconcellos met to review results of recent student and faculty/staff survey. They came up with action plans. This meeting reviewed setting benchmarks, reflection of results, and Taskstream. Denise plans to ask for recalculated results as the results received did not add up to 100%.
5/24/2016	Jeffrey Lamb (VPI), Clifton Coleman (Assessment Specialist), Jane Fong (Scheduler), Tony Hampton (IT staff), Patricia Rom (IT staff)	Discussed results and actions from three SAOs. Reflected on the results as a group. Discussed better ways to gather information. Discussed action plans for summer 2016, fall 2016, and spring 2017. Follow-up meeting will reexamine SAOs.
5/26/2016	Dettie Del Rosario (Director, Business Office), Ron Perez (Staff Services Specialist), Clifton Coleman (Assessment Specialist)	Business Office regularly conducts meetings to create surveys, discuss survey results and process improvement. Reviewed action plans action plans. Discussed aligning future surveys with SAOs. Elaborated on Action Plans and reflection of results.
5/26/2016	Rosemary Delia (Div II Dean), Sara (Career Pathways Trust Project Manager), Clifton Coleman (Assessment Specialist)	Reviewed SAO template and reporting in Taskstream. Dean Delia had discussed results with staff and come up with action plans. Discussed formatting and elaborating results

The mission of Merritt College is to enhance the quality of life in the communities we serve by helping students to attain knowledge, master skills, and develop the appreciation, attitudes and values needed to succeed and participate responsibly in a democratic society and a global economy.

		reflection.
6/9/2016	Robbie Kunkel (Dean, Academic Pathways and Student Success)	Robbie is a new dean. Discussed Merritt's assessment processes, status of SLO, PLO, SAO and ILO assessments. Trained on Taskstream and reports.
7/19/2016	Administrator Retreat: Marie Elaine-Burns (Interim President), Jeffrey Lamb (VPI), Arnulfo Cedillo (VPSS), Tina Vasconcellos (Div I Dean), Rosemary Delia (Div II Dean), Robbie Kunkel (Dean, Academic Pathways and Student Success), Lilia Chavez (Dean, Special Programs & Grants), Herb Kitchen (Interim Director of Student Activities), Samantha Knappenberger (Researcher), Clifton Coleman (Assessment Specialist), Stefanie Harding (President's Staff Assistant), Berenise Herrera (President's Exec Assistant)	Dean Vasconcellos and Clifton Coleman reported on current status of learning assessment, acceleration plan, new assessment calendar, and successes/challenges; provided template for administrators to fill out. Administrators met in groups to discuss ways that they can better support assessment across the college. Ideas were discussed as a group. These will be discussed further and some will be added to assessment calendar. <a href="#">See Managers Retreat Outcomes Assessment Session Agenda, Administrator Plans of Action 2016-2017</a>
7/28/2016	Academic Deans Meeting: Jeffrey Lamb (VPI), Rosemary Delia (Div II Dean), Siri Brown (Interim Div I Dean), Clifton Coleman (Assessment Specialist)	Reviewed current status of assessment, reviewed ideas from managers retreat and further discussed supporting assessment, successes/challenges and activities to support assessment. Reports were provided from Taskstream on assessment results. Discussed how to provide results in a meaningful way to chairs/faculty. Also reviewed best practices for writing SLOs.

The mission of Merritt College is to enhance the quality of life in the communities we serve by helping students to attain knowledge, master skills, and develop the appreciation, attitudes and values needed to succeed and participate responsibly in a democratic society and a global economy.

## Clifton Coleman

---

**From:** Marta Zielke  
**Sent:** Tuesday, March 15, 2016 11:40 PM  
**To:** Merritt-FAS  
**Subject:** Weekly assessment example - Student Services  
**Attachments:** SLOAC.ASSESSMENT-PLAN.AdmissionsSLO1.docx

Dear all, your SLO Coordinators team has been emailing every week an example of a well done SLO. This week it's my turn to provide you with an example of a completed SLO/SAO from Student Services.

Please find attached an SLO from the Admissions and Records Office. They are working hard on looking at ways to improve services to help students who do not know how to apply to college or who face challenges when attempting to navigate the online application process.

Marty Zielke, M.S., Ed. D.  
Merritt College counselor/Centro Latino coordinator  
12500 Campus Drive, Oakland, CA 94619, Bldg. R, room 105-B  
(510) 436-2529, [mzielke@peralta.edu](mailto:mzielke@peralta.edu)

## Clifton Coleman

---

**From:** Marta Zielke  
**Sent:** Monday, June 20, 2016 11:09 PM  
**To:** Norma Ambriz-Galaviz; Arnulfo Cedillo; Lilia Chavez; Jeffrey Lamb  
**Cc:** Jennifer Shanoski; Clifton Coleman; Minh V. Dao; Claire Crosetti; Angela Khoo; Judith Adams; Rachel Ellis; Jon Murphy; Maria Spencer; Tanya Ilarde; Charity Clay  
**Subject:** Update on Outcomes Assessment of Student Services  
**Attachments:** SLOAC. StuSvcsOutcomes. Update06.20.2016.docx

Dear administrators, as I mentioned during a recent meeting with President Ambriz-Galaviz and Dr. Lamb, I would like to provide you with an update of the status of Student Services SLOs and/or SAOs as of today: 06/20/2016 Attached is a list of all the programs I refer to in the body of this email.

- a. There were 16 programs in Student Services that needed assessment at the beginning of Spring 2016.
- b. Sankofa is a program I have chosen to not enter in Taskstream. The reason I decided to not include it in this academic year outcomes assessment is because the program started to fully function only this semester (Spring 2016). If their outcomes were to be entered they would show as incomplete because the program planned all along to provide data after a year of operating as a full- fledged program. I believe we need to allow the program this semester to settle itself and discover how to navigate Merritt college's culture successfully.
- c. There were 8 programs missing information in Taskstream at the time of my meeting with Dr. Ambriz-Galaviz and Dr. Lamb on 06/16: Assessment, CalWorks, Centro Latino, Counseling, EOPS/Care, Health Center, Orientation and Transfer Center. I worked with all those programs during last semester and this one on researching, discussing, deciding and entering missions, outcomes and methods to measure the outcomes. Most programs were in the process of gathering or compiling data when I was off work. The delay in entering data is partly caused by my two-week absence for major surgery. My work simply piled up for two weeks.
- d. During the meeting I said there were 4 programs that would be ready by today 06/20. I was actually able to meet with 5 programs to review the results, discuss the meaning of them and decide on next steps/actions that could be taken moving forward. Those programs are marked in Orange. Those programs are Assessment, Centro Latino, Counseling, EOPS and Orientation. There is a 6th program with whom I could not meet, but whose program head entered the outcomes assessment information in Taskstream today. That program was Transfer and has also been marked in Orange.
- e. That leaves only 2 of the 8 programs pending for information. Those are marked in light yellow. I am meeting with one of them tomorrow June 21st. That is the Health Center. Jon and I worked on his SLOs/SAOs before, he now has the data compiled and should take about 30 minutes to enter the results, discuss them and summarize the action plan. I am planning on meeting with the last program (CalWorks) by the end of this week. Claire and I have met innumerable times to discuss SLOs/SAOs. She, like others, was in the process of compiling data at the time of our last meeting.

I believe this summary should serve as documentation of how Student Services has steadily moved forward in the assessment of their role in our students learning.

Sincerely,

Marty Zielke, M.S., Ed. D.  
Merritt College counselor/Centro Latino coordinator  
12500 Campus Drive, Oakland, CA 94619, Bldg. R, room 109-K  
(510) 436-2529, [mzielke@peralta.edu](mailto:mzielke@peralta.edu)

## Division I

### SLO Assessment Coordinator Work Plan Spring 2015

DATE	WHO	TOPICS	FOLLOW-UP
Standing bi-weekly	SLOAC committee	Every other tues 1-2:30	Standing
Standing bi-weekly	SLOAC Coordinators	Every other Fri 2-3	Standing
9/30 2 hours	Susan and Ann	Departmental structure and SLO history	Map out departments
10/24 5 hours	Susan	Checked SLO completion for various disciplines and sent letters.	Task needs to be completed.
10/30 4 hours	Jason Seals, Susan, Ann	AFRAM meeting: Discussion of all areas of the program outcomes. Identification of the Activism SLO that runs throughout the major as focus for PLO assessment. Possibility of a service learning component to implement the Activism outcome and provide more consistency and cohesion to the program.	Jason will follow up with Siri Brown, co-chair of AFRAM. Susan will send meeting notes to Jason, Siri, and Ann Susan and Ann will schedule another meeting in about 4 weeks. Request was sent on 12/2. No response.
4 hours	Susan and Ann	Create to-do list for next several weeks with weekly check-in	Ann and Susan meet every Friday to update and strategize.
11/2/15 2 hours	Susan and Beth Maher (ESL) phone and email	Discussion of how to re write SLOs for the ESL course that is contextualized with CHDEV.	Beth will look at my examples and revise the remaining SLOs, and develop assessments.
1 hour	Susan	Assessment of the week selected and sent out. Update faculty emails conversations	Response from Beth 11/10 with new SLOs Next due 11/23nd assessments.
11/3 1.5 hours	ADJUS meeting: Elaine Wallace, Margaret Dixon, Susan, Ann	ADJUS program outcomes- map the ADJUS 22 (Concepts of Criminal Law) as the course most often taken among all majors and that is offered every semester. Assessment strategy discussed- students write drafts of the 5 sections of a group paper that are anonymous (coded to phone numbers) and are read and revised in groups. Follow up meeting TBA.	Send meeting notes, SLO form, PLO form, ILO rubric to Elaine and Margaret Wrote to Margaret, cc to Elaine and Ann asking if it's OK to write to faculty and ask them to write just the plan part for SLOs to be Assessed next semester.
2 hours	Susan	Followed up ADJUS with meeting notes. Program assessment:Set goals for ADJUS SLO/PLO/ ILO. Follow-up emails with materials for ADJUS	Margaret submitted Assessment Plan to Jennifer. Does not include PLO assessment.
11/6/15/15 4 hours	English SLO/Communication ILO meeting: Todd Johnson, Isela Santana, Susan, Ann	Summarized SLO assessment- incomplete in English, Humanities, Spanish,, Philosophy and ESL. Responsibility assigned.  Update chart/ assigned responsibility	Follow up during campus-wide ILO meeting on 11/13. Todd and Isela will attend and encourage other English faculty And English department

1.5 hours	Susan, Ann	(attached).	meeting on 11/20. Susan created chart of SLO assessments to date. Continue to update as steps are achieved.
2 hours	Susan	Work on chart completion	
11/8/15 5 hours	Email dialog: Susan with Beth Maher and Haneefah Shuaiub-Peters re ESL SLOs. Susan provides sample SLOs that focus on ESL outcomes while remaining contextualized in CHDEV terminology and language conventions.	Email to all faculty who need to complete SLOs and all programs re PLOs/ Updated charts. Work on completion table, email with faculty, ESL/CHDEV	
11/9 1 hour 1 hour 1 hour (Drop-in hour/workshop)	Susan, Ann Susan, Herman Lee Susan, Margie	Library meeting Meeting afterwards to update chart and discuss next steps discussion of assessment in badminton discussion of assessment to match SLO in Child Development	Send summary of library meeting Set new meeting 12/14 after ILO meeting Susan-follow up with Herman later in month. Herman completed SLO assessment on 11/20. Will meet with Susan again on 12/1 at 6 PM.
11/10 2 hours	Susan	Email, etc.	
11/12 1 hour	Susan, KIN: Inga, Keenan, Sue, Brock,	Explanation of assessment: plans, assignment, criteria, findings	Individual follow-up w/faculty
11/13 2 hours 1.75 hours	Susan, Elaine Wallace, Hillary Altman, Marty Zielke: Susan, Rosa Perez,	ILO lunch: Discussion of Communication ILO assessment in Administration of Justice, Communications, English and Counseling. Discussion of joint assessment of SLO for learning community. Both English 1A and Counseling 24 have SLOs related to students' building community, accessing support services, and reaching their academic goals. Development of possible assessment.	Follow up by conducting Communication ILO assessment with classes. Touch bases with Elaine about Philosophy of Justice SLO assessment.
11/15: 10-2 PM	Susan	Follow up and email with faculty	Ongoing
11/16 5:30-6:00 6PM-8PM	Susan, Sue Valentine, Yoga instructor Susan, Keenan McMiller, Basketball instructor	Discussion of SLOs for Yoga; for example, the sun salute and assessing the accurate performance Discussion of Basketball SLOs and descriptors for correct performance of a chest pass. Development of budget item.	Susan will check in with both faculty Keenan completes SLO assessment for all 3 SLOs
11/17/15 1.5 hours	Susan, Ann SLO meeting 1:00-2:30		

2 hours	Susan, Update charts 2:30-4:30		
11/18 1.25 hours	Susan, CHDEV meeting: Christine Olson, Jennifer Britta, Susan	Discussion of assessments that match SLOs for all Child Development classes.	
11/20 4 hours	Susan, Ann, Isela Santana, Todd Johnson, Ann Elliott, Georgie Ziff, Thomas Hart, Chriss Foster, David Goldweber, Lysie Falco.	English Assessment meeting: Faculty discussed SLOs at each level of the writing/reading sequence. Schedule for completing assessment at each level discussed. Faculty teaching English 252 decided to eliminate SLO #4 (percentage of improvement of language knowledge errors) because it is covered in another SLO (#1).	Follow through to see that assessment has begun.  Complete to-do list.
2 hours	Susan. Ann	Meeting to update to do list.	
11/23/15 2 hours	Susan, Clifton	Work out some revisions of SLOs and/or assessments for noncredit CHDEV/EDL program. Write PLOs for 2 noncredit certificates that are pending approval.	We submitted them to faculty for approval. Response received on 11/24. Beth Maher approved.
1.5 hours	ADJUS meeting cancelled. Susan and Ann plan other contacts.		
1 hour	Susan, Laura Cheng discuss SLOs and assessment for CHDEV 54A	Mismatch between assessment and SLO for SLO #1. How to expand the assignment to include the full range of principles, theories and methods described in the SLO.	SLOs 2 and 3 are great. SLO 1 will be revised by Laura. Susan will review/
11/24/15 1 hour	Susan, drop-in hour. No faculty attended (Tues before Thanksgiving)	Edited SLOAC minutes 10-6, 10/13 and 11/12.	Rescheduled appointments.
11/29 7 hours	Susan. updated chart Created table.	Assessments email to Laura Cheng revising Sent comprehensive email to Music after reviewing TS material. Sent updates to Humanities, ADJUS,	
11/30 3 hours 2 hours 2 hours	Susan updates chart Susan, Ann Ann, District meeting	Placement assessment and student survey to assess students' awareness of and access to academic support services.	Write summary for English department members.
12/1 4 hours	Susan, Sue Valentine; Herman Lee, Mario Rivas, Martha	Assessing SLOs in yoga involving complex poses and sequences; developing a rubric for badminton; mapping course SLOs to PLOs and ILOs; assessing SLOs in Horticultural Drawing.	Follow up: data entry for Sue Valentine. Check on SLOs in TS for Herman. Find out how to map for Mario.
12/02/16 1 hour	Ann, Larry Long in Philosophy to review assessment plan	We discussed how the assessment wasn't aligned with the SLO and both agreed that the SLO is badly written and not possible to assess and that Larry would complete the assessment and in the action recommend that the SLO be revised.	Ann will enter the completed assessment into tsk team.
12/2	Susan, Julieta Zuniga;. Isela Santana	SLO assessment for Spanish 1 Discussion of placement assessment	Susan will enter completed SLO

2 hours			
12/3 2 hours	Susan, Attend District meeting on changes in placement assessment/survey.	survey on "consequential validity" of placement assessment; request additional info from AVC Adele Esquila-Swinton.	Review additional info about new placement assessment process.
12/4 2 hours	Susan, Sheila Metcalf-Tobin, Jayi Thompson  Susan, Jayi Thompson, Hilary Altman, Ann,	Assessment in horticultural drawing: Sheila shared a rubric.  Music, Communication SLO and PLO assessments	Susan will request Communications Assessment Plan.  Hilary will participate in 12/14 ILO assessment meeting.
12/5 1 hour 3 hours	Susan and Ann meeting  Ann, District meeting with Nathan, Jerome, Adele, and others	wrote summary of District placement assessment and student survey meeting. Requested additional info and sent to English faculty.	Nathan from District will contact chairs.
12/7 1 hour  1 hour	Susan, Ann, Recommendation 6 Meeting  Susan, Drop-in hours in L132	  Susan: no faculty came in but did some data entry	Ann and Susan were assigned sections of the response to draft by 1/3/15
12/09 1 hour	Ann, meeting with music instructor Janice Lee	Revising assessment results and actions in music to clearly tie budget =requests to needed improvements	Ann and Susan will follow up in spring to see that changes were made
12/14 2.25 hours 2 hours	Susan, Ann, ILO Meeting.  Susan, Wrap-up meeting with library	A partial rubric for mechanics was developed for Communication ILO.  Merritt College Library <b>Introduction</b>  Discuss SLOs an assessment plans	Library staff will carry out assessment plan.
12/15 1 hour	Susan, Ann, Rec 6 meeting	Rec 6 confer with Jennifer/Tina will revise partners. Christine Olson discussed the role of CHDEV's advisory board and assessment of the job market in PLO development for each certificate.	
12/16 2 hours 1 hour	Susan: Developed response to Margaret Dixon's proposed assessment plan  Susan, Ann, revised response	Efficacy of restarting assessments begun in 13-14. Best to go forward with plan involving faculty in assessment of two SLOs each. PLO assessment: update Elaine's plan to assess Communication in ADJUS 22,	Susan send letter to Elaine, Margaret.  Susan consult Jenny Briffa on board minutes/agendas for evidence of PLO



## Division II

### SLO Assessment Coordinator Work Plan Fall 2015

DATE	WHO	TOPICS	FOLLOW-UP
Standing weekly-Tues	Workshop in L 132	Tues 12-1	standing
Standing bi-weekly	SLOAC committee	Every other tues 1-2:30	standing
Standing bi-weekly	SLOAC Coordinators	Every other Tues 1-2:00	Standing
Standing weekly	Data entry for SLO/PLO submitted via email for Div II	Average of 4 hours/week	standing
10/22	ML Zernicke	Nutr PLOs and SLO's	Update Nutr 10 assessment plans, ML to complete DM PLO's and Nutr 30. We will meet again in 1-2 weeks to review
10/27	Jennifer Yates: Rad Sci	PLO and SLO's	PLO data for last year entered, final step still needed. JY will complete by 10/30. She is working on her SLO's - f/u in 2-3 weeks for update
Emails	CIS department	Arrange a meeting to address 0% SLO's assessed	Awaiting summary from M. Perez for possible dates/times to meet.
Emails	MedAs, Nursing, Business	Meetings arranged to work on entering assessment	All meeting scheduled for this week or next.
Emails	BioSC, Bio, RadSc, Math, Bus	Emailed 17 individual instructors teaching this semester with SLO's due	Will f/u in 2-3 weeks for updates
10/29	Grace-MedAs	SLOs and PLOs	She will complete at least 1 slo per course and email template to me this weekend to enter. She will discuss with her adjunct re: their courses and goal of at least one slo completed. Aware that adjuncts can receive stipend.
10/29	Fereshteh Mofidi-BUS	SLOs for BUS 2, 5, 10, 50, 70	All steps completed for 4 out of 5. Will f/u with her end of semester for results for BUS 10 and action plan to be entered.
10/29	Hank Fabian BIOSCI	SLOs for histology and microscopy reviewed. BIOSCI needs slo's entered from cnet	I will enter slo's for BIOsci 9, then alert Hank. He will develop assessment plans with faculty for boil 60D, biosci 3, 9, 16, 55 and email templates to me. F/U with him end of semester for results for 55 as plan was entered today
11/12	Guy Forkner and Carl Ogden	PLOs and SLO's	We started one PLO and reviewed all courses that needs SLO's assessed. Scheduled f/u meeting for next week to develop and input assessment plans.
11/12	Grace- MedAs	PLO's	Process reviewed, she will complete PLO's and f/u with faculty for course SLO's

Emails	CIS, NURS	Attempts to schedule meeting time for PLO and SLO's	
Emails	C.Curley- BIO	SLO	She completed all steps with email assistance. Courses SLO's complete
11/13	CIS program	PLOs and SLO's	Identified two PLOs and staff identifying SLOs and methods. F/u after 12/10 for data.
11/12	ML Zernicke	Nutr SLO's and PLO's	Updates entered, reviewed Nutr 10 and DM PLO's
11/17/15	Guy Forkner, Carl Ogden	Plos and SLOs	Completed two PLO's and 5 SLO's. Will need to f/u for additional support
11/24	Guy Forkner, Carl Ogden	Plos and SLOs	Finalized 4A, 14 with last steps, added 1 PLO for each of 3 business programs. F/U with Guy end of semester for results/action data for each PLO and 2A.
11/24	Emails with nursing	Donna and Dawn	Nurs 11- change assessment plan as wasn't actually done ??
11/24	Email Joanna Ratkovich- BUS	7A, 7B, 3 real estate	B should be shelved, asked her to complete 1 SLO for other two.
12/1	J.Hollister, J.Yates	PLOs Slos	On track and independent!
12/4	Hank Fabian, Ron Felzer	Bio65B, BioSci 0Bio 60D- completed one full slo cycle. Nat History CP- completed one full PLO cycle	Will need to follow up each semester with reminder to complete at least one SLO/PLO
12/4	Zal Phiroz	SLOs for CIS 234A, 234D, 234E	Completed one full cycle for each for 15-16
12/8	T.Hart ENG	SLO's for 252 and 5	He will complete final slo for eng 5 and request stipend
12/11	Donna Ervin	SLOs for NURS 11, 260A	Completed full cycle for 1 slo in each course. Made apt for beginning of next semester to clean up slos (decrease #) and develop assessment plans for spring
12/14	Nancy Ceridwyn- ENVMT	SLO and PLO's	Reviewed PLO's for 3 programs. One to be shelved, one to be rewritten, one needs to be added to TS. Emailed Clifton for help. She will refer other faculty to me for SLO revisions
12/14	Zal Phiroz	CIS 234D	Added SLO's from CNET to TS. No data to enter as is summer course. Emailed Clifton re: shelve until then?
12/18	Shabaz Shabazi	Econ/Bus SLO's	He will revise his plan and send over the break.

## Division II

### SLO Assessment Coordinator Work Plan Spring 2016

DATE	WHO	TOPICS	FOLLOW-UP
Standing weekly- Tues	Workshop in L 132	Tues 12-1	standing
Standing bi-weekly	SLOAC committee	Every other tues 2:00-3:30	standing
Standing bi-weekly	SLO Coordinators	Every other Fri 2:00-3	Standing
Standing weekly	Data entry for SLO/PLO submitted via email for Div II	Average of 4 hours/week	standing
1/11/16	Deans, JS, CC, AE, MZ	PLO plan for semester, interdisciplinary degrees, \$ awarded to good assessment examples	Flex day mtg, feb mtg, interdis mgt all scheduled
2/25	Grace Idowu	SLO/PLO data for PR	
2/25	Carl, Guy	Complete SLO/PLO	Done
2/25	Fereshteh Mofidi	SLO/PLO data for PR, enter data from last semester, develop PLO plan for this semester	f/u end of semester for PLO data
2/18	Ruhina Najem	Course SLOs	f/u end of semester for data
2/16	Joint division mtg	PLO assessment plans	f/u with each
2/16	Nursing	PLO assessment plan	f/u end of semester for results
3/1/16	Courtney Brown	CIS SLO's rewrites prior to CIC meeting	
3/1	Hank Fabian- BioSci	PLO and SLOs entered	f/u end of semester
3/3	ML Zernicke	DM PLO's	She will complete

## Student Services

### SLO Assessment Coordinator Work Plan Fall 2015

DATE	WHO	TOPICS/ACTIVITY	FOLLOW-UP/ACTIONS
<b>SEPTEMBER</b>			
09/15		SLOAC Coordinators meeting	
09/22		SLOAC Coordinators meeting	
09/29	EOPS	Discuss current SLOs	Type revisions on word document, obtain ok from program; data entry into Taskstream
<b>OCTOBER</b>			
10/02	Calworks	Meeting to review current SLOs Craft new SLOs#2 & #3 Create new assessment methods	
10/06		SLOAC Coordinators meeting	
10/06	CalWorks		Type new assessment process in word; obtain program's permission and enter in Taskstream
10/13	Admissions	Review current SLOs Discuss Actions and status for SLO #1. Brainstorm modifications	
10/16	Admissions	Discuss Actions and status for SLO #2. Brainstorm modifications	
10/20	AFR-Q#6	SLOAC – Accreditation Follow-up Response Team-Q6 meeting	
10/20	Admissions	Revise entire assessment cycle for SLO #1	
	Admissions		Type on word document corrections to SLOs #1 & #2
10/23		SLO 101-WASC training	Attended conference at Mills College
10/26	EOPS	Discuss revised assessment entered in Taskstream. Design instrument to measure SLO #2	
10/30	Veterans	SLOs of other PCCD campuses and nearby CCs.	Search online and prepare summary for dean.
10/30	ASMC	Meeting to discuss current SAOs.	
10/30	Admissions	Instrument to assess SLO #1 (survey)	Finalize design, type and email to VC for approval
<b>NOVEMBER</b>			
11/02	EOPS	Check in with EOPS. During program meeting they decided SLO#2 is unrealistic. Brainstorm modifications.	
11/03	Coun 203	Coun 203: Discuss with instructor (Derrick) basics of SLO assessment. Craft SLOs and enter in Taskstream.	
11/06	ASMC	SLO Workshop/tutoring L-132. Meeting with Dr. Chavez to discuss data gathering strategies	
11/10	Coun 224 Coun 30	SLOAC Coordinators meeting Discuss with instructor (Roniqua) basics of SLO assessment Discuss with instructor (Allen) changes to SLO assessment for Coun 30	
11/13		SLO Workshop/tutoring L-132. ILO mapping: assist faculty during Dr. Shanoski workshop	
11/16	FYE DSPS Orientation	Meeting with coordinator to discuss basics of SLO assessment and brainstorm ideas of meaningful SLOs for FYE. Discuss SLOs currently in Taskstream, request access for new coordinator. Discuss basics of SLO assessment	
11/17	FYE Veterans	SLOAC Coordinators meeting. Open Taskstream account for new coordinator. Enter Veterans SAO/SLO in Taskstream	
11/20	Assessment	SLO Workshop/tutoring L-132. Discuss basics of SLO assessment and Assessment's SAO/SLOs currently in Taskstream. Brainstorm ideas of additional sources of	

		information and different SAOs that could demonstrate need for an assessment center including an assistant.	
11/22		Enter modified SLO information for EOPS, DSPS and CalWorks. Review programs to find examples for well done and faulty SLO assessments	
11/23	FYE Health Ctr.	Continue discussing SLOs and potential methods to gather data Review information currently in Taskstream. Brainstorm modifications.	
11/24		SLOAC Coordinators meeting. First meeting with with Financial Aid. Review what is currently in Taskstream. Brainstorm what could data (results) mean and potential changes to SLOs.	
11/25		Enter FYE SLO drafts in Taskstream	
12/01	FYE	Refine FYE SLOs. Review existing surveys and data to decide on methods to assess them. Begin work on PLOs. SLOAC- AFR, Q.#6 meeting	
12/02	Fin Aid	Discuss SLOs with new supervisor as needed for Program Review he had 4 days to complete	
12/04	Health Ctr. Fin Aid	SLO Workshop/tutoring L-132. Review Methods in Taskstream and modify. Fin Aid, continue to assist with SLOs as needed for Program Review	
12/07	FYE	Continue to brainstorm PLOs. Enter in Taskstream.	
12/08	VPSS	Discuss potential SAOs. Begin typing word documents for future VP approval.	
12/09	Veterans	Meeting with Certifying officer (Margie) to discuss SLO and potential sources for data that already is tracked.	
12/10	Coun 24	Discuss existing SLOs and assessment with new instructor.	
12/11	Fin Aid	SLO Workshop/tutoring L-132. Meet with supervisor to discuss data in Taskstream. Strategies to correct it.	
12/13	CalWorks	Discuss SLOs assessment and general program goals for Program Review	
12/15		AFR Q#6. Define questios for researcher to provide input regarding links between SLOs and institutional planning.	
12/16	FYE	Assist coordinator to finalize methods for FYE SLOs and PLOs	
12/19-20 PLANNED		Research SAOs/PLOs for deans offices in surrounding colleges	
12/21 PLANNED	Puente Financial Aid	Meet new counselor to discuss program's current SLOs. Review modifications to data (Results) presentation, analyze data together	
12/22 PLANNED	Admissions Dean Office	Review surveys collected. Strategize with supervisor how to organize data. Begin analysis if possible or agree on dates to do it. Meeting with dean Garcia to review SLOs at other schools and draft ones for Merritt.	
12/23-31		Create summary charts showing advance of each program through assessment steps to identify those who are staying behind, causes of delay and supports needed to move forward.	

## Student Services

### SLO Assessment Coordinator Work Plan Spring 2016

DATE	WHO	TOPICS/ACTIVITY	FOLLOW-UP/ACTIONS
<b>FEBRUARY</b>			
02/05		SLOAC Coordinators meeting	Create handout for Student Services At-A-Glance report
02/09		SLOAC meeting	
02/23		SLOAC meeting	Make changes to At-A-Glance report handout
<b>MARCH</b>			
03/01	DSPS	Meeting w/Frances to discuss progress on current SLOs. Survey printed by 03/07. Schedule: Data collection 'til 03/18 Statistics of results by 03/25 03/28: craft Results, discussion and action plan with Marty	Meet again 03/28 to craft action plan
03/04	CalWorks	Brief meeting with Claire to discuss changes to Star program.	Meet again on 03/15 to enter SLO changes and preliminary results. Depending on results sample size could craft discussion and tentative action plan.
03/07	VPSS	Meeting with Dr. Cedillo and Jamila to discuss Methods and how to get it done. Jamila will collect forms and upload on VPSS webpage for SAO 1&2 by 03/11. Jamila will collect forms and upload on VPSS webpage for SAO 2&4 by 03/25.	Meet again 03/28 to discuss findings and craft action plan. Marty to enter data.
03/07	Transfer Center	Meeting with Tanya to discuss progress. Updated mission. Updated method for both existing SLOs. Added one SAO. Tanya will send her survey ASAP to her multiple electronic sites.	Meet again 03/17 to discuss Survey Monkey preliminary results and craft tentative action plan.
03/08		SLOAC meeting	
03/15		SLOAC meeting – ILO Quant Reas.	

**Service Area (Course Name):**

Student Services - Admissions

**Service Area Main Contact(s):**

Susana de la Torre

**Assessment Cycle (academic year):**

2015-2016

**SLO being assessed:**

SLO #1: Complete online Admissions Process

**I. ASSESSMENT PLAN**

**Title:**

*Use a title that will allow you to differentiate this assessment from others.*

**Completing the Admissions Process**

Students will be able to successfully complete the admissions process online independently i.e. complete the CCCApply admissions application and retrieve the application and confirmation pages.

**Description of Assessment Method (Task) :**

*What are you doing to assess the SLO that you are assessing? This can be a description of an assignment, exam, term paper, presentation, etc.*

SLO #1 will be assessed with a survey containing questions regarding students' ability to complete an "Open CCCApply" online application, ability to retrieve confirmation sheet, and the kinds and frequency of services or supports the Admissions office has to provide for the student to accomplish that task.

**Criteria for Success:**

*What do the students need to do in order to demonstrate successful achievement of the SLO that you are assessing?*

Students will demonstrate successful achievement of the SLO by indicating in the survey that they are able to complete an "Open CCCApply" online application, and retrieve a confirmation page independently.  
The SLO will be considered successfully achieved by the department when at least 90% of students accomplish it with less than three interventions of A&R

**Timeline for Implementation:**

*When will you give the assignment, exam, term paper, etc.?*

Survey will be distributed in November and December (Fall 2015) to students who

approach the A&R counter requesting help for applying to college.

**Key Faculty/Staff:**

*Who is responsible for giving this assessment?*

All A&R staff will be responsible to hand out and collect the surveys.

**II. ASSESSMENT RESULTS (FINDINGS):**

**Summary of Results:**

*Here please write a summary of the results that you obtained for the assessment described in your plan.*

A&R collected 27 surveys from students approaching A&R counter during Nov/15 requesting assistance to apply to college.

Completion of application:

100% of students surveyed indicated they were able to complete the application after their first visit to the A&R counter

Retrieval of confirmation page:

93% of students surveyed indicated they were able to retrieve the confirmation page.

**Reflection/Analysis of Results:**

*What have you learned from the results that you summarized?*

Results: Acceptable Criteria for Success Achievement: Met

The results informed our department that there are students who come to our counter seeking help to apply to college. Most are first generation college students who have no idea of the process, and once informed they do not know how to follow through due to unfamiliarity with computers, online forms, limited writing skills, etc.

Twenty seven students who approached the A&R counter during Nov/15 answered the SLO#1 survey. They represented both genders (37%M, 63%F), an ample range of ages (30% ages 18-22; 70% ages 23-60), and ethnicities (41% African American, 30% Latino, 29% other).

60% of students who answered the survey approached the counter to learn how to apply to college and needed assistance filling out the online application. The rest (40%) experienced technical difficulties with an existing application.

We learned that with direct coaching from A&R staff all students (100%) were able to fill out their CCCApply application online, and retrieve it. We learned that almost all (93%) were able to retrieve their CCCApply confirmation page as well. The lengthy process (15 min at the counter approx. for each application) causes staff to work with two computers: while one student is filling out name, address, and other demographic data on one computer, the same staff is helping another student in line at another computer. Overall this causes lines to move slowly during peak enrollment periods.

While at the counter, most students were helped by an A&R staff (56%), a few were helped by a combination of A&R staff and Student Assistants (15%) and very few were helped by



Student assistants alone (7%) even when the problem was not complicated. Two thirds of students (67%) responses to the survey indicated that their problem had been solved after interacting with Admissions personnel and/or student workers. 30% did not respond to the question that asked if their problem had been resolved. Only one person said their problem was not resolved during that visit (it had to be resolved via IT at the District Office). This finding demonstrates the need to provide one-on-one application assistance to students. It also indicates Admissions needs more counter personnel and more computers, or the ability to refer students needing to fill out an application to another Student Services area, such as the Welcome Center for direct coaching/tutoring from student ambassadors

Almost 40% of students expressed having learned something from interacting with A&R staff and student workers regarding their application issue. Some of the answers were: “learned how to apply online; how to re-apply online; how to retrieve username and password; the need to re-apply after a prolonged absence; learned patience; learned it takes time”, etc.

**Acceptable Criteria for Success Achievement:**

Select one: (circle) MET                      NOT MET                      EXCEEDED

**III. ACTION PLAN (ACTIONS TO IMPROVE LEARNING):**

**Action Details and Description:**

*What changes are you going to make based on the assessment results? If you do not think that changes need to be made describe the practices, assignments, activities that you incorporated into your class that you believe allowed your students to succeed.*

- Request funding to hire two student assistants who would be trained to work at the Welcome Center providing one-on-one application tutoring to potential students seeking to apply to college:  
(\$9.16/hr x 20 hrs/wk x 16 wks = \$2,931.20 x 2 students = approx \$6K per semester.

-Create an Admissions Referral form for Welcome Center services that students can walk over to that area

**Implementation Plan (timeline):**

*When do you plan to implement the changes that you have described?*

Dec/15- Feb/16, from peak enrollment period 2015-2016 to end of Spring/16

**Key/Responsible Personnel:**

*Who is responsible for implementing the changes?*

All A&R staff are responsible for identifying and directing students who request help with application to the Welcome Center.

**Expected outcome of this action:**

*How do you expect the action(s) that you’ve described to change the student’s ability to*

successfully meet the SLO chosen?

Expected outcome of this action: Students will receive better quality services that will lead to learning how to apply to college. Instead of waiting in long lines to use A&R staff services, they can be identified while standing in line and given a referral form to move on to the Welcome center where they can use the services of an Ambassador/tutor who will work one-on-one with them, assisting them through all barriers until completion of the application.

**Budget request amount:**

Is there a dollar amount associated with the action? If so, indicate the amount.

\$6,000.00

**Priority:**

Select (circle one):            LOW            MEDIUM            HIGH

IV. **STATUS UPDATE (STATUS REPORT):**

*This should be completed after the timeline given in the “Actions to Improve Learning” section.*

**Current Status:**

What is the status of the actions that you described in the “Actions to Improve Learning” section? Circle one:

Completed

**Budget Status:**

If you requested money to support the action, what is the status of your request? If no budget request was made select “other.” Circle one:

**Other:** Will Discussed issue with administrator. Was directed to request budget in November. Budget will include 2 student assistants to work at the Welcome Center to help specifically tutoring students on how to fill out an application and retrieve both their application page and their confirmation page from CCCApply.

**Additional Information / Next Steps:**

Based on the information provided, how do you plan to proceed with the assessment of this SLO?

More surveys will be collected to verify that the patterns observed in the first 27 surveys repeat. The larger sample results will be shared with the VPSS and added to the Program Review update as justification to request funds for student Ambassadors/Assistants.