

Improving the Cycle: Service Area Student Learning Outcomes

Innovations 2012
Monday, March 5, 2012

Maureen Chenoweth, Transfer Center Coordinator
John DuBois, Executive Assistant, Student Development & Instruction
Darya Gilani, Project Coordinator, Instruction & Institutional Research



FOOTHILL COLLEGE

Welcome/Warm-Up

- ▶ Who are you? What are the outcomes YOU' D like from this presentation?
- ▶ What are the resources for SA-SLOs on your campus?
- ▶ Who is in charge of the SA-SLO process on your campus?
- ▶ Why is it important?
- ▶ How often should we do it?



Context

- ▶ Accreditation visit October 2011
- ▶ New governance structure (3rd year of implementation)
- ▶ New Program Review documents
- ▶ Changes in Administration (Since previous Self-Study – new President and ALL new Vice Presidents)



State of SLOs

- ▶ A struggling homegrown SLO system, used mostly by Instruction
- ▶ Needed more robust reporting and sharing capabilities
- ▶ SLO Coordinators released from Instructional role
- ▶ Purchase of TracDat

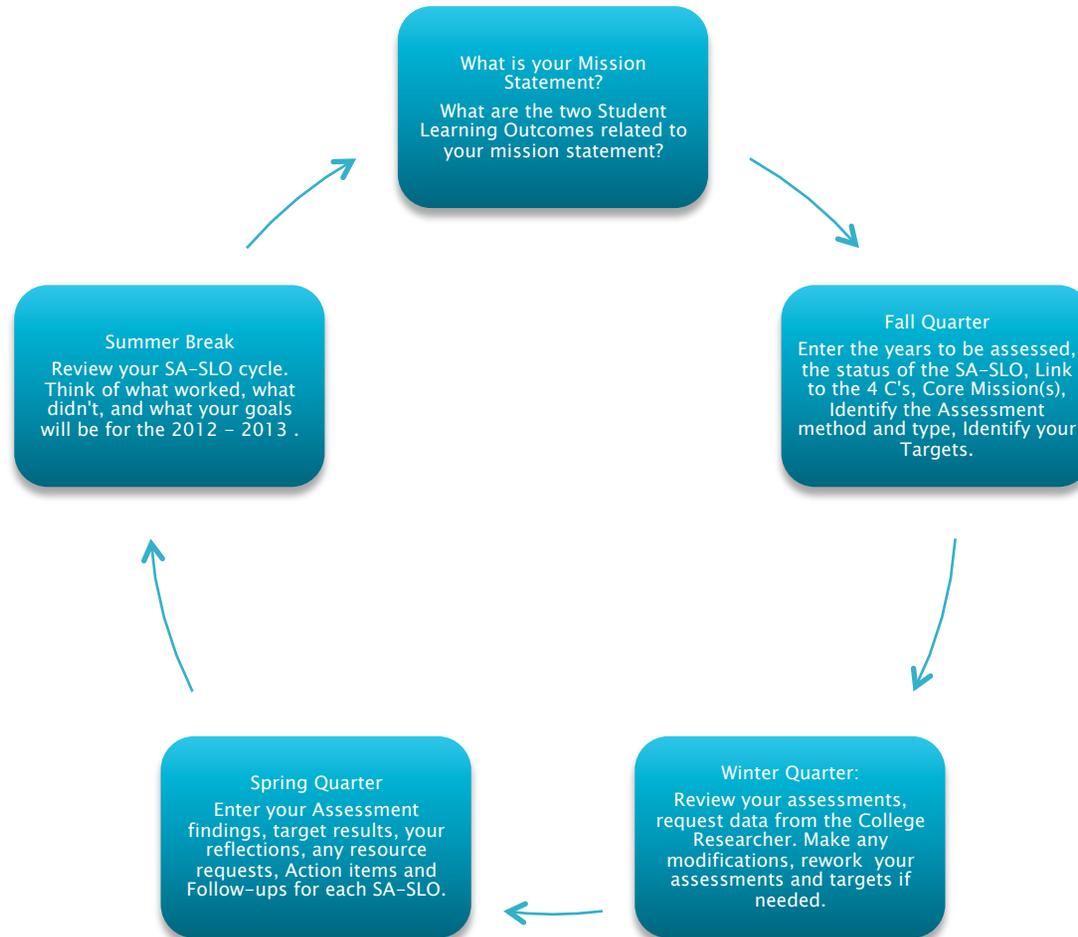


Summer 2011

- ▶ Student Services was neglected
- ▶ Acting VP of SS
- ▶ New system
- ▶ Lots of Panic



The SA-SLO Cycle



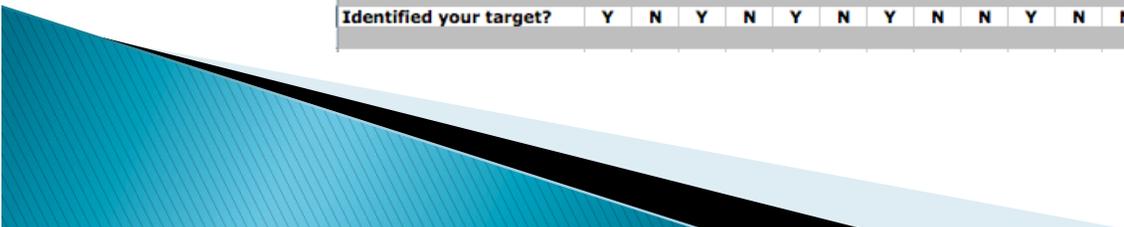
Fall Quarter: Round One

- ▶ Mission Statement: Campus and Program
- ▶ Identifying your SA-SLO
- ▶ Linking your SA-SLO to your Mission Statement, Program Review, Managers Goals, core mission and any metric that is important to your campus
- ▶ Identifying which assessment method works best to support your SA-SLO
- ▶ What are your targets, activity status and the years that you want to examine



The SA-SLO Checklist: Fall

| SA-SLO Round 1 Fall | Admissions & Records | Assessment | Career Center | Computer Access Center | Counseling | Disability Resource Center | EOPS | Evaluations | Financial Aid | Health Services | Honors | International | Judicial Affairs | Media Center | Outreach & Retention | Pass the Torch | Psychological Services | Puente | Student Affairs & Activities | Transfer Center | Tutorial Center | |
|---|---------------------------------|-------------------|----------------------|-------------------------------|-------------------|-----------------------------------|-------------|--------------------|----------------------|------------------------|---------------|----------------------|-------------------------|---------------------|---------------------------------|-----------------------|-------------------------------|---------------|---|------------------------|------------------------|--|
| Goals, Means of Assessment & Targets (Y/N) | | | | | | | | | | | | | | | | | | | | | | |
| Have You: | | | | | | | | | | | | | | | | | | | | | | |
| Identified and entered your Mission Statement? | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | N | Y | Y | Y | Y | Y | Y | Y | Y | Y | |
| Identified your SA-SLO's that relate to your mission statement? (Minimum of 2) | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | N | Y | Y | Y | Y | Y | Y | Y | Y | Y | |
| Identified the years to be assessed? | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | N | Y | Y | Y | N | Y | Y | Y | Y | Y | |
| Decided the status of the SLO's? (active or not active) | Y | Y | Y | N | Y | N | Y | Y | Y | Y | N | N | Y | Y | Y | N | Y | Y | Y | Y | N | |
| Linked each SAO to one or more of the 4 C's? | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | N | Y | Y | Y | N | Y | Y | Y | Y | N | |
| Linked your Mission Statement to at least one of our core missions? | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | N | N | Y | Y | Y | N | Y | Y | Y | Y | Y | |
| Identified your Assessment Method and Assessment Type? | Y | N | Y | N | Y | N | Y | Y | N | Y | N | N | Y | N | Y | N | N | N | Y | Y | Y | |
| Identified your target? | Y | N | Y | N | Y | N | Y | N | N | Y | N | N | Y | N | Y | N | N | N | Y | Y | Y | |



Winter Quarter: Round Two

- ▶ Reviewing your Assessment
- ▶ Requesting additional data or help
- ▶ Making Modifications to assessments, changing method type, adjusting targets
- ▶ Hibernating SA-SLO vs. Creating a New One
- ▶ Ready to move to Round Three



The SA-SLO Checklist: Winter

| SA-SLO Round 2 Winter | Admissions & Records | Assessment | Career Center | Computer Access Center | Counseling | Disability Resource Center | EOPS | Evaluations | Financial Aid | Health Services | Honors | International | Judicial Affairs | Media Center | Outreach & Retention | Pass the Torch | Psychological Services | Puente | Student Affairs & Activities | Transfer Center | Tutorial Center | |
|--|---------------------------------|-------------------|----------------------|-------------------------------|-------------------|-----------------------------------|-------------|--------------------|----------------------|------------------------|---------------|----------------------|-------------------------|---------------------|---------------------------------|-----------------------|-------------------------------|---------------|---|------------------------|------------------------|--|
| Review Assessments, Make Modifications, Request Data, Rework if needed (Y/N) | | | | | | | | | | | | | | | | | | | | | | |
| Are You: | | | | | | | | | | | | | | | | | | | | | | |
| Happy with your current means of assessment? | Y | N | Y | Y | Y | Y | Y | ? | Y | Y | N | N | Y | N | Y | Y | N | Y | Y | Y | ? | |
| Requesting data or help from our College Researcher? | N | Y | N | N | N | N | N | ? | N | N | Y | Y | N | Y | N | N | Y | N | N | N | ? | |
| Making any modifications to your identified assessments? | N | ? | N | | | | N | ? | | | | | | | | | | | | | ? | |
| Making any changes to your assessment method Type? | N | ? | N | | | | N | ? | | | | | | | | | | | | | ? | |
| Reworking any of your assessments or getting new data as needed? | N | ? | N | | | | N | ? | | | | | | | | | | | | | ? | |
| Reworking your targets to better reflect your data and assessments? | N | ? | N | | | | N | ? | | | | | | | | | | | | | ? | |
| Ready to move onto Round 3? | Y | N | Y | Y | Y | Y | Y | ? | Y | Y | N | N | Y | N | Y | Y | N | Y | | | ? | |



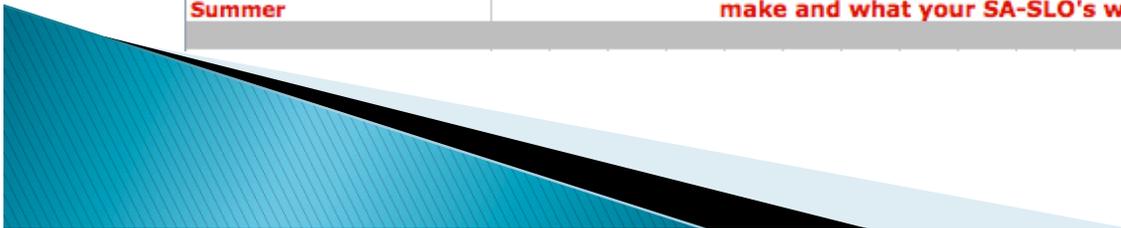
Spring Quarter: Round Three

- ▶ Entering Assessment Findings
- ▶ Meeting your Target
- ▶ Entering Resource Requests
- ▶ Entering Follow up and Actions Items
- ▶ Reflecting on the cycle and next year

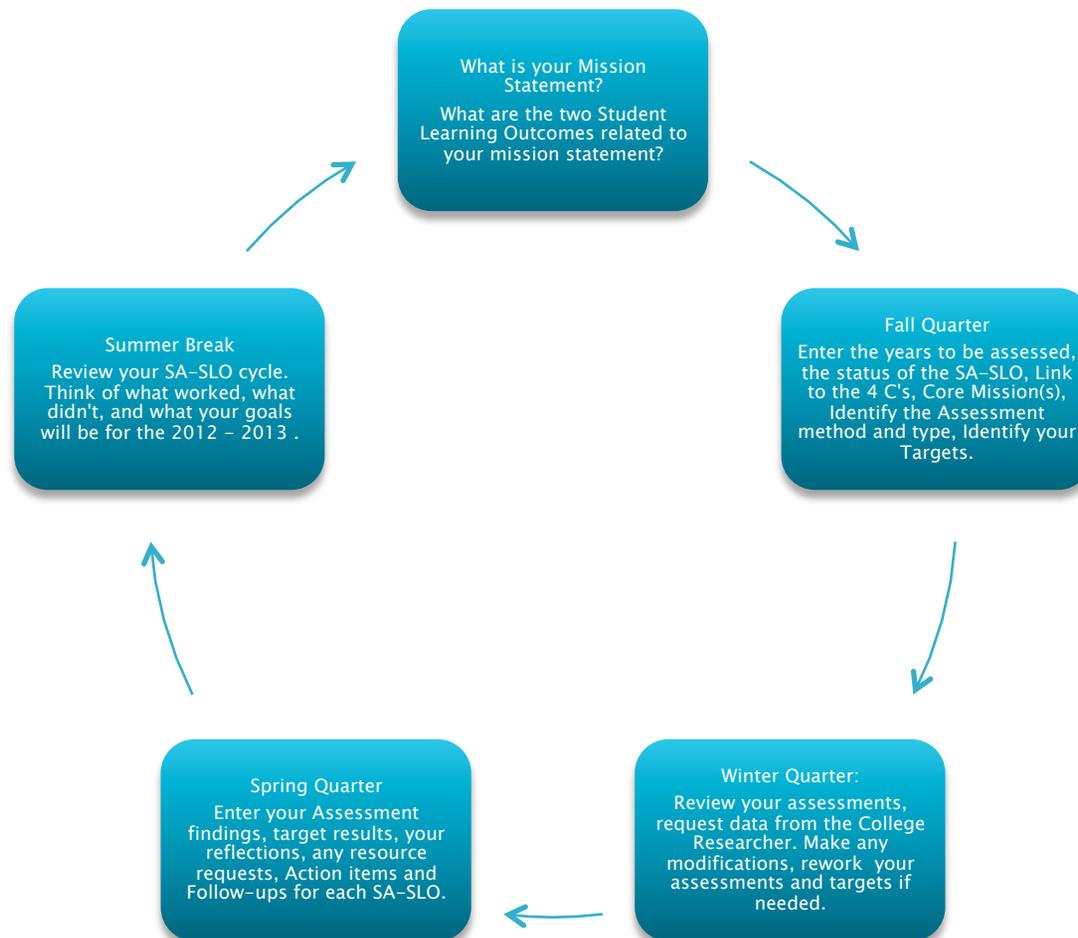


The SA-SLO Checklist: Spring

| SA-SLO Round 3 Spring | Admissions & Records | Assessment | Career Center | Computer Access Center | Counseling | Disability Resource Center | EOPS | Evaluations | Financial Aid | Health Services | Honors | International | Judicial Affairs | Media Center | Outreach & Retention | Pass the Torch | Psychological Services | Puente | Student Affairs & Activities | Transfer Center | Tutorial Center |
|--|--|------------|---------------|------------------------|------------|----------------------------|------|-------------|---------------|-----------------|--------|---------------|------------------|--------------|----------------------|----------------|------------------------|--------|------------------------------|-----------------|-----------------|
| | Enter your Assessment Findings, Target Results, Reflections, Resource Requests, any Action or Follow-up (Y/N) | | | | | | | | | | | | | | | | | | | | |
| Have you: | | | | | | | | | | | | | | | | | | | | | |
| Entered your Assessments Findings? | | | | | | | | | | | | | | | | | | | | | |
| Met your Target? | | | | | | | | | | | | | | | | | | | | | |
| Entered your Reflections? | | | | | | | | | | | | | | | | | | | | | |
| Entered your Resource Request? | | | | | | | | | | | | | | | | | | | | | |
| Entered any Action or Follow-up items to your SA-SLO? | | | | | | | | | | | | | | | | | | | | | |
| SA-SLO Round 4 Summer | Review your SA-SLO cycle. Think of what worked, what didn't work, what changes you would make and what your SA-SLO's will be for the 2012-2013 cycle. | | | | | | | | | | | | | | | | | | | | |



The SA-SLO Cycle: A Second Look



The SA-SLO Documents Benefit



Developing SA-SLOs

- ▶ What is your mission?
 - Title 5 regulations, Transfer Mission, student need
- ▶ What are you already doing that you want to measure, evaluate and improve upon?
 - TAGs
- ▶ What do you want to do but can't because you do not have the resources?
 - Increase student awareness about the role of the educational plan in creating a successful TAG; find out who we are reaching and who we are not reaching
- ▶ What reports are you already submitting?
 - Transfer Center Report (state required), Program Review



Our Focus: TAGs

- ✓ Transfer Center SA-SLOs
 - Drop-in TAG students will complete a TAG agreement
 - By offering TAG workshops, students will be able to determine eligibility for TAG and take steps to complete or update the educational plan.
- ✓ Methods of Assessment (Reflections/Action Plans)
 - Compare drop-in TAG student data with completed TAG data
 - Compare TAG workshop attendee data with completed TAG data
 - Compare drop-in and workshop completed TAG rates



Let's Take a Look!

Four Column Report Foothill College SA - Transfer Center

Mission Statement: The mission of the Foothill College Transfer Center is to provide the necessary resources and services in order to increase transfer opportunities to baccalaureate institutions for underrepresented students, to increase transfer rates for the student population as directed by Title V, Section 51027 and to support the Foothill College mission of "committing itself to providing access to outstanding educational opportunities for all of our students."

Primary Core Mission: Transfer

| Service Area SLOs (SA-SLOs) | Means of Assessment & Target / Tasks | Assessment Findings | Reflection/Action & Follow-Up |
|--|--|---|--|
| <p>SA - Transfer Center - 1 - Drop-In Students - Drop-in TAG students will complete a TAG Agreement and take steps to complete or update the educational plan.</p> <p>Year(s) to be Assessed: 2011-2012 2012-2013 2013-2014</p> <p>SA-SLO Status: Active</p> | <p>Assessment Method: At least 75% of TAG drop-in students complete a TAG agreement which is properly executed and signed by the transfer Director.</p> <p>Assessment Method Type: Data</p> <p>Target: Increase the number of students successfully completing a TAG agreement.</p> | <p>10/10/2011 - TAG drop-in counseling was added to increase the visibility of the TAG program and to assist students in creating a successful education plan. A total of 126 students used the service and of the 126, 92 or 73% wrote an acceptable TAG.</p> <p>Result: Target Not Met</p> <p>Year This Assessment Occurred: 2010-2011</p> <p>Resource Request: Increased transfer center director time and increased staffing will ensure that students receive adequate resources.</p> | <p>10/10/2011 - We feel this was very successful. Even though it was a little short of the 75% goal, we do feel that the target was met and that the visibility of the program was increased and more students than ever came in to complete a TAG or TAA. Next year, we plan to offer TAG and TAA eligibility workshops for students.</p> |
| <p>SA - Transfer Center - TAG Workshops - By offering TAG workshops, students will be able to determine eligibility for TAG and take steps to complete or update the education plan.</p> <p>Year(s) to be Assessed: 2011-2012</p> <p>SA-SLO Status: Active</p> | <p>Assessment Method: Compare student workshop attendee data with completed TAG data.</p> <p>Assessment Method Type: Data</p> <p>Target: 75% of students who attend a workshop will complete a successful TAG.</p> | <p>10/18/2011 - 80% of students who attended a workshop and met with a counselor completed a successful TAG.</p> <p>Result: Target Met</p> <p>Year This Assessment Occurred: 2011-2012</p> <p>Resource Request: Increase staffing to enable the delivery of increased workshops.</p> | |

Factors to Consider in the Reflection Cycle

- ▶ In what areas do we have control?
 - Procedures, policies
- ▶ In what areas do we not have control?
 - Government decisions, budget
- ▶ Other outside factors that cause us to reassess our goals
 - Changes in TAG requirements
- ▶ Focus on the areas that you can control



End / Closing

- ▶ Lessons learned
- ▶ Recommended steps at your campus: student services meeting, close collaboration with Instruction, a consistent message, lots of trainings, Do what you KNOW and are already doing
- ▶ Make it matter for you. Track what is important to you.
- ▶ Questions?



Resources / Contact Info

- ▶ ChenowethMaureen@foothill.edu
- ▶ DuBoisJohn@foothill.edu
- ▶ GilaniDarya@foothill.edu

- ▶ Handouts:
 - Transfer Center Four Column, (Darya)
 - Cycle flowchart, (John)
 - Check list, (John)
 - SLO handbook (Darya)

