Minutes

Present: Cheryl Carlson, Dee Fraites, Chialin Hsieh, Sara Oser, Anna Pilloton, Becky Reetz, Beth Root, Chris Schultz

WASC Meeting Report
Becky and Chialin gave a brief overview of the preliminary WASC report regarding the progress on the Student Services SLOs. WASC stated that they are concerned that it will be difficult for us to maintain the momentum necessary to reach proficiency by fall 2012.

Prospective Timeline for Reviewing Assessment Data
We reviewed and discussed the prospective timeline (see attachment at end of minutes). Becky will send out calendar requests, including an invitation to the Vice President and Lyda who will be returning from medical leave.

SLO Online Survey Form
Chialin has designed online assessments using Expert Scan so students can either complete the SLO assessments online, or we can enter the data from the paper surveys once they are completed. The program takes the data and summarizes it into reports. These reports can in turn be used in the SLO Annual reports, program review, etc.

EOPS reports were created as an example. Chialin entered data from a CalWORKs survey to demonstrate how easy it is use the software.

Anyone who is using a survey tool for their SLO should submit their survey to Chialin so it can be converted into an Expert Scan form. This will make data interpretation much easier and cleaner.

Program Review and Mini-Program Review
The schedule for program reviews is included in the COM Integrated Planning Manual. Most programs are scheduled to do a full program review every three years, and a mini-program review as needed for immediate resource needs.

We discussed concerns about how the Student Service program reviews never made it to PRAC for consideration for resource allocation last time. Because those requests from the last few years have not yet been received, PRAC advises all Student Service areas who are still requesting those resource allocations to do a mini-program review.
PRAC will only fund resource allocations that come in the form of a program review.

We discussed the template that Student Services has used in the past and how we want it to look in the future. Becky shared the online model created by the Student Access and Success committee a few years ago. There were questions regarding who was now responsible for Student Service program reviews.

The group came to consensus on the idea of creating an online template for the SS program review that is similar to the instructional model (and based on what the SAS committee developed).

Becky agreed to send out the template to the SS SLO group for feedback.

Another question that was raised was whether budget projections and shortfalls were tied to mini-program review. Chialin will research the answer to that question.

**Individual Reports**

**DSPS**
- Using 2 students surveys. One is a student satisfaction survey and one is a survey given by the counselors that relates to self-advocacy, student ed plans, and goal identification.
- On track to have data entry into Expert Scan completed and interpreted by early February.

**Outreach**
- SLOs developed over the summer need to be revised, based on their experiences of trying to administer surveys and share information.
- They plan to experiment with improving the process in spring 2012 and implementing the improved process in fall 2012.
- One nice outcome is that they are finding that as a result of this work, they are more deliberate about the information they are sharing at outreach events.

**Children’s Center**
- They are gathering SLO data this week about their student/parent’s academic progress (are they attending? Midterm grades, etc)
- It has been difficult to gather information for non-credit ESL students. They will review federal, state, and local policies related to this to see if they can modify the process.
- They are on track for reporting data in the spring.

**Community Education**
- They have identified that they will be focusing on division-wide SLO #1. Their SLO will relate to the Preview Day event they are planning where students will discover how to register, meet instructors, explore new classes and more. The point will be to raise awareness of the program and related procedures.
- They will give a pre/post survey. Questions are still to be developed.

**Assessment and Testing**
- Their SLO measures whether students feel prepared when they come in to take their placement test.
• They have discovered that the data would be more meaningful if they did a post survey where they were asked if they did as well as they expected.
• Their experience has highlighted some needs such as preparation workshops, as well as some challenges related to department communication and student resistance to taking the surveys.
• Data is already in Expert Scan. On track for spring.

International Student Program (IEP)
• They are interested in looking at how the program connects to the International Student program as students transition from one to the other.
• Specifically, they are interested in what students find challenging about the transition such as the application (could it be an online interactive form?), and support staff.
• Need to determine if this program will be measured as an instructional or student service program, or both.

CalWORKs and EOPS
• Pre/post surveys were done during orientations.
• EOPS data is entered and reports are complete. CalWORKs data will be entered soon.
• On track for spring.

Tutoring
• Students are completing program evaluations right now.
• Tutors have also been sharing anecdotes about the “Ah ha!” experiences they have been having with their students this year.
• Data will be entered in December. On track for spring.

Next Meeting
See schedule below. Becky will send out calendar requests.

Student Services SLO Timeline
November 2011- June 2012
<table>
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<tr>
<th>Date</th>
<th>Meetings and Deadlines</th>
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| November 17, 2011 | **SS Group SLO Meeting**  
• Expert Scan demonstration  
• Preliminary assessment reports  
• Plans for mini-program review |
| January 16, 2012 | **Deadline for entering SLO data into Expert Scan**                                   |
| January 23, 2012 | **Data reports generated for each Student Service program (Chialin’s office)**         |
| Week of January 23, 2012 | **Data reports distributed to program**                                           |
| January 30, 2012 - February 10, 2012 | **Program representatives meet with area administrators to interpret data and discuss implementation of program changes for spring 2012** |
| February 23, 2012 | **SS Group SLO Meeting**  
• Share data interpretation/ program changes  
• Area administrators invited  
• Discuss creating Annual SLO Report and 3-Year SLO Plan |
| March 15, 2012 | **Deadline for Annual SLO Report and 3-Year Plan**                                  |
| April 19, 2012  | **SS Group SLO Meeting**  
• Review/revise division-level SLOs  
• Share Fall 2012 program-level SLO |
| May 3, 2012    | **Deadline for program-level SLO fall 2012 plan**                                   |
| June 29, 2012  | **Deadline for submission of fall 2012 program-level assessment**                   |