Meeting Minutes
Thursday, April 19, 2012
10:00-12:00pm
Staff Lounge, Student Services

Present: Susan Andrien, Lyda Beardsley, Cheryl Carlson, Arnulfo Cedillo, David Cook, Dee Fraites, Chialin Hsieh, Jason Lau, June Lee, Anna Pilloton, Becky Reetz, Chris Schultz, Gaylene Urquhart, Glade VanLoan

Mini-Program Review Update

All student service mini-program reviews were submitted electronically and on paper to the co-chairs of PRAC. PRAC will evaluate the resource allocation requests and send Becky a note regarding any clarifications needed. Becky will in turn forward it to the appropriate program leaders.

Institutional Dialogue

Chialin and Becky have been giving presentations to update various constituency groups and committees regarding our progress towards reaching proficiency by October 2012. The groups include the Educational Planning Committee, the Classified Senate, the Planning and Resource Allocation Committee (PRAC). We plan to present to the Academic Senate before the end of the semester.

The SS SLO group expressed an interest in having someone come to our next meeting to update our group on the progress of the instructional SLOs.

Some members reported that the work they have done so far has already spurred many conversations about ideas on how to do ongoing assessment to continually improve services.

All SS SLO members were encouraged to talk to their colleagues about the SLO work we have been doing.

Evaluation of the SS SLO Process

Chialin and Becky gave a Power Point presentation that gave the history and context of our work so far. It also included next steps and new graphic representations to hopefully make the process and cycles more clear.

Regarding the allocation process, some members requested that PRAC send out a summary of all requests that were either accepted or denied so the process is transparent, and so that we can work on creative solutions to support those requests that were denied through collaboration and alternative funding sources.

One possible funding source that was suggested was ASCOM. SS SLO members who submitted a program review request directly related to supporting students could send their request to ASCOM for potential funding of a onetime expense.

We discussed sending out two surveys to the SS group. One will measure how the group feels about the SS SLO overall process. The other will ask specific questions related to the WASC proficiency standards to determine if the group feels we are getting there.
The question was raised if we should consider presenting to the Board of Trustees. Chialin will check on that. One member shared that on the Board he participates on, the reserve one meeting at the end of the year for departments and programs to share their accomplishments.

We discussed how we can share our SLO strategies with each other as a division, beyond the SLO meetings. There was consensus that we needed to continue to have Student Service division meetings, despite the lack of leadership in the area. We believe additional opportunities to connect will result in a cross-pollinization of ideas which will allow us to share resources and ideas.

We also agreed that we need stronger representation of the Student Service programs in the various groups on campus and agreed that a VPSS would provide a potential solution. We will come to consensus on the qualities we are looking for in an VPSS so whoever sits on the hiring committee will be representing our entire division.

Revisiting the Division-Level SLOs

We reviewed the Division-Level SLOs from 2011-2012 and agreed to leave them as they are for 2012-2013.

What’s Next

- All reporting and planning templates will be sent out for suggested revisions
- Programs will meet to develop Fall 2012 program-level SLO and choose their division-level SLO
- All programs will submit Annual Assessment Plan by end of May
- All programs will submit a report articulating the impact of any program changes implemented as a result of the 2011-2012 data analysis in early Fall 2012

Individual Reports

Admissions and Records
Bob reported that the pop-up window for students to update their educational goal is in place and functioning for the fall/summer 2012 registration that began this week.

Bob will request a report from IT that determines the difference between how many students were undecided at the time of their initial application vs. now. Intervention strategies are under development for students who repeatedly choose undecided. Annual report will be completed at the end of registration in early Fall.

Health Center
June has preliminarily identified a Fall 2012 SLO related to raising awareness of the Health Services available to students. She will use the website, posters, and MyCOM to market services.

Counseling & Matriculation
Chialin reported that counseling has developed several strategies out of their SLO work including:
- Clarifying survey questions so they are easier to understand
- Developing Standard Operating Procedures for the department so information given by counselors is consistent.
- Determine why surveys translated into Spanish were not returned.

Chialin reported that matriculation has been focused on doing a pre/post survey for the orientation they will be giving to a cohort of new high school students who will be participating in “College Success Saturday”.
Child Development Program
Lyda raised a question about how other departments get their forms translated into Spanish. She also pointed out that we do not have any parts of our website in Spanish. Bob mentioned that there are resources for translation built into the matriculation budget that have never been tapped.

We all agreed that this was another great example of we can share resources if we take the time to get together as a group and discuss our needs and ideas!

Arnulfo pointed out that our Latino population at COM now qualifies us as an emerging Hispanic Serving Institution. As such, it is particularly important that we provide adequate services to our non-credit ESL population.

Next group meeting:
May 17, 2012. Time and place TBA.

<table>
<thead>
<tr>
<th>ACTION STEPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timeframe</td>
</tr>
<tr>
<td>------------</td>
</tr>
<tr>
<td><strong>Now</strong></td>
</tr>
<tr>
<td><strong>Now</strong></td>
</tr>
<tr>
<td><strong>Now</strong></td>
</tr>
<tr>
<td><strong>By May 17th meeting</strong></td>
</tr>
<tr>
<td><strong>By May 31st</strong></td>
</tr>
<tr>
<td><strong>June 1st</strong></td>
</tr>
</tbody>
</table>