Student Services SLO Strategies
2011-2012
Report for the Educational Planning Committee

Summary of the Process

- In spring 2011, the entire division met several times to identify division-level SLOs and to discuss the timeline and process.

- In summer 2011, the Student Services Student Learning Outcome (SS SLO) Coordinator and the Director of Planning and Research met individually with representatives from each program to facilitate the identification of program and division SLOs, and create the assessments they would use to measure the SLOs.

- In fall 2011, programs began using assessments to measure the SLOs. The entire division met twice during the semester to report on the progress of SLO assessment, and to discuss how well the overarching SS SLO process was working. A timeline for SLO analysis and reporting was shared at the last fall meeting.

- In January 2012, the annual SS SLO cycle was defined and individual meetings with program representatives continued.

- In February 2012, the entire division met once again to report on data gathered from their program level SLO assessments, and to learn how their analysis connected to resource allocation requests through mini and regular program reviews. The SLO Cycle was shared with group along with diagrams demonstrating how the SS SLO cycle connected to the larger college cycle of program review and planning.

- In March 2012, each program has either met with or will be meeting with their department and area supervisor to analyze the data. By March 15th, each program will have completed a report which reflects this analysis.

- By March 20th, those areas who have identified a need for resources will submit their mini program reviews to the Planning and Resource Allocation Committee.

- Programs have already begun implementing new strategies and planning future strategies to be implemented in fall 2012.

- By the end of spring 2012, all Student Services will have completed the full SLO cycle and will have identified their next division and program level SLOs and assessment plans for fall 2012.
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<thead>
<tr>
<th>Program</th>
<th>Division and Program Level SLO</th>
<th>Outcome Strategies</th>
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<tbody>
<tr>
<td><strong>Admissions &amp; Records</strong></td>
<td>DL SLO: Identify and commit to educational goals</td>
<td>SLO has not been implemented yet. Analysis will begin in May.</td>
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<td>PL SLO: Students will identify their educational goals during the registration process.</td>
<td><strong>Strategy:</strong> If it is determined that students are not identifying a goal at the time of registration (choosing undeclared) for more than one semester, then an intervention such as a mandatory counseling contact may be put into place.</td>
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<td><strong>CalWORK's</strong></td>
<td>DL SLO: Identify and use college resources that support student success.</td>
<td>Data from the orientation indicated that students learned what they needed to do in order to maintain eligibility. In department meetings, we realized that they key was getting them to actually do it.</td>
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<td>PL SLO: CalWORKs students will demonstrate an understanding of the program eligibility requirements.</td>
<td><strong>Strategy:</strong> Program increased the number of mandatory contacts and increased the hours that the employment development counselor is available on both campuses. Program also started a CalWORKs listserv for the students and staff to facilitate easier communication.</td>
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<td><strong>Child Development Program</strong></td>
<td>DL SLO: Identify and commit to educational goals.</td>
<td>In the process of analyzing the data collected last semester, it was apparent that midterm grades were not collected because the Banner report did not include it. This information is important because it allows for intervention strategies to happen mid-semester.</td>
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<td>PL SLO: Students who receive state subsidized childcare will demonstrate academic progress towards their educational goal.</td>
<td><strong>Strategy:</strong> A different Banner report has now been identified that shows mid-term grades. Lyda is also researching how mid semester monitoring is done for student athletes. They will determine what intervention strategies (i.e. mandatory counseling and tutoring) will take place in the fall.</td>
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<td><strong>Community Ed</strong></td>
<td>DL SLO: Identify and use college resources that support student success</td>
<td>Data from a satisfaction survey given in the beginning of the semester indicated that the registration process could be improved.</td>
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<td>PL SLO: Students will demonstrate knowledge of the registration process, benefits and support services and the diversified course offerings by attending a Preview Day event.</td>
<td><strong>Strategy:</strong> The program offered a “Preview Day” event where students could meet instructors and register onsite for classes. 46 people registered that day. Post- satisfaction survey data from the event indicated it was a success. They will continue to offer ‘Preview Day’</td>
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<td><strong>Counseling</strong></td>
<td>DL SLO: Identify and use college resources that support student success</td>
<td>Data analysis in department meetings showed that most students were pleased with the services they received. However, some areas in the survey were unclear for ESL students. There were also concerns about lower ratings regarding the Transfer Center.</td>
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<td>PL SLO: Students will demonstrate an understanding of why and how students use counseling services</td>
<td><strong>Strategy:</strong> They are currently updating the survey to be more student-centered. They are following up with students on transfer center services regarding the reasons of low rating. Translating the survey into Spanish.</td>
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| **DSPS** | DL SLO: Access college resources that support student success and Demonstrate self-advocacy/self-initiative  
PL SLO: Students that participate in the Disabled Students Program will become more effective self-advocates for their own educational needs. | Data showed that fewer students than expected came in to advocate for needed services during their second more semester as a DSPS student. **Strategy:** Department is in discussion about creating intervention strategies to empower students to become better self-advocates. Strategies will be implemented starting this spring and continue into fall.  
A student satisfaction survey not tied to the SLO was given. Data showed one of the primary concerns was that the department phone wasn’t answered regularly. **Strategy:** Additional staff is being hired to address the issue. |
| **EOPS** | DL SLO: Identify and use college resources that support student success  
PL SLO: New students demonstrate knowledge of the over and above services they are eligible for as EOPS program participants. | Data from a pre/post orientation survey indicated that students learned what over and above services they were eligible for as EOPS students. In department meetings, it was agreed to develop new ways to reach out to students to make sure they utilized these services. **Strategy:** Create an EOPS student email distribution list to remind students of important dates. The counselors are communicating with students more by phone and email. Staff has been making follow up calls regarding outreach, missed appointments, and contracts. |
| **Financial Aid** | DL SLO: Identify and use college resources that support student success.  
PL SLO: Students will demonstrate their understanding of the Importance of completing their FAFSA by the March 2nd priority filing deadline. | Analysis of 1st and 2nd quarter application data shows that their marketing efforts to students to get students to apply before the March 2nd deadline has been extremely effective, more than doubling in the last 5 years. Data from the last year shows that incorporating MyCOM messages has also had a major impact. **Strategy:** Continue employing the marketing strategies they are using. Considering encouraging students to apply even earlier and making plan to possibly award earlier. Also will identify students who participate in certain programs such as EOPS who haven’t applied/renewed so staff can follow up personally. |
| **Health Center** | DL SLO: Identify and use college resources that support student success  
PL SLO: Students will demonstrate knowledge of free or low cost health services available in the community. | Data analysis showed that students had little knowledge of outside services. In discussions about the data, the idea was raised that perhaps students don’t about the services available here on campus. This will be next year’s SLO. **Strategy:** Increase marketing efforts to raise awareness of free and low-cost County services using the Echo Times, posters around campus, and the MyCOM portal. |
| Library | DL SLO: Identify and use college resources that support student success  
PL SLO: Students will demonstrate knowledge of the availability of textbooks on reserve in the library. | ASCOM gave the library a gift of textbooks last fall and they posted flyers to let students know. Preliminary data analysis shows a significant increase in check out of Instructor reserve textbooks this February as compared to prior years.  
**Strategy:** Write mini-program review to make funding for reserve textbooks a permanent line item in the library budget. Include IVC in request and in survey next time. |
| Matriculation | DL SLO: Identify and use college resources that support student success  
PL SLO: Students will demonstrate an increased level of knowledge about the college as a result of participating in the orientation. | Pre/post survey will measure the learning of students who participate in an orientation. Survey will be given to high school students when one of the counselors is in high schools during the outreach activity in March. The same survey will also be given to the same group of high school students on April 23, the orientation day, after they receive the orientation training.  
**Strategy:** Counselors will analyze data to determine if they met their objective. They will make adjustments to the survey questions and the information presented in the orientation based on the data analysis. |
| Outreach | DL SLO: Identify and use college resources that support student success  
PL SLO: Students will demonstrate knowledge of the benefits and support services offered at COM by attending pre-orientation sessions. | In discussions with the student ambassadors, they discovered that the pre/post surveys they were giving to new students during their initial contact were not capturing the data they were hoping for. The intention was to measure if students understood the importance of the information shared in the orientation and whether they retained it. Instead it seemed to measure recall alone.  
**Strategy:** Track contact with students over time and create an SLO related to that. They want it to relate to COM timelines and potential new students hitting those marks. |
| Student Affairs | DL SLO: Identify and utilize college resources that support student success.  
PL SLO: Demonstrate knowledge of ARCOM and/or college clubs. | Data indicated that students were unclear on the process for starting new clubs and did not know about it at the time of enrollment.  
**Strategy:** ASCOM and the Student Affairs program will work together to do targeted marketing to students before or during enrollment using MyCOM and other electronic means to convey information about how to start clubs, and participate in student government. |
| **Testing** | DL SLO: Develop effective planning skills that support achievement of educational goals and lifelong success  
PL SLO: Students can demonstrate readiness to take placement test exam | Data showed that students were preparing ahead of time, and generally knew what the next step was. What the data did not show was whether students felt that their preparation was effective. They will integrate this into their next SLO by doing a post-placement test survey.  
**Strategy:** Increase student awareness about the variety of ways to prepare including Accuplacer practice tests, books in both the IVC and KTD libraries, and getting the phone app for Accuplacer. |
| **Transfer Center** | DL SLO: Identify and use college resources that support student success  
PL SLO: Demonstrate a deeper understanding of transfer resources and transfer decision-making process | Data showed that a strong majority of students felt that participating in the Transfer Day event helped them to choose where they were going to transfer, and that they received information to help them make the decision.  
**Strategy:** Redesign the survey questions to be more aligned with SLO objectives for next time. Encourage certain schools to participate next year (per student request). |
| **Tutoring** | DL SLO: Identify and use college resources that support student success  
PL SLO: Demonstrate a deeper understanding of course materials  
PL SLO #2: Apply new knowledge to improve course grades | Data showed that 100% of the 43 students surveyed stated that they agreed or strongly agreed that the tutoring helped them understand their course material better. Regarding PLSLO #2, 91% of those who responded said it helped them improve their course grades. Some comments clarified that some students felt they couldn't answer that question until after the semester had finished and they saw their final grades. Other questions in the survey indicated a need for more staff.  
**Strategy:** Have tutors begin taking notes regarding these topics at the end of each session when they meet with students 1-1. Will try to also reach students who did not utilize tutoring when offering survey next time. Doing mini-program review to request additional funding for staff. |
| **Veterans Office** | DL SLO: Identify and use college resources that support student success.  
PL SLO: New students who are Veteran’s will demonstrate knowledge of the steps necessary to become certified for veteran educational benefits. | SLO has not been implemented yet. Analysis will begin immediately after satisfaction survey is issued.  
**Strategy:** If SLO data indicates that Vets coming into the college don’t know all the necessary steps (as we expect it will), a new system will be implemented starting fall 2012 so Vets will be shown exactly what they need to do in a timely fashion in order to receive all of their benefits. Might also offer a special orientation just for Vets. |