



Student Services SLO Workshop

Rio Hondo College
SLO/SAO Task Force
August 10, 2009

Agenda

- Introduction and Overview
- General Discussion of SLO Cycle
- SLOlutions Software Demo
- Group Work
- Reporting Out
- Next Steps

Workshop Outcomes

- ❑ Reinitiate dialog about SLOs
- ❑ Discuss and clarify SAOs
- ❑ Better understanding of how to develop a well written, measurable SLO
- ❑ Each program will be reviewed and analyzed
- ❑ Everyone participates
- ❑ Define the role of the program manager/coordinator

SLO/SAO Task Force

- Why was the SLO/SAO Task Force formed?
- Charge
- Web site

SLO/SAO Task Force

- Chair: Dan Rubalcava
- Members: Zolita Fisher, Christine Aldrich, Rachel Garcia
- Resources: Matt Koutroulis, Howard Kummerman
- Meeting schedule: May to December 2009

SLO/SAO Task Force

- Charge (What does this task force hope to accomplish?):
 - Develop a time line for Student Services Program SLO/SAOs to ensure that RHC SS programs will reach the proficiency level by 2012.
 - Research SS SLO/SAO models from other institutions, make recommendations and ensure a RHC process is implemented.
 - Review, assess and check current SS SLOs for completion.
 - Facilitate discussions and train SS personnel on SLO preparation and monitor progress.
 - Work with IEC or Institutional Research to ensure that recommended process is tied into the Institutional Planning process.
 - Report progress to the monthly Student Services Program Leadership Council and quarterly to the SLO committee.
 - Final recommendations.

Why SLOs?

WASC Standard IIB



- “The institution systematically assesses student support services using student learning outcomes, faculty and staff input, and other appropriate measures in order to improve the effectiveness of these services”

Why SLOs?

WASC Standard IIB-4



- “The institution evaluates student support services to assure their adequacy in meeting identified student needs. Evaluation of these services provides evidence that they contribute to the achievement of student learning outcomes. The institution uses the results of these evaluations as the basis of improvement.”

What does this mean?

- ❑ The new standards promote the values of student services.
- ❑ Student services professionals are leaders in providing responsive services to a diverse & changing student population.
- ❑ The learning outcomes challenge to student services is an opportunity to improve effectiveness and to integrate with instruction.

What is our objective?

- RHC is currently at the developmental stage
- ACCJC- WASC has tasked RHC with achieving the “proficiency” level of implementing SLOs by 2012.

ACCJC/WASC “Proficiency”

- ❑ Student learning outcomes and authentic assessment are in place for courses, programs and degrees.
- ❑ Results of assessment are being used for improvement and further alignment of institution-wide practices.
- ❑ There is widespread institutional dialogue about the results.
- ❑ Decision-making includes dialog on the results of assessment and is purposefully directed toward improving student learning.
- ❑ Appropriate resources continue to be allocated and fine-tuned.
- ❑ Comprehensive assessment reports exists and are completed on a regular basis.
- ❑ Course student learning outcomes are aligned with degree student learning outcomes.
- ❑ Students demonstrate awareness of goals and purposes of courses and programs in which they are enrolled.

SLO Timeline for SS

Getting Through the 1st Cycle

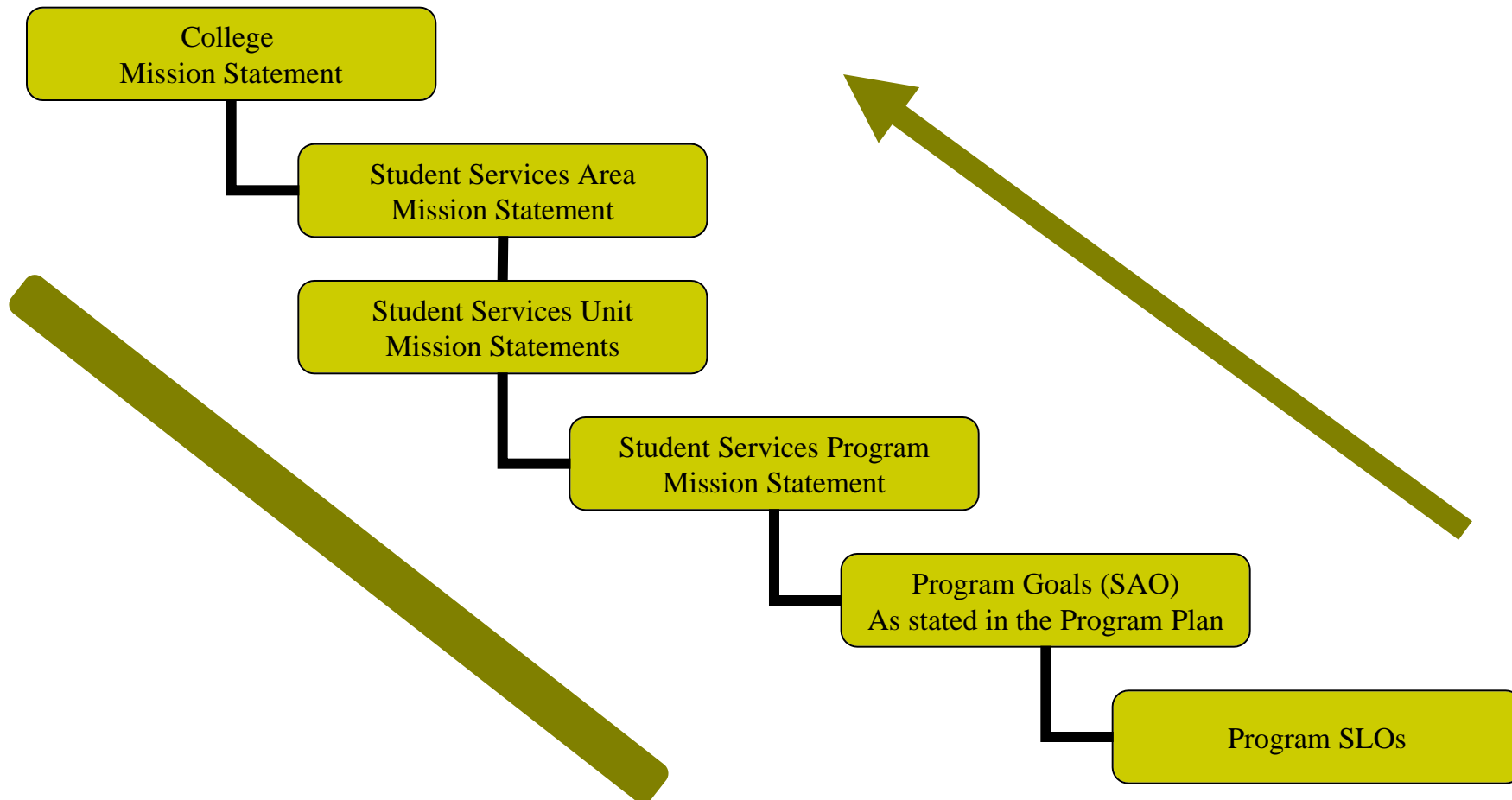


- July-Aug 2009 – Plan and schedule training
- Sept 2009
 - Revise current or write new SLO statement for 2009-2010.
 - Assess and gather evidence for 2009-2010 SLOs.
 - Implement Action Plan of 2008 SLOs if resources permit.
- Dec 11, 2009 – Complete gathering of evidence
- Jan-Mar 2010 – Analyze Assessment Findings
- Apr-May 2010
 - Develop Action Plan for 2009-2010 SLOs
 - Implement Action Plan for 2009-2010 SLOs
 - Write SLO statements for 2010-2011

SLO / SAO

- Student Learning Outcome – focuses on **student** learning
- Service Area Outcome – goals for improvement in the **program**.

SLO / SAO Framework



What are Student Services SLOs?



- A clear measurable statement of what students will **learn** as a result of participating in a Student Services program.

Learning is the Ultimate Goal

- ❑ Learning outcomes focus on **what students know and can do** rather than what we do to support them.
- ❑ Shifts the focus from Student Satisfaction to Student Learning.
- ❑ Shifts the paradigm from Program-Centered to Learning-Centered.

SLO Cycle

Christine Aldrich & Zolita Fisher

The SLO cycle

- This is typically an annual cycle for Student Services
- There are 5 steps to completing the cycle
 1. Write SLO statement
 2. Assess and Gather Evidence
 3. Analyze Findings
 4. Develop Action Plan
 5. Implement Action Plan

Step 1:

Identify and Write SLO Statements



- ❑ SLO writing activities can be handled as a department meeting function or a special meeting function.
- ❑ Part-time faculty and staff should be encouraged to participate.
- ❑ Programs can refine or modify SLOs at any time.

What is a Student Services SLO Statement?



- A clear measurable statement of what students will **learn** as a result of participating in a Student Services program.
- It should describe the outcome or skill you hope to observe or measure.

Checklist for SLO Statements

- ❑ Consistent with Mission Statement.
- ❑ Reasonable and logical.
- ❑ Measurable-can be evaluated-assessed.
- ❑ Clarity and precise in description.
- ❑ Uses **action verbs** with the student as the subject.
- ❑ Describes what a student can do or will learn as result of interaction with you/your program.
- ❑ Agreement-were staff involved in the development of SLOs?

Checklist for SLO Statements, Cont.



- ❑ Do not include a percentage in your SLO because it does not describe what a student will know, only how many you hope will know it.
- ❑ Avoid vague, passive verbs such as...
 -will demonstrate understanding/knowledge
 - ...will know
 - ...will understand

Examples of Student Services SLO Statements



Students:

- ...apply problem solving skills...
- ...create and manage a personal budget...
- ...identify a career goal(s), career preparation needed, and a career path...
- ...acknowledge a personal problem, identify sources(s) of assistance, and obtain assistance...
- ...recognize necessary tools to successfully transition into the college environment...

Step 2:

Assess and Gather Evidence



- Specify the type/source of data (tool) which will be used to assess this SLO and how it will be collected. (How will the evidence be gathered?)
- Identify who will be evaluated. (Who is your target population?)
- Specifically describe the characteristics of a “proficient” result on this outcome. In other words, provide some type of metric or rubric which will be used for assessment.

Step 2:

Assess and Gather Evidence, Cont.



- ❑ State your benchmark value. This is a goal representing the minimum percentage of students which you would like to see classified as proficient for all students evaluated under this outcome.
- ❑ Indicate length of the assessment cycle. (When will the evidence be gathered?)
- ❑ Deploy assessment tool

Things to Consider When Choosing an Tool



- It is important to choose tools based on what you are trying to assess, not on what tool is most appealing to you
- Consider what will provide you with information to make decisions
- What type of data is most meaningful to me: direct/indirect and qualitative/quantitative

Things to Consider When Choosing an Tool



- ❑ What is my budget?
- ❑ What is my timeline?
- ❑ Be able to justify your choice of tool and method

Some Assessment Tools

- Pre and Post Tests/Surveys
- Tests/Quizzes
- Checklists
- Student work samples
- Observations
- Special reports
- Track number of students who...
- Focus groups
- Surveys

Things to Consider When Defining Proficiency



- ❑ What outcome or skill are you measuring?
- ❑ What criteria will determine if the outcome is met or not met?

Example of Steps 1 & 2

- SLO:
 - Students will demonstrate their ability to use the information provided through Banner Self Service to successfully complete the registration process.

- Assessment Tool:
 - A&R will use enrollment reports to compare the number of students who enroll via the web vs telephone or in person.

Example of Steps 1 & 2

- Length of Cycle:
 - Data will be gathered from May-June.
- Proficiency and Benchmark:
 - 50% of students enrolling in the Summer session are able to register via this newly provided web registration system.

Step 3:

Analyze Assessment Findings



- ❑ Tabulate and summarize results of assessment.
- ❑ Managers, Faculty and Staff involved in creating the SLO discuss findings.
- ❑ Look for what students are learning and not learning.
- ❑ Discuss possible solutions and how they could be implemented.

Step 4: Develop Action Plan



- ❑ Programs develop a learning improvement strategy based on SLO findings
- ❑ Complete Assessment Report & Action Plan. This will be replaced by the SLOlutions software.
- ❑ Strategy is incorporated into the Program Plan

Assessment Report & Action Plan Checklist



- Identify the groups who participated in the decision of the evidence that led to the recommendations and decisions
- Summarize the decisions/recommendations made for each outcome including when they will be made
- Summarize the suggestions for improving the assessment process
- Identify when each outcome will be evaluated again
- Identify those responsible for implementing recommended changes
- Update Program plan

Step 5: Implement Action Plan



- Programs regularly review strategy implementation progress
- Individuals within the Program implement the strategy on an ongoing basis.
- Implementation progress is documented in the Program Plan.

References

- ❑ Peggy Maki, Ph.D, North Carolina State U
- ❑ Carrie Zelna, Ph.D, North Carolina State U
- ❑ Paul Cousins, North Carolina State U
- ❑ Marilee Bresciani, Ph.D, San Diego State U
- ❑ John Hernandez, Santiago Canyon College
- ❑ Julie Slark, RSCCD
- ❑ Cerritos College
- ❑ 2008 Curriculum Institute: Marcy Alancraig, Cabrillo; Janet Fulks, Bakersfield College; Michael Heumann, Imperial Valley College



Questions?

Break

15 minutes

SLOlutions

SLO software demonstration by Matt Koutroulis

Group Work Exercises in SLO development

Rachel Garcia

Large Group Activity

SLO Statement



- SLO Statement:
 - *Veteran students will understand educational options, requirements, and benefits as defined by the Veterans Administration.*
- Using the information we have provided thus far, how could this statement be improved?

Large Group Activity

SLO Statement, Cont.



- Remember that an SLO statement is:
 - A clear **measurable** statement of what students will **learn** as a result of participating in a Student Services program.
 - It should describe the outcome or skill you hope to observe or measure.
 - It uses action verbs.

Large Group Activity

SLO Statement, Cont.



- SLO Statement:
 - *Veteran students will understand educational options, requirements, and benefits as defined by the Veterans Administration.*
 - **Veteran students will identify educational options, requirements, and benefits as defined by the Veterans Administration.**

Large Group Activity

Assessment



- Assessment:
 - *The SLO was asked as a yes or no question in a customer services survey. The survey was made available and given to students that came to the office throughout the semester.*
 - *The survey was also given to students after they completed their evaluation appointment with the VA counselor.*
- Using the information we have discussed thus far, do you think the assessment tool selected was the best choice? If not, what might be a better tool?

Some Assessment Tools

- **Pre and Post Tests/Surveys**
- Tests/Quizzes
- Checklists
- Student work samples
- Observations
- Special reports
- Track number of students who...
- Focus groups
- Surveys

Large Group Activity Assessment, Cont.



- Assessment:
 - *The SLO was asked as a yes or no question in a customer services survey. The survey was made available and given to students that came to the office throughout the semester.*
 - *The survey was also given to students after they completed their evaluation appointment with the VA counselor.*
- **Students will be given a quiz prior to meeting with their VA counselor and another after. They will be asked to list at least 3 educational options, requirements and benefits as defined by the VA. This will be conducted during the fall semester.**

Small Group Activity

SLO Statement



- Review one of the existing SLO statements from each person in the group. And discuss the following
 - How does it support your program mission statement?
 - Is it measurable?
 - Does it contain action verbs? Students will...
 - create...
 - complete...
 - identify...
 - Does it avoid vague statements such as:
 -will demonstrate knowledge
 - ...will understand
- As a group, rewrite the statement if you feel that it could be improved.

Small Group Activity

SLO Assessment



- Using your newly revised SLO statement, discuss with your group the following questions:
 - What do you want to measure?
 - Define proficiency.
 - State your benchmark.
 - What is the tool you selected?
 - Why did you choose this tool?
 - Will it provide me with evidence that will lead me to make a decision for continuous improvement?

Reporting Out

Admission & Records

- Mission Statement:
 - A&R office will enhance students understanding of the admissions application and the registration process and degree/certificate requirements.
- SLO Statements:
 - Students will demonstrate knowledge of on-line application processes.
 - Students will demonstrate knowledge of on-line and telephone registration processes.
 - Students will demonstrate knowledge of degree requirements.

Assessment Center

- Mission Statement:
 - To provide comprehensive testing services for the college that will aid in the accurate placement of newly matriculating students. In addition, to provide testing services that serve the needs of the RHC community.
- SLO Statements:
 - Students seeking Assessment Center services will receive the information and assistance they were seeking.
 - Students will become better prepared to take the college assessment test battery as a result of reviewing samples of the assessment tests they will take.

CalWORKs

- Mission Statement:
 - Empower our students to reach self-sufficiency by providing education and career opportunities combined with an array of high quality support services that enable students to successfully transition into the workforce.

- SLO Statements:
 - CalWORKs students will learn how to interact with their instructors to discuss progress in their classes.
 - CalWORKs students will learn the child care rules and regulations of the CalWORKs program.

Career Development Center

- Mission Statement:
 - Assist the diverse student population, staff and community of RHC with the educational, career and life decision-making process via an array of career resources, job search activities, workshops, assessments and career and educational counseling services.
- SLO Statements:
 - Students using Career Development Center services will articulate that as a result of this interaction they received the services they were seeking.
 - Students meeting with a Career Development Center counselor will be able to better understand career options and interests.

Counseling

- Mission Statement:
 - Is committed to providing quality academic and career advisement for the diverse student population at RHC. Will also provide “above and beyond” services to all students and establish itself as a “Center of Excellence” at the college.
- SLO Statements:
 - Students meeting with a college counselor will leave the counseling session with the information they were seeking.
 - Students will be able to comprehend and follow the content of a completed educational plan designed to help them complete a defined educational goal.

DSP&S

- Mission Statement:
 - Is committed to providing disabled students the opportunity to effectively matriculate into the mainstream college and the community by providing services that facilitate equal access to education, self advocacy, and personal growth opportunities in order to maximize individual student success.

- SLO Statements:
 - Students will demonstrate self advocacy skills with instructors and staff.
 - Students will effectively utilize campus resources.

EOP&S

- Mission Statement:
 - Is committed to providing compassionate, innovative, above and beyond services to students facing economic and educational challenges. We work in partnership with students and campus community to enable students to fulfill their highest educational potential.
- SLO Statements:
 - EOPS/CARE students can identify the factors that led to their probationary status and are aware of the services EOPS offers to assist them in improving their academic performance.
 - New EOPS/CARE students will have the knowledge of what EOPS/CARE can do to support their success and what is required to maintain their eligibility.
 - EOPS/CARE students can identify services that were most and least beneficial to them in reaching their academic goals.

Financial Aid

- Mission Statement:
 - Provide assistance to our diverse student population on the basis of financial need and assist funding their college education. Our student focused staff will provide professional knowledge and personalized service to assist students and their families as they seek and obtain the maximum financial aid resources available.
- SLO Statements:
 - Student will demonstrate an understanding how to complete the Free Application for Federal Student Aid (FAFSA) on line.
 - Student will know how to maintain their financial aid eligibility by attending Progress Workshop.
 - Measure student satisfaction with the Financial Aid Office.

GEAR UP

- Mission Statement:
 - The RHC office of Ed Partnerships through collaboration with local K-12, university and community partners creates college access and preparation for all students while fostering a sustainable college-going culture within schools, families and the community as a whole.

- SLO Statements:
 - GEAR UP students will be able to demonstrate an understanding of the postsecondary/college admission requirements.
 - GEAR UP parents will be able to demonstrate an understanding of college options available to GEAR UP participants, after their students have completed the GEAR UP Program.

Matriculation/Orientation

- Mission Statement:
 - Provide all students with the opportunity to become aware of college related rules, regulations, options, procedures, and general information that can assist them to successfully navigate the college campus and pursue a college program of study.
- SLO Statements:
 - Students attending college orientation will leave with an understanding of the three options to register for classes.
 - Students who attend a college orientation will leave with an understanding of the terms pre-requisite, co-requisite, and advisory as they relate to college requisitions.

Outreach

- Mission Statement:
 - Is committed to provide, disseminate and present vital information to our prospective K-12 students, with a focus on the high school senior students.
- SLO Statements:
 - High school student will be able to verbalize and understating of the educational options available to them at Rio Hondo College.
 - High school students will demonstrate the ability to complete a college admissions application and how and where such an application needs to be submitted.

Student Activities

- Mission Statement:
 - Is committed to providing students with extracurricular activities that will enhance their college experience at RHC. We do this by providing leadership opportunities that will provide growth and development in all areas of their lives.

- SLO Statements:
 - Students will be able to use the proper Parliamentary Procedures to conduct orderly/effective meetings and will be knowledgeable about the Brown Act.
 - Students will be able to operate their organizations effectively throughout the year after receiving information and training.
 - Students will develop and improve their leadership skills.

Student Health Office

- Mission Statement:
 - To contribute to the educational and health objectives of the students by promoting their physical, emotional and social well being.
- SLO Statements:
 - To determine if the student's visit to the Student Health Office altered the student's knowledge about the availability of health services at the Student Health Office.
 - As a result of encounters within the Student Health Office and classroom presentations by Health Services staff, students will learn the risks of acquiring HIV infections and of the availability of free HIV testing in the Student Health Office.

Transfer Center

- Mission Statement:
 - To ensure a transfer culture by providing comprehensive support services and resources as well as counseling services to empower students seeking to transfer to four-year colleges and universities. We are also committed to increasing the transfer rates of under represented students to institutions of higher learning.

- SLO Statements:
 - Students will be able to identify specific Transfer Center services they believe assisted them towards reaching their transfer goal.
 - Student will be able to articulate transfer related services they believe can be of more assistance to them.
 - Students will be able to use a computer to successfully complete an online admissions application to a 4 year unit.
 - Students will know the steps to initiate in order to participate in TC services: meet with a university representative; participate in university tour; etc.

TRIO – US/SSS

- Mission Statement:
 - Provide college advisement and services in a challenging, compassionate, encouraging and supportive manner to a diverse group of high school and college students, such that all students will be eligible for acceptance into a four year college or university.
- SLO Statements:
 - Eighty-five percent of all Student Support Services students will be very satisfied with the service they receive.
 - Students will be able to demonstrate an understanding of the IGETC transfer options.
 - Students will be able to navigate the college system
 - Students will learn and enroll in A-G courses in order to be CSU & UC admissible
 - Student's will be able to successfully be able to complete the college application process

Veterans Office

- Mission Statement:
 - Provides military veterans, their dependents and widows, counseling and support assistance designed to facilitate their success in reaching their college educational goals.
- SLO Statements:
 - Veteran students will understand educational options, requirements, and benefits as defined by the Veterans Administration.
 - Veteran students will be able to comprehend and follow an educational plan designed for them that is specific to their identified educational goal.
 - Veteran students will be aware of the procedures they need to follow to appeal their termination or reduction of veterans educational benefits.

Next Steps

- ❑ Acknowledge and use what you have already done
- ❑ Managers/Coordinators are responsible for making SLOs a part of the ongoing dialog and work in your programs.
- ❑ Regular scheduled updates on progress will be expected at each SSPLC meeting.
- ❑ The SLO process will continue to be revised and improved.

Workshop Outcomes

- ❑ Reinitiate dialog about SLOs
- ❑ Discuss and clarify SAOs
- ❑ Better understanding of how to develop a well written, measurable SLO
- ❑ Each program will be reviewed and analyzed
- ❑ Everyone participates
- ❑ Define the role of the program manager/coordinator