



**STUDENT SERVICES
SLO ASSESSMENT PLAN DOCUMENTS
SEPTEMBER 2008**

- 1. ADMISSIONS AND RECORDS OFFICE**
- 2. CalWORKs**
- 3. COUNSELING**
- 4. COUNSELING CAREER 136 AND LIFE PLANNING CLASS**
- 5. EOPS/CARE**
- 6. FINANCIAL AID**
- 7. HEALTH CENTER**
- 8. SECURITY**
- 9. STUDENT ACTIVITIES**



1. ADMISSIONS AND RECORDS OFFICE

SLO Assessment Plan – Admissions and Records Office – September 26, 2008

Department: A&R

Course:

SLO	Approach, Major Assignment, Assessment Method & Criteria	Term	Results
1. Students will satisfactorily complete the Skyline online application for admission	<p><u>Approach:</u> 1.1 Major Assignment: Survey</p> <p>Criteria: 50% satisfaction rate of those students completing the survey</p> <p>Follow-up: Review comments and improve the online application process</p>	1.1 FA 2007 Will re-assess for SP 2008 and FA 2008	<p>Survey completed for March 2007 through September 30, 2007</p> <p>536 students completed the survey 520 were very satisfied or satisfied 16 were dissatisfied</p>
2. Students will be able to identify their needs, determine resources, and access appropriate services.	<p>2.1 Major Assignment: Conduct training on "entering college" via admissions application workshops</p> <p>Assessment Method: Pre/post-test on admissions/college information</p> <p>Criteria: 50% of the surveys will be returned and satisfaction rate with admissions process reviewed. This rating will become the benchmark for later workshops.</p>	2.1 FA 2007	



2. CalWORKs

SLO Assessment Plan – CalWORKs – September 2008

Department: CalWORKs

Course:

Expected SLO	Approach, Major Assignment, Assessment Method & Criteria	Term
<p>1. Students will be able to develop SEP that reflects the requirements for certificate, associate degrees and/or transfer.</p>	<p><u>Approach:</u> 1.1 Major Assignment: Workshop will be presented on how to develop SEP Assessment Method: During 2nd and 3rd appointment counselor will evaluate SEP with students. Criteria: Third semester students, who do not complete all three required contacts.</p>	1.1
<p>Students will be able to utilize electronic tools to communicate with staff and to receive program information. (this SLO could also apply to Technological Awareness</p>	<p><u>Approach:</u> Major Assignment: Exit surveys, email messages, and phone calls. Assessment Method: Number of surveys completed, number of electronic petitions. Criteria: All EOPS / CARE students</p>	
<p>Current EOPS/CARE students will demonstrate initiative and personal responsibility to maintain eligibility for program services.</p>	<p><u>Approach:</u> Major Assignment: Phone calls, orientation, email reminders, calendar with office hours. Assessment Method: List of students who do not complete all three contacts. Criteria: All EOPS/CARE students</p>	

SLO Assessment Plan – CalWORKs – September 2008

Department: CalWORKs

Course:

Term:

Expected SLO	Outcome Results	Analysis & Action
<p>1. Students will be able to develop SEP that reflects the requirements for certificate, associate degrees and/or transfer.</p>	<p>1.1 Students will be able to develop SEP that will accurately reflect sequence of courses to meet academic goals.</p>	<p>A workshop will be presented to students on how to self develop an SEP. Students will evaluate SEP with counselor during 2nd or 3rd counseling appointment.</p>
<p>Students will be able to utilize electronic tools to communicate with staff and to receive program information.</p> <p>(this SLO could also apply to Technological Awareness</p>	<p>50% of students who complete survey will indicate having received electronic communication from program</p>	<p>Exit surveys, email messages and responses, phone calls will be made / administered. Number of surveys completed, number of electronic petitions.</p>
<p>Current EOPS/CARE students will demonstrate initiative and personal responsibility to maintain eligibility for program services.</p>	<p>At least 75% of students will be eligible for services the following semester.</p>	<p>Phone calls, orientation, email reminders, calendar with deadlines, office hours. List of students who do not complete all three contacts.</p>



Skyline
COLLEGE
ACHIEVE

3. COUNSELING

SLO Assessment Plan – Counseling – September 2008

Expected SLO		Approach, Major Assignment, Assessment Method & Criteria	Term
<p>Critical Thinking</p> <p>1. Students will access, utilize and integrate counseling information & services from a variety of human print and electronic resources to develop and maintain dynamic educational and career plans.</p>	1.1	<p><u>Approach:</u> Assessment Method: Completion of Student Surveys (1) and (2). Students will be selected randomly to complete the Student Surveys (1) and (2) after the completion of their counseling session. <u>Criteria:</u> 70% of the students will be able to identify counseling information and services as it relates to their educational or career goals.</p>	1.1 Fall 2008
	1.2	<p>Assessment Method: Redistribution and completion of Student Survey (1) and (2) with the same participating students after one semester. <u>Criteria:</u> 80% of participating students will enhance their ability to identify counseling information and services as it relates directly to their educational or career goals.</p>	1.2 Spring 2009
	1.3	<p>Assessment Method: Completion of Counselor Survey. Counselors will complete Counselor Survey Form after completion of the counseling session. <u>Criteria:</u> Counselors will gain 70% increased awareness of student's ability to identify counseling information and services as it relates to their educational and career goals.</p>	1.3 Fall 2008
	1.4	<p>Assessment Method: Completion of Counselor Survey to the same participating students after one semester. <u>Criteria:</u> Counselors will gain 80% increased awareness of student's ability to identify counselor information and services as it relates to their educational and career goals.</p>	1.4 Spring 2009
	1.5	<p>Assessment Method: Completion of Volume Matrix <u>Criteria:</u> Counselors will gain 80% increased awareness of statistical student information to gain an understanding of the students ability to identify counseling information and services as it relates directly to their educational and career goals.</p>	1.5 Fall/Spring 2008/2009
<p>Communication</p> <p>1. Demonstrate the ability to create interdependent relationships with peers, instructors, and counselors.</p> <p>2. Demonstrate the ability to express their educational and career goals with clarity and</p>	1.1	<p><u>Approach:</u> Assessment Method: Completion of Student Survey (1) and (2) Students will be selected randomly to complete the Student Surveys after the completion of their counseling session. <u>Criteria:</u> 70% of the students will be able to express their educational objectives and counseling information and services when developing a Student Educational Plan with their counselor.</p>	1.1 Fall 2007
	1.2	<p>Assessment Method: Redistribution and completion of Student Survey (1) and (2) with the same participating students after one semester. <u>Criteria:</u> 80% of participating students will enhance their ability to express their</p>	1.2 Spring 2008

Department: Counseling

<p>purpose when developing a Student Educational Plan.</p> <p>Communication (continued)</p>	<p>educational objectives, counseling information and services when developing a Student Educational Plan with their counselor.</p> <p>1.3 Assessment Method: Completion of Counselor Student Survey Form after completion of the counseling session. <u>Criteria:</u> Counselors will gain 70% increased awareness of student's ability to express their educational objectives, counseling information and services when developing a Student Educational Plan.</p> <p>1.4 Assessment Method: Completion of Counselor Student Survey with the same participating students after one semester. <u>Criteria:</u> Counselors will gain 80% increased awareness of student's ability to express their educational objectives, counseling information and services when developing a Student Educational Plan.</p> <p>1.5 Assessment method: Completion of Volume Matrix <u>Criteria:</u> Counselors will gain 80% increased awareness of statistical student information regarding the student's ability to express their educational objectives, counseling information and services when developing Student Educational Plans.</p>	<p>1.3 Fall 2008</p> <p>1.4 Spring 2009</p> <p>1.5 Fall 2008</p>
<p>Self Awareness & Interpersonal Skills</p> <p>Students in collaboration with a counselor will develop, modify, and maintain a Student Educational Plan that is in alignment with their educational and career goals.</p>	<p><u>Approach:</u></p> <p>1.1 Assessment Method: Completion of Student Survey. (1) and (2). Students will be selected randomly to complete the Student Surveys (1) and (2) after the completion of their counseling session. <u>Criteria:</u> 70% of the students in collaboration with the counselor will enhance their ability to develop and maintain Student Educational Plans consistent with their educational and career goals.</p> <p>1.2 Assessment Method: Redistribution of Student Surveys(1) and (2) with the same participating students after one semester. <u>Criteria:</u> 80% of participating students in collaboration with their counselor will enhance their ability to develop and maintain and Student Educational Plans consistent with their educational or career goals.</p> <p>1.3 Assessment Method: Completion of Counselor Survey Form after completion of the counseling session. <u>Criteria:</u> Counselors will gain 70% increased awareness of student's ability to develop and modify a Student Educational Plan consistent with their educational and career goals.</p> <p>1.4 Assessment Method: Completion of Counselor Survey Form with the same participating students after one semester. <u>Criteria:</u> Counselors will gain 80% increased awareness of student's ability to develop and maintain a Student Educational Plan consistent with their educational and career goals.</p>	<p>1.1 Fall 2008</p> <p>1.2 Spring 2009</p> <p>1.3 Fall 2008</p> <p>1.4 Spring 2009</p>

Department: Counseling

<p>Self Awareness & Interpersonal Skills (continued)</p>	<p>1.5</p>	<p>Assessment Method: Completion of Volume Matrix <u>Criteria:</u> Counselors will gain an 80% increased awareness of statistical student information regarding student's ability, in collaboration with a counselor, to develop and maintain a Student Educational Plans consistent with their educational and career goals.</p>	
<p>Personal Actions and Civic Responsibility</p> <p>Students will develop a sense of self efficacy and personal responsibility to enhance their appreciation.</p>			
<p>Global Awareness</p> <p>Students will be able to select courses and activities that broaden their personal growth, global awareness and enhance their cultural sensitivity.</p>			

Department: Counseling

	1.4		
<p>Technological Awareness</p> <p>Demonstrate the ability to utilize and synthesize computer-based research information into their overall educational goals.</p>			



4. COUNSELING CAREER 136 AND LIFE PLANNING CLASS

SLO Assessment Plan – Counseling – Career 136 and Life Planning – September 2008

Department: COUNSELING

Course: Career 136 Career and Life Planning

Expected SLO	Approach, Major Assignment, Assessment Method & Criteria	Term
<p>1. Demonstrate increased awareness and knowledge of career options and ability to evaluate available opportunities.</p>	<p><u>Approach:</u> All Students</p> <p>1.1 Major Assignment: Career Essay depicting a definite career path and the decision making process used in determining the specific career choice. Assessment 4 point Holistic Critical Thinking Rubric Criteria: 70% will receive a score of ≥ 3</p>	1.1 Fall 2007
	<p>1.2 Major Assignment: Career Research Work sheets completed on five selected careers using the Eureka Computer Information System. Assessment Method: 8 point check list Criteria: 70% of students will score 5 or more points.</p>	1.2 Fall 2007
	<p>1.3 Major Assignment: Assessment Integration Assessment: Written Quiz Criteria: 70% of students will score 80% or higher</p>	1.3 Fall 2007
<p>2. Synthesize Assessment Inventories and significant interpretative results pertaining to the self-exploration stage of the Career Development Process.</p>	<p><u>Approach:</u></p> <p>1.1 Major Assignment: Completion of the MBTI, &Strong Interest Inventory, Assessment : Written Quiz ; Short Essay focusing on understanding Interpretive Results Criteria: 70% of students will score 75 or more</p>	1.1 Fall 2007
	<p>1.2 Major Assignment: Values Card Sort Excercise Assessment Method: Identification of always and often valued work values Criteria: 80% of students will Identify their most important work values</p>	1.2 Fall 2007
	<p>1.3 Major Assignment: SkillsScan assessment Assessment: On-line assessment determining Identification of Core Skills Criteria: 80% of students will be able to identify Skills Set</p>	

Expected SLO	Approach, Major Assignment, Assessment Method & Criteria	Term
<p>3. Write effective Resume using action words, analysis of previous work history and usage of accomplishment statements leading to the appropriate selection of a resume format.</p>	<p>1.1 Major Assignment: Completion of Resume using appropriate resume formats which corresponds to students work history. Assessment: 10 Point Resume Check list Criteria: 70% of students will score 7 points or more</p> <p>1.2 Major Assignment : Accomplishment Statement Exercise Assessment: Quiz: short essay format Criteria: 70% of students will score 70 or more</p> <p>1.3 Major assignment: Resume Worksheet Exercise Assessment: Pre and Post Completion of Resume Worksheet Exercise Criteria: 70% of the students will score 70 or more</p>	<p>1.1 Fall 2007</p> <p>1.2 Fall 2007</p> <p>1.3 Fall 2007</p>
<p>4. Conduct an effective mock Interview answering employer questions with examples pertaining to skills, knowledge and abilities of previous work accomplishments.</p>	<p>1.1 Major Assignment: Exercise to discuss interview strategies using the Dynamic Interview Guide. Assessment: Mock- Interview Assessment Check List Criteria: 70 % of students will score 12 points or more</p> <p>1.2 Interview Exercise: Frequently asked Questions by employers Assessment: Dyads with peers to evaluate responses Criteria: 70 % of students will answer questions correctly</p> <p>1.3 Mock Interview Self – Evaluation Exercise Assessment: 5 Point Rubric Criteria: 70 % of students will receive a score of >3</p>	<p>1.1 Fall 2007</p> <p>1.2 Fall 2007</p> <p>1.3 Fall 2007</p>



5. EOPS/CARE

SLO Assessment Plan EOPS / CARE --September 24, 2008

Department: EOPS / CARE

Course:

Expected SLO	Approach, Major Assignment, Assessment Method & Criteria	Term
<p>1. Students will be able to develop SEP that reflects the requirements for certificate, associate degrees and/or transfer.</p>	<p><u>Approach:</u> 1.1 Major Assignment: Workshop will be presented on how to develop SEP Assessment Method: During 2nd and 3rd appointment counselor will evaluate SEP with students. Criteria: Third semester students, who do not complete all three required contacts.</p>	1.1
<p>Students will be able to utilize electronic tools to communicate with staff and to receive program information. (this SLO could also apply to Technological Awareness</p>	<p><u>Approach:</u> Major Assignment: Exit surveys, email messages, and phone calls. Assessment Method: Number of surveys completed, number of electronic petitions. Criteria: All EOPS / CARE students</p>	
<p>Current EOPS/CARE students will demonstrate initiative and personal responsibility to maintain eligibility for program services.</p>	<p><u>Approach:</u> Major Assignment: Phone calls, orientation, email reminders, calendar with office hours. Assessment Method: List of students who do not complete all three contacts. Criteria: All EOPS/CARE students</p>	

SLO Assessment Plan EOPS / CARE --September 24, 2008

Department: EOPS / CARE

Course:

Term:

Expected SLO	Outcome Results	Analysis & Action
<p>1. Students will be able to develop SEP that reflects the requirements for certificate, associate degrees and/or transfer.</p>	<p>1.1 Students will be able to develop SEP that will accurately reflect sequence of courses to meet academic goals.</p>	<p>A workshop will be presented to students on how to self develop an SEP. Students will evaluate SEP with counselor during 2nd or 3rd counseling appointment.</p>
<p>Students will be able to utilize electronic tools to communicate with staff and to receive program information.</p> <p>(this SLO could also apply to Technological Awareness</p>	<p>50% of students who complete survey will indicate having received electronic communication from program</p>	<p>Exit surveys, email messages and responses, phone calls will be made / administered. Number of surveys completed, number of electronic petitions.</p>
<p>Current EOPS/CARE students will demonstrate initiative and personal responsibility to maintain eligibility for program services.</p>	<p>At least 75% of students will be eligible for services the following semester.</p>	<p>Phone calls, orientation, email reminders, calendar with deadlines, office hours. List of students who do not complete all three contacts.</p>



6. FINANCIAL AID

SLO Assessment Plan – Financial Aid – September 2008

Department: Financial Aid Department

Expected SLO	Approach, Major Assignment, Assessment Method & Criteria	Term
<p>1. Students will be able to identify financial aid resources for which they may qualify.</p>	<p><u>Approach:</u> 1.1 Major Assignment: Financial Aid Office will hold Cash for College workshops that will include information on not just Federal Financial Aid but also Scholarships, State Aid and other resources of aid. Assessment Method: Online Survey of what students learned. Criteria: Students that have Financial Difficulties affording school</p>	
<p>Financial Aid students will demonstrate understanding of academic progress requirements for financial aid eligibility</p>	<p><u>Approach:</u> 1.2 Major Assignment: Students are to attend group meetings with the FA counselor to discuss their SAP situation and complete a Student Success Program. Assessment Method: Student Success Completion Sheet Criteria: Financial Aid Students at risk of losing Financial Aid eligibility due to not maintaining Satisfactory Academic Progress and may face suspension/dismissal.</p>	
<p>Students will be able to complete a financial aid application.</p> <p>(this SLO could also apply to Technological Awareness)</p>	<p><u>Approach:</u> 1.3 Major Assignment: Students will make appointments with Campus Ambassadors or Financial Aid Staff to complete FAFSA online Assessment Method: Extracting report from GRID to count how many appts. Were logged in. Criteria: Students that have Financial Difficulties affording school</p>	

SLO Assessment Plan – Financial Aid – September 2008

Department: Financial Aid Department

Course:

Term:

Expected SLO	Outcome Results	Analysis & Action
<p>I. Students will be able to identify financial aid resources for which they may qualify.</p>	<p>Students will be able to research, identify and apply for Financial Aid resources that may be able to fund their education so they can better apply their energy to completing their education successfully</p>	<p>A workshop will be presented to students to educate them on Financial Aid, State Aid and scholarships available. Students will be given materials that they can reflect on every year to continue applying for additional aid. Online Survey will be used to better our services and see what workshops students found most helpful</p>
<p>Financial Aid students will demonstrate understanding of academic progress requirements for financial aid eligibility</p>	<p>80% of students that had previously failed to maintain Satisfactory Academic progress will demonstrate the ability to maintain SAP with the proper guidance from the Counselor and the information gained from the Student Success Program. They will also remain on track with their academic goals and remain eligible to receive Financial Aid Assistance.</p>	<p>Files will be monitored more regularly, electronic notification letters will be sent to students after grade roll, personal calls will be given to set up appointments with counselor. Materials from Student Success Program can give students additional guidance.</p>
<p>Students will be able to complete a FAFSA application online.</p> <p>(this SLO could also apply to Technological Awareness)</p>	<p>85% of Financial Aid Students submit their application online and will continue to renew their application online. This will result in better accuracy on application information submitted, faster awarding and notification from school and full responsibility back on the student. Students will also have the ability to make corrections to their information, taking the responsibility off the schools and back onto the students.</p>	<p>Personal instruction, materials with important dates, personal identification assigned by the Department of Education and electronic reminders sent from the Department of Education.</p> <p>Lists of students that have received individual, one on one instruction.</p>



7. HEALTH CENTER

STUDENT SERVICES

HEALTH CENTER Student Assessment Plan

September 2008

Department: SLO	Course: Approach, Major Assignment, Assessment Method & Criteria	Term
1. Students will articulate (explain) their health care needs to receive appropriate assistance.	1.1 Students will "sign in" with need indicated via computer tracking 1.2 Increase use of Health Center by 10% 1.3 Satisfaction survey will be administered	Fall 2008
2. Students will be able to evaluate resources needed to improve physical/mental/emotional health	2.1 Students will be provided with written information, brochures, counseling, or other resources as needed 2.2 Tracking of materials distributed will be done 2.3 Satisfaction survey will be administered	Fall 2008
3. Students will identify symptoms of substance abuse, eating disorder and/or other addictive behaviors and learn coping strategies	3.1 Students will identify behavior and seek assistance via the Health Center. 3.2 Student be directed to appropriate assistance 3.3 Count number of students served	Fall 2008
4. Students will demonstrate awareness of the global implications of diseases such as HIV, diabetes, etc.	4.1 Classroom presentations made by nurse about health issues 4.2 Pre/post tests will be administered to determine level of awareness	Fall 2008



8. SECURITY

SLO ASSESSMENT PLAN – SECURITY – SEPTEMBER 2008

Department: Security	Course:	
Expected SLO	Approach, Major Assignment, Assessment Method & Criteria	Term
<p>1.</p> <p>Students will demonstrate their understanding and acceptance of parking rules and regulations by parking in designated lots with appropriate parking permits</p>	<p><u>Approach:</u></p> <p>1.1 Major Assignment: Dissemination of Information Assessment Method: Number of Citations Issued Criteria: 2% decrease monthly</p> <p>1.2 Major Assignment: Parking Lot Orientation Assessment Method: Citations issued for parking in Staff Lot Criteria: 2% decrease monthly</p>	
<p>2.</p> <p>Students will smoke in a designated smoking area.</p>	<p>1.1 Major Assignment: Dissemination of Information Assessment Method: Number of complaints from Staff and Students. Criteria: 5% decrease monthly</p> <p>1.2 Major Assignment: Signage Assessment Method: Survey Criteria: 80% understanding – 4 out of 5 correct</p>	
<p>3.</p> <p>Students will promote a clean campus by not littering.</p>	<p>1.1 Major Assignment: Dissemination of Information Assessment Method: State of Cleanliness on Campus Criteria: Monthly report from Security Officers regarding the look of the</p>	

	<p>Campus.</p> <p>1.2 Major Assignment: Presentation to students in the Classroom</p> <p>Assessment Method: Verbal Survey while in Classroom</p> <p>Criteria: 100% understanding of class via class discussion.</p>	
--	--	--



9. STUDENT ACTIVITIES

SLO Assessment Plan – Student Activities – September 2008

Department: Student Activities

Course:

Expected SLO	Approach, Major Assignment, Assessment Method & Criteria	Term
<p>1. ASSC Governing Council members will demonstrate increased awareness and knowledge of the College Shared Governance process</p>	<p><u>Approach:</u> 1.1 Major Assignment: Pre-test and Post-test on Shared Governance Assessment Method: Multiple choice quiz Criteria: 80% of the student senate members will receive a 70% or higher on the post-test. There be a minimum increase of 10% score between the pre-test and the post test</p>	1.1 FA
	<p>1.2 Major Assignment : Presentation of committee reports at ASSC Governing Council meetings Assessment Method: Analytic Rubric for Grading Oral Presentations Criteria: 80% of student representatives on Shared governance committees will receive a score of 6 or greater</p>	1.2 SP
	<p>1.3 Major Assignment: Student will write an evaluation of the Shared Governance process within the College and District as well as report on how they believe they were able to be effective student body representatives. Assessment Method: Essay Criteria: 80% of the student representatives on shared governance committees will receive a score of 70% or higher on the essay</p>	1.3 SP
<p>2. ASSC Governing Council members and SOCC members will be able to conduct needs assessments and manage a budget to stage an event on campus</p>	<p>2.1 Major Assignment: ASSC will develop, conduct and evaluate campus activity survey Assessment Method: ASSC members will develop a surveying tool that is approved by the research department Criteria: 10% of the surveys will be returned and the ASSC will develop a event calendar for the academic year</p>	2.1 FA
	<p>2.2 Major Assignment: ASSC and SOCC members will plan and implement events for the campus community Assessment Method: Student program facilitators will complete program proposal forms, budgetary paperwork requirements and facilities use agreement.</p>	2.2 FA and SP

	<p>Criteria: 70% of the Program proposals will complete and accurate as well as submitted within appropriate timeline as dictated by the colleges time, Place and Manner Policy.</p> <p>2.3 Major Assignment: ASSC will conduct event satisfaction surveys Assessment Method: event evaluation Criteria: 70% of the surveys will be satisfactory or higher</p>	
--	--	--