



*Student Learning Outcomes:
Improving Teaching and Learning*

OFFICE OF THE VICE PRESIDENT OF STUDENT SERVICES 2008 / 2009

I	II	III	IV	V
Expanded Statement of Institutional Purpose	Administrative/Service Outcomes	Assessment Method and Criteria for Success	Assessment Results	Use of Results
<p>Provide professional expertise, support, encouragement and oversight for all Student Services programs and services. Recruit, retain, support, and provide services that support all current and potential students in developing and reaching personal, vocational, and educational goals. Increase student success, retention, and graduation and transfer rates.</p>	<p>1. Monitor administrative unit outcomes and activities of all student service programs and services.</p>	<p>1. All Student Services programs and services will have completed all columns of Student Learning Outcomes in the AUO format by August 2008 for 07-08 and column I-III for 08-9.</p>	<p>1. All Student Service units have completed columns I through III and most Student Service units have completed column IV and are working on column v.</p>	<p>1. Use of AUO's in planning for subsequent year and in program review has resulted in more comprehensive planning.</p>



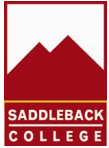
*Student Learning Outcomes:
Improving Teaching and Learning*

I Expanded Statement of Institutional Purpose	II Administrative/Service Outcomes	III Assessment Method and Criteria for Success	IV Assessment Results	V Use of Results
<p>Provide professional expertise, support, encouragement and oversight for all Student Services programs and services. Recruit, retain, support, and provide services that support all current and potential students in developing and reaching personal, vocational, and educational goals. Increase student success, retention, and graduation and transfer rates.</p>	<p>2. Students will utilize student programs and services in greater numbers.</p>	<p>2. Proven by annual MIS, college reporting and statistics maintained in all service units.</p>	<p>2. 2005-06 and 2006-07 enrollment, WSCH and unit statistics proved increases in use of Student Services from 05-06 with stability and slight increases in 06-07 except for EOPS which suffered from lack of key staff. For 2007-08 all areas showed increases in enrollment and retention.</p>	<p>2. College planning resulted in new EOPS position of Faculty Coordinator. New position of Outreach Coordinator developed in 2005 was provided first time annual budget. Learning Disability Instructor will be replaced in 2008. New Adaptive kinesiology instructor selected as one of most important positions and filled.</p>



*Student Learning Outcomes:
Improving Teaching and Learning*

I Expanded Statement of Institutional Purpose	II Administrative/Service Outcomes	III Assessment Method and Criteria for Success	IV Assessment Results	V Use of Results
<p>Provide professional expertise, support, encouragement and oversight for all Student Services programs and services. Recruit, retain, support, and provide services that support all current and potential students in developing and reaching personal, vocational, and educational goals. Increase student success, retention, and graduation and transfer rates.</p>	<p>3. Improve services to students and retention through positive and clear communication among Student Services leaders and all college leadership and through professional development opportunities.</p>	<p>3. a. Bi monthly meetings with each Student Service Leader to learn progress and challenges in unit.</p> <p>3. b. Student service Leaders Meetings focused on: planning; topics that we want to learn more about and improve upon, communication to improve delivery of services.</p> <p>3. c. Annual Student Services Professional Development program on topics planned by classified staff to increase skills to best serve students.</p>	<p>3. a. Bi-monthly meetings have provided opportunity for each leader to garner support and assistance from VPSS. Some leaders preferred meetings held at site of program.</p> <p>3. b. Survey to be administered in Spring 09 of staff and faculty.</p> <p>3. c. Survey of annual Student Services workshops in 2005-06, 2006-07 and 2007-08 proved that most staff found the time, topics, chance to communicate and opportunity for training most helpful.</p>	<p>3. a. Continuation of bi-monthly meetings-more at the site of program.</p> <p>3. b. Student Service Leaders Meetings utilized as vehicle for planning goals and directions for services.</p> <p>3. c. Annual professional workshops have been changed to bi-annual workshops with more classified leadership.</p>



*Student Learning Outcomes:
Improving Teaching and Learning*

I Expanded Statement of Institutional Purpose	II Administrative/Service Outcomes	III Assessment Method and Criteria for Success	IV Assessment Results	V Use of Results
<p>Provide professional expertise, support, encouragement and oversight for all Student Services programs and services. Recruit, retain, support, and provide services that support all current and potential students in developing and reaching personal, vocational, and educational goals. Increase student success, retention, and graduation and transfer rates.</p>	<p>4. Help facilitate a more cohesive, positive, and collaborative college environment conducive to student success.</p>	<p>4. a. Increased use of & referral to Student Services by students, faculty and staff to be assessed via faculty, staff and student surveys- Spring 2008.</p> <p>4. b. Acceptance of College Basic Skills Initiative Committee now called Student Success Initiative to spend state funds on services to increase retention as well as increase instruction.</p>	<p>4. Flex day presentations to faculty and training of staff resulted in increased usage of services</p> <p>4. b. BSI College Committee formed with stipends.</p>	<p>4. Continue teaching faculty and staff about importance of referring students to services early on in term.</p> <p>Partner with BSI Committee for increased student service & retention.</p>



*Student Learning Outcomes:
Improving Teaching and Learning*

I Expanded Statement of Institutional Purpose	II Administrative/Service Outcomes	III Assessment Method and Criteria for Success	IV Assessment Results	V Use of Results
<p>Provide professional expertise, support, encouragement and oversight for all Student Services programs and services. Recruit, retain, support, and provide services that support all current and potential students in developing and reaching personal, vocational, and educational goals. Increase student success, retention, and graduation and transfer rates.</p>	<p>5. Develop and Administer Comprehensive Student Survey.</p>	<p>5. Home grown well researched survey developed and administered during 06-07 as pilot is finalized and was administered spring 2008 and will be administered 2010 and 2012.</p>	<p>5. Pilot Student Survey showed students rate high value of services and utilize most frequently however did not know or use some as much as expected.</p>	<p>5. Results being used by each Student Service Unit to improve services and retention of current students and recruitment of potential students.</p>



*Student Learning Outcomes:
Improving Teaching and Learning*

I Expanded Statement of Institutional Purpose	II Administrative/Service Outcomes	III Assessment Method and Criteria for Success	IV Assessment Results	V Use of Results
<p>Provide professional expertise, support, encouragement and oversight for all Student Services programs and services. Recruit, retain, support, and provide services that support all current and potential students in developing and reaching personal, vocational, and educational goals. Increase student success, retention, and graduation and transfer rates.</p>	<p>6. Provide guidance and hands on assistance to faculty and staff about student discipline and classroom/service/event management of students.</p>	<p>6. Flex day presentations to faculty and staff about student discipline and to Deans and Divisions.</p>	<p>6. Faculty and Staff utilization of assistance with discipline matters has increased with faster resolution of issues.</p> <p>Future Faculty/staff Survey will provide more insight.</p>	<p>6. Increase opportunities for faculty & staff to be trained about Student Code of Conduct & discipline.</p>



*Student Learning Outcomes:
Improving Teaching and Learning*