**DRAFT 8-29-13 OF SAMPLE SS-SLOS AND AUOS**

(an “x” following an SLO means it was included in the Sample Survey; an \* means the statement primarily measures satisfaction)

Note: this is a compilation of SLOs used by other colleges

**Directions:** Write or select one or two SLOs for your department. If there are SS-SLOs or AUOs on this sheet that you would like for your department, circle them, or edit them on this sheet. If you want new SLOs, write them on a separate sheet. [Student Service departments will be more likely to measure what students can do after receiving a service. Administrative Units will be more likely to measure student satisfaction; please see the “Handbook” for definitions. Please include your name. [They will also need to link to mission or strategic initiatives.]

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| **Unit Name / Person Responsible** | **SS-SLOs / AUOs**  | **Mission or Strategic Initiative (See Appendix A Key in Handbook)** |
| **Admissions** | \*Students will state that is was easy to apply for admission to the college. X\*Students will state that is was easy to register at CCC. xStudents demonstrate knowledge that instructors and CCC will use the District e-mail address for communication. X Students demonstrate understanding of important registration dates and times. xStudents demonstrate understanding of the use of MyCCC to add or drop courses. [THIS WAS INCLUDED IN ANOTHER SECTION] xStudents will demonstrate understanding that drop dates can be seen in their McCCC accounts. xStudents will demonstrate ability to use the searchable schedule. x | Mc  |
| **Assessment** | * Students demonstrate knowledge of which English and/or Math courses they will need to enroll in to meet their educational objectives. x
* Students demonstrate knowledge of how to schedule an appointment to take a placement test. [the orientation script does not match the assessment web page—script says no appointment necessary]
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| **Bookstore** | \*Students will report they can easily utilize the online Bookstore features. X\*Students will report they can obtain all of their textbooks and supplies at any given point during the semester. x\*Students will state that they are able to find options with textbook pricing and delivery. xStudents state that they can obtain needed books and supplies.  |  |
| **CalWORKs** | As a result of participating in a CalWORKs counseling session, students will demonstrate the ability to calculate his/her 32-hour requirement of education and work-study activities. XCalWORKs students recognize college resources that support student success.CalWORKs students demonstrate an understanding of the program eligibility requirements.CalWORKs students demonstrate awareness of their career options.CalWORKs students demonstrate knowledge of campus and off -campus resources.Students will utilize tools to communicate with staff and receive program information. |  |
| **Counseling** | * Students will understand the academic planning process that they need to attain their educational goals. x

Students will demonstrate knowledge of where they can access counseling services. xStudents will identify their needs, determine college resources, and access appropriate support services.Students will demonstrate awareness of resources that will assist them in attaining their goals.New students will be able to identify college resources, procedures and policies that support their academic success.* Students will be able to develop a SEP that reflects the requirements for certificate, associate degrees and / or transfer.
* Demonstrate the ability to express their educational and career goals in order to develop a Student Educational Plan
* Students will demonstrate knowledge about counseling information and a variety of print and electronic resources in order to develop and maintain educational and career plans.
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| **Computer Services** | \*Students are provided with assistance accessing online courses or resolving technical problems. xStudents are in agreement that classroom and computer labs are equipped with updated computers and software. x\* Students and employees are provided with responsive applications and systems Employees are satisfied with the outcomes of their technology support requests \* Employees are provided with technology resources to accomplish their functions\* Students and employees are provided with systems with a high percentage of uptime  |  |
| **Distance Learning** | Students demonstrate knowledge that they are responsible for self discipline in DL courses. XStudents demonstrate knowledge of the variety of distance learning options available to them.Students demonstrate ability to find course web pages.Students demonstrate knowledge of how to petition a distance learning course. |  |
| **EOPS** | EOPS Students identify and use college resources that support student success. XNew EOPS students demonstrate knowledge of the services they are eligible for as EOPS program participants.EOPS students are aware of the resources and organizations that enhance their connection to the college experience.EOPS Students demonstrate a clear understanding of the purpose of the educational plan and identifying an educational goal.EOPS students possess positive attitudes and achievable goals.EOPS students use the general education requirements that are in alignment with their career interests and abilities.As a result of participating in the EOPS Orientation and Advisement Session, students will demonstrate understanding of the matriculation process awareness of educational options offered at CCC as it relates to their intended academic goals.* EOPS students will demonstrate knowledge of how a student gets off EOPS probation.
* EOPS students will utilize electronic tools to communicate with staff and to receive program information.
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| **Financial Aid** | * Students can identify financial aid resources for which they may qualify, submit applications, and meet deadlines. X [I wrote a survey question for this, but it could be better]

Financial Aid students demonstrate understanding the importance of meeting Satisfactory Academic Progress (SAP) standards to maintain financial aid eligibility.Financial Aid students demonstrate understanding of various available financial aid programs, including on and off-campus resources.Financial Aid students demonstrate knowledge and understanding of financial responsibility.Financial Aid students demonstrate understanding of the importance of applying early, submitting forms, and meeting deadlines to successfully apply for financial aid.Students possess understanding of the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan. |  |
| **Human Resources** | ~~\* Improve education and awareness of relevant ADA and Sexual Harassment rights and~~ ~~responsibilities for faculty and administrators.~~ (Maybe something about campus climate.) |  |
| **Instruction, Office** | \*Students will respond that they are able to access an adequate schedule of courses in order to complete their program in a timely manner. X\*Students will respond that there are adequate support resources (e.g., equipment) necessary for programs/certificates. X |  |
| **Library** | Students will demonstrate knowledge of the availability of textbooks in the Reserve Library. xStudents will identify college library resources that support student success. x |  |
| **Military**  | * \*Students will demonstrate satisfaction with the military website for registration and academic planning.
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| **One-Stop/****Career** | After using career services, students will report they are able to clearly express their career goals. x When students complete a resume writing orientation, they will know how to create an effective resume.* Students will be able to identify career services.
* \*Students selecting majors and/or career programs will be satisfied with services provided.

Users recognize One-Stop resources that support student success.Users demonstrate awareness of their career options. |  |
| **Orientation** | As a result of attending orientation, students will demonstrate knowledge of how to use MyCCC to drop a course. xStudents will demonstrate knowledge of how many units they will you need to take each semester in order to finish an AA degree in two years? x As a result of attending “New Student Orientation,” students demonstrate the ability to develop an appropriate educational plan.As a result of attending “New Student Orientation,” students will demonstrate knowledge of CCC’s various physical locations. (similar to question already used in survey re: how to find directions—in M&O)Students will identify the matriculation process. |  |
| **M&O/ Facilities** | \*Students will state that facilities and services are well maintained.xStudents will demonstrate knowledge of how to find directions to each of CCC’s sites. x |  |
| **Public** **Information****Services**  | Students will report that the Web page is easy to navigate. x |  |
| **Security** | Students demonstrate awareness of which CCC sites require a parking pass. X~~Students demonstrate awareness of how to get a parking sticker.~~  |  |
| **SPSD** | * Students will demonstrate knowledge of disabilities, functional limitations, accommodations, and services available for them.x

Students will be able to articulate the accommodations they require.\*Students with disabilities report they would return to use Disability Services for Students and that such services assist them in doing better academically. |  |
| **Student Government** | Students will demonstrate awareness of how to effect positive change on campus.xStudents will be involved in campus life.Students will be aware of the history, traditions and camaraderie of the campus.Students will exercise leadership and teamwork.* The ASG Governing Council will understand the College and District shared governance processes.
* The ASG Governing Council members will be able to conduct needs assessments, understand event planning policies and procedures, and manage a budget.

Students will demonstrate an understanding of their rights and responsibilities as members of our campus community.As a result of participation in student government, students will be able to identify problems and apply problem solving skills. |  |
| **Transfer****Center** | * Students who utilize the Transfer Center services and resources will be able to clearly express their transfer goals. X

Identify college resources that support student success.Demonstrate understanding of transfer resources and transfer decision- making process.Students who utilize the Transfer Center's services, events, and programs will demonstrate the ability to access, utilize, and integrate new transfer information learned into their transfer planning.Students who utilize the Transfer Center's services and resources, and participate in the center's events, will demonstrate an increased level of confidence in their transfer knowledge. |  |
| **Student Success Center/Tutoring** | As a result of receiving services in the SSC, student report that they can better accept personal responsibility for learning. X Students will be able to identify college resources that support student success.As a result of receiving services in the SSC, students will report new knowledge to improve course grades.  |  |
| **Veterans****Office** | As a result of using Veterans Office new students who are Veterans will demonstrate knowledge of the steps necessary to become certified for veteran status. XAs a result of using Veterans Office services, students can identify and use college resources that support student success.Incoming Veterans are knowledgeable of benefits and services available to them and are informed of their employment related rights and benefits. |  |
| **Veterans Resource Center** |  |  |