**Minutes of Training for Development of**

**Student Services SLOs and Administrative Unit Outcomes**

**9-3-13**

**Staff Present:** Gayle Berggren, Dave Cant, Rozanne Capoccia, John Colson, Lynn Dahnke, Jennifer de la Rosa, Ann French, Joycelyn Groot, Mary Halvorson, Nate Harrison, Vinicio Lopez, Jennifer McDonald, Bob Nash, Cynthia Pienkowski, Daniel Pittaway, Vince Rodriguez, Helen Rothgeb, Celeste Ryan, Jorge Sanchez, Cheryl Stewart, Gary Stromlund, Lois Wilkerson

**Unable to Attend:** Michelle Ma

The meeting was led by Gayle Berggren. The purpose of this meeting is to address the accreditation recommendation that the college needs to develop student services learning outcomes, learning resource outcomes, and administrative unit outcomes, and to document how the results of the assessment of these SLOs are used for institutional improvement.

There were two documents distributed by Gayle prior to the meeting and discussed at the meeting:

1. The “Draft of **Sample SS-SLOs and AUOs**” is a compilation of sample SS-SLOs and AUOs from a variety of other community and 4-year colleges. Staff can use it to get ideas of SLOs to use in their departments, or to select relevant SLOs from it.

2. The “Draft **SS-SLO and AUO Learning Outcomes Assessment Handbook”** explains the Commission recommendation and the accreditation standards we must meet, and provides definitions of the various SLOs we will be using at CCC. Staff understanding of these processes and terms will be useful as we move forward.

3. A DRAFT student survey [we hope to deploy a survey in October] is annotated by department so that staff can visualize how SLOs from the Draft SLO list were turned into (measureable) questions. There are also some user “satisfaction” questions, because student services departments need to routinely collect this feedback as part of their efforts to continuously improve.

All departments will continue to write their annual goal statements and measure them in whatever way they deem appropriate by their wing managers. Some departments that have contact with students will write student SLOs; the student SLOs will be collected by a yearly online survey that will be sent directly to a random sample of currently enrolled students. These departments are identified in the SLO Learning Outcomes Handbook (see Handbook for all definitions). There are some administrative units that have contact with students; their SLOs will likely be more of a “satisfaction” type, but in some cases they can also measure student learning. We anticipate that the each of the involved departments would need to have NO MORE than two SLOs.

SLOs need to be tied to college mission or strategic initiatives and department goals.

We plan to deploy the student survey in October each year. The President has suggested offering an incentive (such as a tablet) to increase student participation. The intent is to keep the survey short. Students will respond only to questions related to services they have received (e.g., distance learning students won’t respond to questions about physical resources or parking). Jorge Sanchez will deploy the survey.

Survey data results would be returned to departments in November, in time for them to complete their annual reports/Wing Plans in December. This would prepare departments to develop February budget requests. Survey data results will be cached on the Research Web page for use in cyclical program reviews.

Staff were asked to review department goals and develop SLOs with their respective divisions and forward suggested department SLOs to Gayle by September 11.

Next Meeting: The next meeting is September 13, 2013 at which time we hope to finalize the SLOs for each department.