**10-8-13 SS-SLOS AND AUOS by Department**

**Linked to Mission and/or Strategic Initiative and Survey Item**

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| **Unit Name / Person Responsible** | **SS-SLOs / AUOs**  | **Mission or Strategic Initiative (See Appendix A Key in Handbook)** | **Survey Item for SS-SLO/AUO** |
| **Admissions/****Jennifer** | Students will state that it was easy to apply for admission to the college.  | Mc  | **It was easy to apply for admission to Coastline.** |
|  | Students will state that it was easy to register at CCC. | Mc | **It was easy to register at Coastline.** |
|  | Students will state ease in use of the searchable schedule.  | Mc | **It was easy to use the online searchable schedule to find classes at Coastline.** |
|  | * Students will state that their communication with staff is satisfactory.
 | Mc | **Admissions staff were helpful in the application and registration process.** |
| **Assessment/****Suzanne** | * Students will be aware of and satisfied with assessment services.
 | Mb; Me | * **Placement test results were explained to me so that I understood which course(s) I was supposed to take.**
* **Placement tests were offered at times that were convenient to me.**

**(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **Bookstore/****Matt** | Students will report they can easily utilize the online Bookstore features. | Mc; SI.3 | **What is your level of agreement with the following statement about the Coastline Bookstore?** * **I can easily use the online Bookstore features.**

**(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **CalWORKs/****Lori W.** | Students will demonstrate the ability to calculate their 32-hour requirement of education and work-study activities. CalWORKs students will demonstrate awareness of their career options. | Mb; SI.6 | **As a result of participating in a CalWORKs counseling session I can:*** **Calculate my 32-hour requirement of education and work-study activities.**
* **State my career options.**
 |
| **Counseling/John** | * Students will understand the academic planning process that they need to attain their educational goals.
 | Ma; Mb; Md; Mf; SI.1 | **As a result of receiving counseling services at CCC, please indicate the change in your ability to:*** **Understand the academic planning process in order to attain your educational goals.**
 |
|  | Students will demonstrate knowledge of where they can access counseling services.  | Mb; Mc; Me; Mf; SI.2 | **Which of the following learning centers offers appointments with counselors?**  |
|  | New students will be able to identify college resources, procedures, and policies that support their academic success.  | Mb; Mc; Md, Mf; SI.1; SI.2 | **As a result of receiving counseling services at Coastline, please indicate the change in your ability to:*** **Identify college resources, procedures, and policies that support your academic success.**
 |
|  | [Satisfaction items] |  | * **Counseling appointments were available at times that were convenient for me.**
* **Counseling session(s) are informative and helpful.**
* **Counselors care about me as an individual.**
* **Counselors are concerned about my academic success.**
* **Walk-in/Resource counseling is helpful.**
* **Online Advising is helpful.**
 |
| **Distance Learning/Bob** | Students will demonstrate knowledge of how to petition a distance learning course. | Mb; Mc | **How do you enroll in a distance learning course that is closed to enrollment?**  |
|  | Students will demonstrate knowledge of the variety of distance learning options available to them. | Mc | **What types of distance learning courses are offered at Coastline?** |
|  | Students will demonstrate the ability to use technology effectively to access lesson materials, complete/submit assignments, and communicate with their instructor and fellow students. | SI.3 | **…ability to access and use Coastline’s distance learning courses (online, telecourse). The first time I took a Coastline distance learning course:*** **I was able to find and use the course website.**
* **I was able to log into the course website.**
* **I was able to find and use the course lessons.**
* **I was able to find and use the discussion board.**
* **I was able to find and use the quizzes and exams.**
* **I was able to contact the instructor**
* **I was able to find and use the drop box to submit assignments.**
* **(For telecourse students:) I was able to access and view the video lessons for this course.**

**[with no difficulty; with some difficulty; needed help]** |
| **EOPS/****Cynthia** | New EOPS students will demonstrate knowledge of the services they are eligible for as EOPS program participants. | Mb; SI.1; SI.6 | **Please demonstrate your knowledge of services you are eligible to receive as a participant in the Coastline EOPS program.** |
|  | EOPS students will demonstrate an understanding of the program eligibility requirements. |  | **I understand the program eligibility requirements.** **(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **Financial Aid/****Cynthia** | * Students will identify financial aid resources for which they may qualify, submit applications, and meet deadlines.
 | Mb; Mc; SI.2 | **As a result of your interaction with the Coastline Financial Aid Office and their web-based information, please indicate the change in your knowledge of each of the following statements:*** **My ability to identify financial aid resources.**
* **My understanding of the importance of applying early, submitting forms, and meeting deadlines to successfully apply for financial aid.**
* **My understanding of the importance of meeting Satisfactory Academic Progress (SAP) standards to maintain financial aid eligibility.**
* **My understanding of the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan.**
 |
|  | Financial Aid students will demonstrate understanding of the importance of applying early, submitting forms, and meeting deadlines in order to successfully apply for financial aid.  | Mb; Mc; SI.1; SI.2 | **As a result of my interaction with the CCC Financial Aid Office and their web-based information I understand the importance of applying early, submitting proper forms, and meeting deadlines to successfully apply for financial aid.** |
|  | Financial Aid students will demonstrate understanding the importance of meeting Satisfactory Academic Progress (SAP) standards to maintain financial aid eligibility.  | Mb; SI.1; SI.2 | **As a result of my eligibility to receive financial aid I understand the importance of meeting Satisfactory Academic Progress (SAP) standards.** |
|  | Students will possess understanding of the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan.  | Mb; SI.1 | **As a result of my interaction with the CCC Financial Aid Office and their web-based information I understand the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan.****(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **Human Resources/ Helen** | Students will agree that Coastline acknowledges and supports diversity. | Mb; SI.6 | **Coastline acknowledges and supports diversity.** |
|  | Students will agree that they feel comfortable in the Coastline College environment. | Mb; SI.6 | **I feel comfortable in the Coastline College environment.** |
| **Instruction, Office/****Vince** | Students will agree that they are able to access an adequate schedule of courses in order to complete their program in a timely manner.  | Mb; SI.6 | **Programs and courses are offered in a manner that enable me to complete my entire program as announced.** |
|  | Students will agree that there are adequate support resources (e.g., equipment, software, labs) necessary for programs/certificates.  | Mc; SI.3 | **Coastline provides the support resources (e.g., equipment, software, labs) that are necessary for learning in my program.** |
| **Information Commons/****Nancy** | Students will state that their specific computer application or other software-use skills have improved as a result of receiving services in the Information Commons.Students will state their grades have improved as result of receiving services and/or studying in or using equipment in the Information Commons.Students will be aware of and satisfied with services in the Information Commons.Students will demonstrate knowledge of the availability of textbooks in the Reserve Library. [*This is grouped* w*ith the Library questions in the survey*] | Mb; Mf; SI.1; SI.3;  | **As a result of receiving services (and/or studying or using equipment) in the Information Commons:** * **My specific computer application or other software-use skills have improved.**
* **My grades have improved.**

**(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **Library/****Cheryl** | Students will demonstrate knowledge of the availability of textbooks in the Reserve Library. Students will demonstrate knowledge of the availability of a Virtual Library.Students will demonstrate knowledge of the availability of “Ask the Librarian.”  | Mb; Mc; SI.1; SI.3  | * **Demonstrate your knowledge of Coastline's library resources that support student success. Select all library resources that you think Coastline has:**

**(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **M&O & Facilities/****Dave** | Students will state that facilities and services are clean and well maintained. Students will state that parking is adequate and well maintained. | Mb; SI.1 | * **Classrooms, learning centers, and other Coastline sites (e.g., classrooms, labs, restrooms, service areas are clean and well maintained.**
* **Parking for Coastline sites is adequate and well maintained.**
 |
| **Marketing/****Michelle**  | Students will report that programs and services are well described online and in printed publications. Students will report that the college’s printed and online publications are easy to read and understand. Students will report awareness of Coastline’s social media sites (YouTube, Facebook, Twitter) [*This is grouped in awareness questions*] | Mb; Mc; Md; SI.1; SI.2; SI.3 | * **Coastline's Website (http://www.coastline.edu) is easy to navigate.**
* **Coastline's printed and online publications are easy to read and understand.**
* **Coastline's programs and services are well described online and in printed materials.**

**(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **Orientation/****John** | Students will identify the matriculation process. | Mb; Mc; SI.1; SI.2 | **Identify the best sequence of matriculation.** |
|  | Students will demonstrate knowledge of how to use MyCCC to drop a course.  | Mb; Mc; SI.1; SI.2 | **If you stop attending any courses in which you are enrolled, including distance learning courses, you risk receiving an "F" or "NP" for those courses. How do you drop a course?** |
|  | Students will demonstrate knowledge of CCC’s various physical locations. [*This question is grouped with M & O questions in the survey*] | Mb; SI.1 | * **Which of the following techniques could you use to find directions to Coastline's locations?**
* **Demonstrate your knowledge of parking regulations at Coastline. Which of the following sites require Parking Permits?**
 |
|  | [Satisfaction items] |  | * **The ON-SITE (group) new student orientation I attended was useful.**
* **The ONLINE new student orientation was useful.**
 |
| **Security/****Gary** | Students state they feel safe at Coastline’s sites.  | Mb; SI.1 | **Coastline sites are safe.** |
| **SPSD/****Celeste** | * Students will be able to explain how their disability affects their learning.
* Students will be able to identify the Special Programs services/accommodations they require in order to be successful.
 | Mb; SI.1 | **As a result of using services from the SPSD Office (Special Programs and Services for the Disabled), please indicate the change in your knowledge for each of the following statements related to your disability:** * **I can explain how my disability affects my learning.**
* **I can identify the Special Programs services or accommodations I require in order to be successful.**

**(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **Student Success Center/Tutoring/****Daniel** | As a result of receiving service connected to the Student Success Center:Students will be more empowered to take responsibility for their own learning through improved self-confidence. Students will report they can utilize effective study strategies.Students will be able to identify learning assistance resources available at the College. | Ma; Mb; SI.1; SI 2 | **As a result of studying in the Student Success Center (at Le-Jao/Westminster, Garden Grove, or Newport Beach) or utilizing the tutoring services available at Coastline, please indicate the change in your ability to:** * **Take responsibility for my own learning because of improved self-confidence.**
* **Utilize effective study strategies.**
* **Identify learning assistance resources available at Coastline.**

**(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **Transfer****Center/****Helen** | Students will be able to express their transfer goals clearly. Students will be able to apply to four-year universities successfully.  | Mb; SI.1; SI.2Mb; SI.1 | **As a result of using services and resources at the Coastline Transfer Center (located at the Garden Grove Center) please indicate the change in your ability to:*** **Clearly express your transfer goals.**
* **Successfully apply to four-year universities.**

**(Plus a question with the “level of awareness, need, or satisfaction” bank of questions)** |
| **Web Page/****Dave** | Students will report that the Web page is easy to navigate. [*This question is* *grouped with the marketing questions*] | Mb; Mc; Md; SI.1; SI.2; SI.3 |  |