

Non-Instructional

Overview

The non-instructional programs began discussing SLOs in 2008 when many programs completed their first program reviews. While some programs included SLOs in their reviews, there was little guidance and instruction on the process. As a result, most of the resource allocation requests generated from the SLO assessments were never introduced into the planning and resource allocation process.

In 2010, the next group of non-instructional programs completed their program reviews. Again, while many programs attempted to include SLOs, there was no departmental discussion related to them, nor connection to planning and resource allocation.

In spring 2011, a Student Services SLO Facilitator was identified to guide the process of developing both division and program level SLOs, establishing a process for continuous assessment and analysis, and ensuring that this work was directly tied to program review and the college planning and resource allocation process.

Non-instructional program SLOs are now developed collaboratively at the division and program level by each program, working with the Student Services SLO Facilitator, the PRIE Director, and the director and/or dean, the staff, and/or faculty within that department. Non-instructional program SLOs represent the desired outcomes of student support activities and are directly assessed each academic year, culminating in the cycle of the program review process. Non-instructional programs that offer courses will follow the instructional process outlined for course level SLOs in the assessment plan.

Spring 2011

- 1) Call for Student Services (SS) SLO Facilitator was sent out and SS SLO Facilitator was hired (Appendix IV).
- 2) SS SLO Facilitator and PRIE Director met with representatives from each Student Service program as a group twice to:
 - Discuss the SLO assessment process and timeline
 - Come to consensus on 4 division-level SLOs
- 3) Departments identified two division-level SLOs they would measure during the next two years (Appendix V).

Summer 2011

- 1) SS SLO Facilitator and PRIE Director met individually with a representative from each Student Service program to:
 - Identify a department-level SLO to be assessed in fall 2011
 - Identify a program-level SLO to be assessed in fall 2011

- Align their program-level SLO with a division-level SLO
 - Develop and write their Program-Level Assessment Plan
 - Develop their assessment tool for program/division-level SLOs
- 2) The SS SLO Facilitator and PRIE Director drafted the 2011-2012 Student Services SLO Assessment Plan.

Fall 2011

- 1) The majority of the Student Service programs assessed division and program-level SLOs. (Three programs waited until spring because of staffing changes and technological challenges.)
- 2) The Student Service division met twice to discuss:
- The progress on their assessments
 - Preliminary data
 - How data from individual programs might relate to other programs in the division
 - The SLO process and how it was working
 - A slight revision to the division-level SLOs (by consensus)
 - The timeline for completing the SLO cycle by the end of spring 2012
- 3) The SS SLO Facilitator and PRIE Director gave presentations to the Planning and Resource Allocation Committee and the Classified Senate to share the process and progress of the Student Services SLOs.

Spring 2012

- 1) Programs, working with PRIE, gathered and analyzed compiled data using reporting software or other appropriate means. All reports, evidence, and plans are posted on SS SLO webpage. (<http://www.marin.edu/com/ODP/SSSLO.htm>)
- 2) Programs met with area administrators to discuss outcomes, implementation of program changes related to data analysis, and the SLO for the following year.
- 3) SS SLO Facilitator and PRIE Director developed Student Service SLO Process (Appendix VI) and a SS SLO Strategy Report (Appendix VII).
- 4) SS SLO Facilitator and PRIE Director met with Student Services division twice to:
- Consider the assessment outcomes
 - Analyze and discuss results
 - Discuss and improve the design of the assessment tools
 - Implement methods for improving outcomes based on the data
 - Identify division and department-level SLOs to be measured the following semester
 - Review the SLO cycle, program review templates, and how SLOs connect to program review and resource allocation requests
 - Determine if the findings from the outcomes study will require requests for resources that will be included in the program reviews
 - Prepare findings for the Student Services Annual SLO Report and Mini-Program Review
 - Revisit division-wide SLOs to determine if they need revision.

- 5) Programs completed the SLO Program-Level Annual Report
- 6) Programs completed mini-program reviews (as needed, based on outcomes) and submitted to PRAC for resource allocation requests
- 7) SS SLO Facilitator and PRIE Director presented preliminary strategies/program changes based on outcomes, to various constituency groups including the Educational Planning Committee, the Planning and Resource Allocation Committee, and the Classified Senate.
- 8) Programs began implementing program changes based on SLO data
- 9) Programs identified fall 2012 program and division SLO
- 10) Programs submitted 2-year SLO Program-Level Plan
- 11) Programs submitted fall 2012 SLO Program-Level Assessment Plans
- 12) Programs submitted fall 2012 SLO Program-Level Assessment Tools
- 13) SS SLO Facilitator and PRIE Director wrote Student Services 2011-2012 Annual Report

Fall 2012

- 1) Programs will engage in full implementation of program changes based on SLO data
- 2) Programs will report on the efficacy of changes implemented as a result of previous years SLO data analysis
- 3) Programs will begin assessments for new program and division level SLO
- 4) Programs will meet as a group to:
 - Discuss implementation of changes and how they are impacting students
 - Discuss assessment process for current SLOs

All Subsequent Semesters

All Student Service programs will continue to follow the annual Student Services SLO process. They will identify and measure new SLOs at the same time they are implementing program changes based on the previous year's SLO data analysis. They will also analyze the efficacy of those changes in an annual report.

Student Service program SLO work will continue to be tied directly to the program review process, and thereby the planning and resource allocation process for the college.

The Student Services division will continue to meet regularly to discuss SLOs and how our outcomes and planning relates to other areas in the division. The SS SLO Facilitator and the PRIE Director will continue to share this information with various constituency groups as deemed appropriate.