

New SLOs/SAOs for AY 2018-2019

Assessment Services/Welcome Center

SAO	Assessment Measures	Timeline
<p>1. Student will complete the first steps of the matriculation process preparing them to meet with the counselor and register for classes.</p>	<ul style="list-style-type: none"> • Attend a Welcome Orientation Workshop which includes information regarding English and math course placement, campus policies, procedures and student services program information • Distance Education students are provided this information through on-line means • Services will be delivered to students through: <ul style="list-style-type: none"> • the Priority Enrollment Program (PEP) on high school campuses and on campus at CSM • Super Saturday program • In other group and individual presentations at the Welcome Center 	<p>Fall 2018 - Spring 2019</p>
<p>2. Increase student understanding of college processes and related information</p>	<ul style="list-style-type: none"> • Conduct survey of student satisfaction and knowledge of provided information 	<p>Fall 2018 - Spring 2019</p>
<p>3. Increase access to and usage of the Welcome Center and College resources</p>	<ul style="list-style-type: none"> • Outreach to our local feeder high schools to promote the Welcome Center as a resource • Use Welcome Center for informational workshops (Career Services, OnTRAC Scholars, Year One Promise, Academic Divisions) • Collaborate with Learning Communities such as EOPS, Umoja, MANA, Puente, and other groups to provide support for the students • Provide Welcome Orientation Packet to all new students • Provide opportunities for interest/strength assessments such as holistic needs assessment, Focus2Career, and others • Collaborate with Admissions and Records and Counseling Services to help students navigate the College system 	<p>Fall 2018 – Spring 2019</p>
<p>4. Provide and maintain student course placement data in Banner for use by students, counselors and academic divisions</p>	<ul style="list-style-type: none"> • Add student math and English assessment data to Banner/SARS • Provide reports as needed 	<p>Fall 2018 – Spring 2019</p>

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Career Services

SAO	Assessment Measures	Timeline
<p>1. Increase awareness among CSM administration, faculty, students and community about the availability of Career Services Programs.</p>	<ul style="list-style-type: none"> • Revise website and update social media (FB, LinkedIn, Twitter); track usage • Increase and maintain communication with students and faculty through email and classroom visits, marketing, and on-campus presence • Collaborate with departments to plan career-related events • Launch and maintain <i>What's Your Why?</i> campaign • Career Services "open house" as component of Welcome Center/Orientation 	<p>Fall 2018 – Spring 2019</p>
<p>2. Provide opportunities for students to engage in discussions about majors, career pathways and options, with both CSM staff/faculty and prospective employers.</p>	<ul style="list-style-type: none"> • Create and administer intake survey and follow-up for new (and continuing) students regarding career awareness and resources available; record number of inquiries and results • Facilitate on-campus events: e.g., Career Awareness and Exploration Fair; Volunteer Fair; Job Fair; weekly employer tabling; workshops (Choosing a Major, etc.); guest speaker series • Obtain evaluations (e.g., surveys) of events from attendees and participants • Bulk upload of student data to College Central Network to increase number of students accessing online platform (job board, internships, etc.) 	<p>Fall 2018 – Spring 2019</p>
<p>3. Increase access to and usage of Career Services resources</p>	<ul style="list-style-type: none"> • Collaborate with EOPS, Umoja, MANA, Puente, and other groups to provide awareness about Career Services resources • Create online calendar of events, workshops, and opportunities accessible from home page • Outreach to individual students to make appointments for interest/strength assessments and follow-up • Connect students to internship and related career opportunities targeted to underrepresented groups 	<p>Fall 2018 – Spring 2019</p>

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Program: Multicultural and Dream Center

SLO's/SAO's	Assessment Measures	Timeline
1. The MCCDC will identify AB540 students and will inform at least 90% of these students regarding our services.	<ol style="list-style-type: none"> 1. Pull list of AB540 each semester from banner and contact them once a semester 2. Compare to who takes advantage of the space and services. 	Initial contact beginning of semester
2. The MCCDC will provide students with the opportunity to gain leadership skills through the MCCDC Scholar Internship program and at least 90% of the students will find their support to be helpful.	Satisfaction survey	End of each semester

VROC

SLO's/SAO's	Assessment Measures	Timeline
1. 90% of student veterans will be satisfied with the services and resources in the VROC.	<ol style="list-style-type: none"> 1. VROC Satisfaction Survey 	Every Spring (March – May)
2. Increase personal counseling services to Veteran Students.	# of scheduled appointments with personal counseling.	End of Spring 2020

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Program: Financial Services

SLO's/SAO's	Assessment Measures	Timeline
1. Student who received financial aid will demonstrate knowledge and understanding of the Satisfactory Academic Progress "SAP" policy to keep them eligible for financial aid.	Students will be ask to complete a Pre-Post Test at the end of each term.	-At the end of Fall 19 term. -At the end of Spring 20 term.
2. Students will learn to successfully complete the CSM Scholarship application including writing a Personal Statement identifying personal and educational goals as well as make a request to an instructor/counselor/faculty for letters of recommendation.	Pre-Post Test	At the end of March 19.

Program: Health Center

SLO's/SAO's	Assessment Measures	Timeline
1. Increase access to Health services to Pacific Islander population.	Utilize medical record system to measure increase of use by this student population.	End of each term
2. Students will identify 5 services offered in the Health Center.	Pre-post assessment during Health Center workshops.	Beginning of each term.

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Transfer Center

SLO's/SAO's	Assessment Measures	Timeline
<p>1. Monitor, measure and review the learning and understanding of how students successfully navigate through the transfer process by utilizing the university application websites (UC, CSU & Independent Colleges and Universities) through a myriad of transfer resources.</p>	<p>2. The various Assessment Measures to attain this goal would be the following:</p> <ul style="list-style-type: none"> -Creating a UC Application (via UC TAP); CSU Application (via CalState Apply) & Private University Application (via CommonApp) -Attending admission/application and specific university workshops for each (UC, CSU & Private) -Utilizing ASSIST.ORG for Major Prep Requirements as well as the CSU GE and IGETC General Education Sheets and Independent/Private University GE & Major Articulation Sheets -Making appointment(s) with academic counselor for a Student Educational Plan (SEP) to monitor General Education and Major Prep Requirements as well as any other needed transfer electives. -Making appointment(s) with university representatives from the UC, CSU and Private Universities to review student's progress and answer questions pertaining to student's educational plan toward achieving academic goals as well obtaining information about admissions and student services 	<p>Fall semester each year.</p>

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International Education Program

SLO's/SAO's	Assessment Measures	Timeline
1. Align International Education Committee Mission and Goals with the new campus Mission, Strategic Priorities and Education Master Plan	Updated IEC Mission and Goals	2018/2019
2. Address an international student equity issue – lack of understanding of the U.S. Education System	Create a Pre and/or Post arrival education and system and academic integrity module and knowledge survey.	Spring 2019
3. Increase knowledge of insurance and mental health resources and facilitate access to health insurance resources.	Print and distribute 100% of new student insurance cards and WellConnect resource card with SEVIS I20 documents. Measure distribution success rate.	Spring 2019
4. Add additional information distribution methods to accommodate various learning styles allow self-paced learning prior to arrival.	Successful completion of pre-orientation module including F1 knowledge assessment, prior to arrival.	Fall 2019 (to pilot for Spring 2020 admissions cycle)
5. Collaborate with counseling and assessment to investigate pre-arrival registration capability for international students	Create a plan for pre-arrival assessment and registration in up to 9 units prior to international student arrival at CSM.	Fall 2019
6. Engage staff in local international education learning events, district training and campus events and committees that impact the broader international student community.	Measure DSO attendance at SEVIS Webinars and BA-PIER (Bay Area Professional International Educators Roundtable) Events. Establish and monitor staff training and committee goals.	2018/2019
7. Continue to grow collaborations for globally-themed programming with broader campus and global community.	Initiate monthly “World Stories” events at the Child Development Center. Include at least one collaborative activity in each International Education Program Event.	2018/2019

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Child Development Center

SLO's/SAO's	Assessment Measures	Timeline
1. Increase opportunities for families to engage in meaningful ways.	Attendance at center-wide events, PAC meetings, and classroom family engagement.	Spring 2019
2. Provide parent workshops addressing topics of interest and need.	Partner with campus and community organizations to provide parenting workshops on information from parent surveys, collect surveys after each workshop series	Spring 2019
3. Collaborate with other College departments to provide rich experiences for children and families.	Offer monthly World Stories with Center for Global Engagement, dancing with MANA, yoga with athletics dept, celebrations with EOPS Club, meetings with Associated Students	Spring /Fall 2019
4. Measure overall parent satisfaction.	Annual Desired Results Parent Survey	Spring 2019
5. Classroom environments to reflect diversity in inclusion and cultural and gender identity.	Diverse backgrounds of families are represented throughout classrooms (photos, books, music, etc.)	Spring 2019
6. Participate in San Mateo Quality Counts - QRIS	External assessors to evaluate classrooms using CLASS and ECERS instrument to determine tier rating	Spring 2019

Program: EOPS/CARE

SLO's/SAO's	Assessment Measures	Timeline
1. EOPS/CARE students will be able to identify the three educational goals available at CSM (SLO)	Spring Academic Progress Report #3	Second week in May
2. EOPS/CARE students will be able to identify at least three Student Services (campus resources) at CSM (SLO)	Spring Academic Progress Report #3	Second week in May

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Program: CalWORKs

SLO's/SAO's	Assessment Measures	Timeline
1. CalWORKs students will be able to identify the three educational goals available at CSM (SLO)	Satisfaction Survey	Second week in May
2. CalWORKs students will be able to identify at least three Student Services (campus resources) at CSM (SLO)	Satisfaction Survey	Second week in May

General Counseling

SLO's/SAO's	Assessment Measures	Timeline
1: Counselors provide consistent information. To accomplish this, we want to implement a cohesive approach for counselor training.	<ol style="list-style-type: none"> 1. Counselor attendance at dedicated flex day activity for at least 2 flex days/year 2. Assess if faculty were able to meet each month during the regular semester for training around the following topics: <ol style="list-style-type: none"> 1. ADTs and AA/AS degrees (Jan 2019) (Martin) 2. Student athlete counseling – Spring 2019 (Feb 7) – Coaches 3. Survey students 	2018/2019
2: Provide access and equitable counseling services to underrepresented students by engaging counseling faculty in cultural competency and humility trainings. For the 2018-2019 assessment cycle, because we are a Hispanic Serving Institution, we will start by analyzing data in regards to Latinx student engagement with Counseling Services.	<ol style="list-style-type: none"> 1. Identify equity gaps for student success in counseling courses and identify needs and lack of engagement with Counseling Services by analyzing disaggregated quantitative data. 2. Annual focus group or survey of students who have utilized counseling services with question around their perception of counselor interactions specific to cultural competency 3. Analyze disaggregated quantitative and qualitative data about the Latinx student experience through focus groups, surveys, and Latinx centered programs, and areas of targeted support 4. Chart attendance at annual training in cultural competency and humility. Review self-reflection activity post annual retreat to gain knowledge about attendees growth and development 	2018/2019

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Disability Resource Center

SLO's/SAO's	Assessment Measures	Timeline
1. Bridge Equity Gaps amongst DRC populations (Pacific Islander, Asian, and Filipino) by collaborating with Mana, MCC	Measured by DataMart ethnicity populations in the DRC.	Spring/Fall 2019
2. Increase outreach/presence to local feeder high schools. Site visits; collaborate with counselors, transitional specialists.	Attendance/enrollment with DRC PEP and ongoing tracking of success through PRIE	Spring /Fall 2019
3. Collaborate with bookstore, DEETC, textbook publishers and faculty regarding alt. media compliance and obtaining PDFs.	Attendance/survey at presentations. Increased access to PDFs. Increased book orders from faculty to bookstore by deadline.	Spring/Fall 2019
4. Increase knowledge of disability and inclusivity in the classroom by providing flex activities and attending division meetings.	Attendance and evaluations.	Fall 2019
5. Continue to measure overall service satisfaction in the DRC.	Satisfaction SAO Survey through PRIE	Fall 2019
6. Continue to measure advocacy skills	Tracking students unduplicated use of test proctoring accommodations in the DRC	Spring/Fall 2019
7. Continue to evaluate the use of assistive technology when reading online textbooks through inclusive access.	DRC satisfaction survey	Fall 2019

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Program: Admissions & Records

SLO's/SAO's	Assessment Measures	Timeline
1. To increase customer service satisfaction	Customer Service training was provided via Community Education program. Provide additional training via CACCRAO conference and workshops. Online and paper surveys are being conducted.	2018 – 2019
2. Students will have the ability and knowledge to complete the College Connection form	Workshop will be provided twice a year. Assessment will be conducted after every workshop.	2018-2019

Program: Personal Counseling

SLO's/SAO's	Assessment Measures	Timeline
1. Increase access to psychological services for Veteran students	Utilize medical record system to measure increase of use by this student population.	End of each term.
2. Students will identify how to access services in Personal Counseling.	Pre-post assessment during Mental Health and Personal Counseling workshops.	End of each term.