



**Student Services
Program Review 2009-2012**

Section 1 is due by October 6, 2009

PROGRAM AREA: **Assessment**

Program Philosophy: The Assessment Program at Las Positas College is an organized institutional process that facilitates student educational and career decision-making through a determination of a student's academic skills, interests, and special needs. A systematic and comprehensive assessment process is critical in providing educationally and culturally diverse students with the necessary tools to successfully achieve desired academic goals.

Initial pre-enrollment basic skills assessment procedures are essential to this process, however, comprehensive effective assessment programs include consideration of other multiple measures including prior academic history, educational readiness (mental, physical, and emotional), career and educational objectives, study skills and personal motivation. All available assessment information is utilized to assist students in the development of specific educational objectives and learning plans, including the selection of appropriate developmental skills courses.

It is essential to maintain a comprehensive computerized online assessment system and testing process that will provide sufficient flexibility to accommodate the projected increase of new incoming students in future years. It is also important to effectively coordinate assessment program with overall college admissions, new student orientations and counseling services. Finally, collaboration with math English and ESL instructional areas and counseling is necessary to insure that the assessment program is continuously evaluated and modified as needed.

Progress on Goals, Objectives (2005-2009):

Please list each goal from goal's matrix and describe progress on each.

1. Develop enhanced assessment web site that will provide students with comprehensive background information (including example study guides) concerning math and English assessment process.

Status: Completed

Working in conjunction with college webmaster comprehensive assessment program web site was developed. Information concerning assessment instruments, assessment schedule,

retesting policy, ADA accommodations, and study guides (English and math) to help prepare students for assessments is available on the web site.

2. Improve communication of assessment program information and procedures to the overall college community.

Status: Completed and Ongoing

Worked with English and math discipline faculty to review and analyze assessment cut-scores based on student research survey and faculty evaluation of student preparedness. Recommendations concerning adjustments to English and math assessment cut scores were implemented for Fall 2009 registration. English faculty has also completed required validation work for establishment of new assessment prerequisite for basic skills level course. Increase communication via establishment of Assessment Center web site.

3. Identify, develop and implement alternative online assessment appointment process that reduces time and labor requirement of assessment specialist.

Status: Completed

Online (web-based) appointment scheduling system has been implemented allowing students to schedule in advance math and English assessment testing appointments. Appointment system utilizes e-SARS program that allows students to schedule online appointments through the SARS-GRID student records Assessment Center location.

4. Establish and assess student learning outcomes related to assessment program.

Status: Completed and Ongoing

Initial student learning outcome developed with one cycle of assessment completed concerning outcome.

- 5.

Program Information

Staffing: *(Number of permanent staff and position titles)*

Assessment Specialist (1.0 Classified Staff Position):

Location: Building 700, Room

Hours: Refer to college web page for posted hours.

Services: Assessment for Course Enrollment Eligibility (Math, English, ESL, Chemistry 1A)

Current Assessment Instruments:

ACCUPLACER Online (English and Math Assessment)

CELSA (paper-and-pencil) + Locally Developed/Managed ESL Writing Sample (ESL Assessment)

California Chemistry Diagnostic Test (Chemistry 1A Assessment)

Program Components:

	2007-2008	2008-2009	2009-2010
Number of Students Services:	3731	4233	4876

	2007-2008	2008-2009	2009-2010
Budget:			

1. What is the program's connection/dialogue to other programs?
There is a close relationship between the Assessment Program and both Counseling and the Admission & Records Office. Assessment is one of the first steps completed by

students in the initial College admission process. Following completion of the assessment process students meet with counselors to review assessment results and determine appropriate math and English level classes for initial course enrollments.

An ongoing dialogue is also maintained with the faculty in the Math and English discipline areas. Assessment program works with Math and English discipline faculty to determine appropriate cut-scores used to establish initial course placement recommendations for students.

2. **Identify and describe the status of your Student Learning Outcomes. Include an analysis of your assessed SLO's.**

Initial student learning outcome for the Assessment Program has been identified and entered into the Elumen matrix. Assessment of student learning outcome will be completed during Fall Semester 2009 and Spring Semester 2010 utilizing student survey.

Assessment Program SLO:

Based on results from the assessment process students will be able to identify beginning English and Math course levels in which they are eligible to enroll.

Student assessment results indicated that 84% of students achieved the stated outcome. A small group (8%) were somewhat uncertain about outcome and a small group (8%) indicated that outcome was not achieved.

Attach Elumen Matrix of SLO's in Appendix.

3. **Provide a summary of current and future programmatic challenges.**

(1) Continue to work on improving communication of assessment program information to the overall college community. Need to specifically work with English and Mathematics faculty on a regular basis to review effectiveness of assessment cut scores that determine course placements for students.

(2) Update and enhance as needed assessment program website in order to provide students with comprehensive background information concerning importance of assessment tests and effective online materials to assist students with preparation for assessment testing.

(3) Maintain budget funding necessary to provide appropriate level of staffing and allow online assessment testing for all new incoming students.

(4) Continue to provide Early Admission alternative onsite assessment testing for local high school students.

(5) Ensure that assessment program has adequate facilities required to provide effective testing environment for students.

Section 2 is due by February 26, 2010

Point of Service Surveys:

Number of surveys gathered: 120

Date range of survey(s): Spring 2010

Attach copy of survey in Appendix.

Program Strengths Identified (utilizing survey data):

1. Assessment program provides a user-friendly environment and is responsive to overall student needs.
2. Computerized online Accuplacer assessment system is an effective and efficient testing platform.
3. Online process for scheduling assessment testing appointments works effectively.
4. Assessment website provides helpful information concerning assessment process.
5. Results from assessment process clearly helps students identify appropriate beginning levels English and Math courses for enrollment.
- 6.
- 7.

Areas of Improvement Identified (utilizing survey data):

1. Website instructions concerning assessment process and scheduling of assessment appointments need to be improved to eliminate student confusion.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

Section 3 – Action Plan



**Student Services Program Review
Action Plan Template
2010-2011**

I. Objective (Formerly Target):

Improve communication of assessment program information and procedures to overall college community.

II. Plan to Accomplish the Objective/Goal:

Plan: _____

Activity		Timeline	Responsibility
a.	Work with English and math faculty as needed.	Fall 2011	Assessment Counselor Assessment Specialist
b.	Effective coordinate program activities with Counseling and Admission and Records.	Spring 2011 Fall 2011	Assessment Specialist
c.			

III. How Will You Measure the Effectiveness of This Objective/Goal?

Feedback from English and Math disciplines and student services indicating increased communication of assessment program information.

IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?

Strategic Goal: Resource Development and Allocation
Activity promotes institutional effectiveness through meaningful communication and dialogue designed to improve program effectiveness and efficiency.
Strategic Goal: Teaching and Learning
Helps to integrate student services and academic services programs in teaching and learning support.

V. Estimated Resource Requirement

(Please indicate if resources are needed "one time" or if they are ongoing.)

Category	Description	Estimated Cost (if known)
Personnel	Assessment Specialist and Assessment Counselor (Ongoing)	
Supplies		
Facilities		
Other		

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**Student Services Program Review
Action Plan Template
2010-2011**

I. Objective (Formerly Target):

Transition from paper-and-pencil ESL assessment testing process to online Accuplacer ESL assessment process.

II. Plan to Accomplish the Objective/Goal:

Plan: _____

	Activity	Timeline	Responsibility
a.	Work with ESL faculty as needed to identify online assessment components	Fall 2011-Spring 2012	Assessment Counselor Assessment Specialist
b.	Secure budget funding necessary to support new online ESL assessment process.	Fall 2011-Spring 2012	Assessment Specialist Dean of Student Services VP of Student Services
c.			

III. How Will You Measure the Effectiveness of This Objective/Goal?

Actual introduction of new online ESL assessment process.

IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?

Strategic Goal: Teaching and Learning
Helps to integrate student services and academic services programs in teaching and learning support.

V. Estimated Resource Requirement

(Please indicate if resources are needed "one time" or if they are ongoing.)

Category	Description	Estimated Cost (if known)
Personnel	Assessment Specialist and Assessment Counselor (Ongoing)	
Supplies	Accuplacer online testing units	\$3000
Facilities		
Other		

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Student Services	Assessment	Student Services	Transition from current paper-and-pencil ESL assessment process to online Accuplacer ESL assessment process	Work with ESL faculty	Implementation of new ESL assessment process	1 Teaching and Learning	Not sure	Fall 2011	Financial, Ongoing	Dean/Vp Budget Allocation		
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