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COMPLETE

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Page 1: I. Program Overview and Update

Q1 Service Area(s) Reviewed:

Assessment

Q2 Lead Author and Collaborators:

Brianna Cuellar, Counseling and Assessment Center Supervisor Marcella Brown, Student Services Specialist

Q3 Lead/Dean:

Nicole Jones, Dean of Counseling Services

Q4 Service Area Update (Required): Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review annual update. Note you can access previous years' program reviews here (requires a District username and password).

Since the last program review of the Assessment Office there have been some major changes in regards to processing placement. Since the approval of AB 705, the Assessment Office has been in the process of utilizing Multiple Measures as its main form of placement. During this time, students have been able to receive placement via Accuplacer or through the use of high school transcripts. In the 2017/2018 the Assessment Office administered a total of 1,909 exams. Of these exams 1,307 were Accuplacer which broke down to 662 in English and 645 in English. In our ESL assessments 230 were Math and 372 were English. Overall we have maintained the amount of assessments administered from the 2016/2017 year. With a redesign from the Math and English departments, the amount of levels that students are able to assess into have been shortened to ensure that students are able to complete transfer level Math and English within their first year per AB 705. This change has helped reduce the amount of reassessment or challenges prompted by students for higher placement.

Page 2: II. Student Learning Outcomes/Student Services Outcomes Assessment Reflection

Student Services Program Review Annual Update

Q5 Please provide a summary of your service area's student learning outcome (SLO) and student services outcome (SSO) assessment efforts and findings from 2017/18. For assistance locating assessment information stored in TracDat, please contact the Institutional Effectiveness, Success, and Equity Office at brianna.hays@gcccd.edu.

Due to the changes that had come about with the inclusion of AB 705 it was of the best interest of the department to move away from the 2017/2018 SLO and SSOs. With the district experimenting with new procedures to work to scale, the Assessment Office needed to be flexible with new technologies and requirements. Moving forward the Assessment Office will review the upcoming changes and move accordingly.

Q6 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

Q7 How did (or will) your service area use its 2017/18 SLO and SSO assessment findings to advance student success and improve services to students?

Initially the Assessment Office would use the findings from the 2017/2018 assessments to alter the services provided. However, due to the inclusion of AB 705 regulations the assessment process needed to be reviewed for its new path. At this time the Assessment Office will not use any of the findings from the 2017/2018 assessment and instead assess for different SLO and SSOs than previously stated.

Q8 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

Q9 What are your service area's assessment plans (i.e., which SLOs and/or SSOs will be assessed) for 2018/19?

For the 2018/2019 the Assessment Office has indicated two outcomes that we would like to review.

SSO #1: Students participating in the multiple measures placement will be able to demonstrate how to successfully navigate the process to completion.

SSO #2: Students participating in a prerequisite challenge and/or clearance will have an understanding of the procedures needed to complete their request.

Q10 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

Page 3: III. Student Achievement and Institutional Effectiveness

Q11 Please review any research data and/or reports for your service area and summarize the findings and implications for practice.

Data has been collected through SARS for the total amount of assessments that were offered in the 17/18 fiscal year. This data can be used to gather information on the success of all students, especially those students that took assessment versus those who have used the new ESL measurements for placement. As AB 705 is requiring ESL students to use a multiple measures procedure by Fall 2020, measuring this success will help us adjust the measurements as needed prior to the state mandated deadline.

Student Services Program Review Annual Update

Q12 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question. **Respondent skipped this question**

Q13 What steps will the service area take to improve services and/or outcomes (e.g., course success, persistence, degree/certificate completion, or transfer) for the College's disproportionately impacted student groups? To access a detailed report on the College's equity data, click here. To access college-wide student demographic and outcome data, click here.

The assessment office is taking steps to stream-line prerequisite requests by centralizing the process within the assessment office. A knowledge and satisfaction based survey will be administered to all students who utilize services within the Assessment Office. As the Assessment Office transforms to a place where all placement and challenges will be administered, it is important that students are aware of these changes and how it will impact their educational career. As we move forward with creating clear lines and procedures for students to follow it is important that we measure the effectiveness of communication in how we get the message across to students, especially those who are disproportionately impacted. These surveys will be administered within the office after the service was performed. In addition to those students who electronically request services, a link to the web based survey will be provided to gage our online experience with students.

Q14 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question. **Respondent skipped this question**

Page 4: IV. Previous Goals: Update (If Applicable)

Q15 Would you like to provide an update for your previous program review goal(s)? **Yes**

Page 5: Previous Goal 1

Q16 Previous Goal 1:

To move all student placement of math and English through multiple measures.

Q17 Link to College Strategic Goal(s): **Basic Skills
Acceleration**

Q18 Goal Status **In Progress**

Q19 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

With the assistance of the Math, English and ESL departments, the Assessment Office will administer all placement through multiple measures starting January 2019. In addition, we will require students to fill out a brief survey of their experience with the new system.

Student Services Program Review Annual Update

Q20 Please provide the rationale for this goal:

In adherence with AB 705 the Assessment Office will ensure that all students who require a placement for a Math, English or ESL course to be assessed with Multiple Measures.

Q21 Please provide the goal action steps for the year (previously "Activities"):

Students will be able to fill out a Google Doc to help provide branching segments to help determine recommended course listings for Math and English. These sessions will be conducted in both drop-in and scheduled appointments. In addition, the Assessment Office will conduct a self-guided placement model for ESL students. The Information Systems department will create a new tool that will be held in web advisor for students to utilize multiple measures as its only form of placement.

Q22 ****OPTIONAL**** Previous Goal 1 Additional

Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Respondent skipped this question

Q23 Do you have another goal to update?

Yes

Page 6: Previous Goal 2

Q24 Previous Goal 2:

Making students more aware of the pre-exam assessment through Longsdale Publishing as a study tool for the assessment test.

Q25 Link to College Strategic Goal(s):

**Basic Skills
Acceleration**

Q26 Goal Status

Deleted - Please explain below::
Due to the Accuplacer testing not being an approved placement tool, pre-assessment measures are no longer needed.

Q27 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

Due to the movement with AB 705, students were moved into phases of Multiple Measures in English, Math and ESL. There was no longer a necessity for providing students with assessment preparation tools due to this shift.

Q28 Please provide the rationale for this goal:

Respondent skipped this question

Q29 Please provide the goal action steps for the year (previously "Activities"):

Respondent skipped this question

Student Services Program Review Annual Update

Q30 **OPTIONAL Previous Goal 2 Additional Documentation:** If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

Q31 Do you have another goal to update? **Yes**

Page 7: Previous Goal 3

Q32 Previous Goal 3:

Offer a Satisfaction Oriented Survey to all students that take the assessment test with Accuplacer and students that use the Assessment center for multiple measures for placement.

Q33 Link to College Strategic Goal(s): **Basic Skills
Acceleration**

Q34 Goal Status **Deleted**

Q35 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

Understanding the shift in the procedures for placement, the Assessment Office has begun to review what changes will be needed to review student success in other measures.

Q36 Please provide the rationale for this goal: **Respondent skipped this question**

Q37 Please provide the goal action steps for the year (previously "Activities"): **Respondent skipped this question**

Q38 **OPTIONAL Previous Goal 3 Additional Documentation:** If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

Q39 Do you have another goal to update? **No**

Page 8: Previous Goal 4

Q40 Previous Goal 4: **Respondent skipped this question**

Student Services Program Review Annual Update

Q41 Link to College Strategic Goal(s): Respondent skipped this question

Q42 Goal Status Respondent skipped this question

Q43 How was the goal evaluated? If the goal is "in progress," how will it be evaluated? Respondent skipped this question

Q44 Please provide the rationale for this goal: Respondent skipped this question

Q45 Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

Q46 ****OPTIONAL**** Previous Goal 4 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. Respondent skipped this question

Q47 Do you have another goal to update? Respondent skipped this question

Page 9: Previous Goal 5

Q48 Previous Goal 5: Respondent skipped this question

Q49 Link to College Strategic Goal(s): Respondent skipped this question

Q50 Goal Status Respondent skipped this question

Q51 How was the goal evaluated? If the goal is "in progress," how will it be evaluated? Respondent skipped this question

Q52 Please provide the rationale for this goal: Respondent skipped this question

Q53 Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

Student Services Program Review Annual Update

Q54 **OPTIONAL** Previous Goal 5 Additional

Respondent skipped this question

Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Page 10: V. New Goals (If Applicable)

Q55 Would you like to propose any new goal(s)?

Yes

Page 11: New Goal 1

Q56 New Goal 1:

Moving all prerequisite clearances and challenges to the Assessment Office.

Q57 Link to College Strategic Goal(s):

**Basic Skills
Acceleration**

Q58 Please provide the rationale for this goal:

Currently, there are multiple ways for a student to request clearance for classes they would like to take. Due to the fact that there are various ways to achieve the goal there is a lot of confusion regarding the process from students, staff and faculty. Creating a streamlined process for students to accomplish this task will allow for clear, accurate and up-to-date information regarding the process.

Q59 Please provide the goal action steps for the year (previously "Activities"):

Action steps that will be used to complete this goal is to move all English and Math placements and challenges to the Assessment Office in the first phase. Since these courses are the most requested, creating and auditing a process and ease of access for students will allow for us to move all other disciplines to the Assessment Office to allow for maximum efficiency.

Q60 How will the goal be evaluated?

To evaluate this goal, the Assessment Office will conduct an electronic survey to assess the ease of access, clarity and effectiveness of the process and location when a student request this service

Q61 **OPTIONAL** New Goal 1 Additional

Respondent skipped this question

Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Q62 Do you have another new goal?

Yes

Student Services Program Review Annual Update

Page 12: New Goal 2

Q63 New Goal 2:

Offer a Satisfaction Oriented Survey to gage the effectiveness of the Assessment Office procedures and staff.

Q64 Link to College Strategic Goal(s):

**Student Validation and
Engagement**

Q65 Please provide the rationale for this goal:

Currently there is no measurement to gage student satisfaction in regards to Assessment. Creating a survey will allow for the Assessment Office to adjust services as needed depending on survey responses.

Q66 Please provide the goal action steps for the year (previously "Activities"):

Action steps that will be used to complete this goal will be to create an online survey for students to complete after visitation with the Assessment Office. Since this survey will be held online, it can also be emailed to students if needed to get additional responses. Once the survey is completed, the Assessment Office will gather results on a monthly basis to review responses. These results will be broken up into different categories including, semester star and semester end

Q67 How will the goal be evaluated?

Breaking up the results into different categories will allow for the Assessment Office to understand student need and provide additional services as needed depending on the time of the semester to help reach as many students as possible.

Q68 **OPTIONAL** New Goal 2 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Respondent skipped this question

Page 13: VI. Resources Needed to Fully Achieve Goal(s)

Q69 Is the program requesting resources this year to achieve this goal? **No**

Page 14: V. Faculty Resource Needs

Q70 Are you requesting one or more faculty positions to achieve this goal? **No**

Page 15: Faculty Position Request(s)

Student Services Program Review Annual Update

Q71 Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of the Position Requested:

Respondent skipped this question

Q72 Related Program Goal(s):

Respondent skipped this question

Q73 Faculty Position Request Upload 1: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here.

Respondent skipped this question

Q74 Faculty Position Request 2 (if applicable): Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of Position Requested:

Respondent skipped this question

Q75 Related Program Goal(s):

Respondent skipped this question

Q76 Faculty Position Request Upload 2: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here.

Respondent skipped this question

Page 16: VI. Classified Staff Resource Needs

Q77 Are you requesting one or more classified positions to achieve this goal? **No**

Page 17: Classified Staff Position Request(s)

Q78 Classified Staff Position Request 1: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for this position you are requesting. Brief Description of Position Requested:

Respondent skipped this question

Q79 Classified Staff Position 1 Related Program Goal(s): **Respondent skipped this question**

Student Services Program Review Annual Update

Q80 Classified Staff Position 1 Request Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here. **Respondent skipped this question**

Q81 ***OPTIONAL***Please use the button below to upload the position classification description (obtained from HR). **Respondent skipped this question**

Q82 Classified Staff Position Request 2: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for each position you are requesting. Brief Description of Position Requested: **Respondent skipped this question**

Q83 Classified Staff Position 2 Related Program Goal(s): **Respondent skipped this question**

Q84 Classified Staff Position Request 2 Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here. **Respondent skipped this question**

Q85 ***OPTIONAL***Please use the button below to upload the position classification description (obtained from HR). **Respondent skipped this question**

Page 18: VII. Technology Resource Needs

Q86 Are you requesting technology resources to achieve this goal? **Yes**

Page 19: Technology Request(s)

Q87 Technology Request 1: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form **Respondent skipped this question**

Q88 Technology Request 2: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form **Respondent skipped this question**

Page 20: VIII. Perkins and Strong Workforce Resource Needs

Q89 Are you requesting Perkins and/or Strong Workforce resources to achieve this goal?

Respondent skipped this question

Page 21: Perkins Request and Strong Workforce

Q90 Perkins Request and Strong Workforce 1: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

Q91 Perkins Request and Strong Workforce 2: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

Page 22: IX. Supplies/Equipment Resource Needs

Q92 Are you requesting supplies and/or equipment resources to achieve this goal?

Respondent skipped this question

Page 23: Supplies/Equipment Request(s)

Q93 Supplies/Equipment Request 1: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

Q94 Supplies/Equipment Documentation 1: Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

Q95 Supplies/Equipment Request 2: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

Q96 Supplies/Equipment Documentation 2 : Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

Page 24: X. Facilities Resource Needs

Student Services Program Review Annual Update

Q97 Are you requesting facilities resources to achieve this goal?

Respondent skipped this question

Page 25: Facilities Request

Q98 Facilities Request 1: Please provide the information below and remember to complete a Facilities Request Form accessible here: [Facilities Request Form](#)

Respondent skipped this question

Q99 Facilities Request 2: Please provide the information below and remember to complete a Facilities Request Form, accessible here: [Facilities Request Form](#)

Respondent skipped this question

Page 26: XI. Professional Development Resource Needs

Q100 Are you requesting professional development resources to achieve this goal?

Respondent skipped this question

Page 27: Professional Development Request

Q101 Professional Development Request 1: Please provide the information identified below and follow the process for requesting professional development funds, outlined here.

Respondent skipped this question

Q102 Professional Development Request 2: Please provide the information identified below and follow the process for requesting professional development funds, outlined here.

Respondent skipped this question

Page 28: XII. Other Resource Needs

Q103 Are you requesting any other resources to achieve this goal?

Respondent skipped this question

Page 29: Other Resource Requests

Q104 Other Resource Requests 1: Other resource requests will be considered on a one-time funding basis. Please fill in the information below.

Respondent skipped this question

Q105 Other Resource Requests 2: Other resource requests will be considered on a one-time funding basis. Please fill in the information below.

Respondent skipped this question

Page 30

Q106 Are you ready to submit your program review? If you click "No," you will be redirected to the start of the program review module.

Respondent skipped this question
