

## **AUP 2017 Review by Outcomes Assessment Committee**

\*The revised AUP template should have asked how many outcomes were assessed by each unit. This information was not found in the AUPs

### **Access Programs**

AUO – Target missed/Gap Detected: DSPS success and retention rates are 4% lower than college-wide rates and EOPS success rates are 3% lower than college-wide rates.

Gap: *Need to improve operational processes.*

*Student unpreparedness in reading, writing, or math*

### **Admissions and Records**

Provide quality assistance to customers

AUO – Target missed/Gap Detected: On –the spot surveys were not completed to gather information on specific areas.

Gap: *Need to improve customer service*

*Need to improve operational processes*

Provide incoming transcript information on student records in banner *Limited capacity/infrastructure*

AUO – Target missed/Gap Detected: Incoming transcripts are currently not put on student Banner records. The target semester was spring 2016.

Gap: (unidentified, “additional training, district implementation efficient doc imaging”) = *Need to improve customer service and Need to improve operational processes*

### **Allied Health**

Indication there are still courses that need assessment including some newer courses. Also creating an initiative to work on SLO's during the next year including training staff to assess. indicate "confusion from staff" on SLO data, implementing measures to help train staff.

Gap: *Need to improve operational process*

*Substantial or fundamental misunderstanding of assessment process*

### **Continuing Education**

Increase Marketing Efforts

AUO- Target missed/Gap Detected: Progress was not made on creating a marketing campaign or increasing the amount of advertising specifically targeted to employers to promote new and existing training programs/services.

Gap: *Need to improve operational processes*

### **Counseling**

AUO - Target missed/Gap Detected: Based on 2016-2017 program review data, the number of students completing orientation, education planning, and counseling have decreased except for students at a distance.

Gap: *Need to improve operational processes.*

Other: Work with IR to verify accuracy of MIS data reporting, collection, and evaluation procedures are accurate and consistent. (*norming*) *Need for revision to assessment method, misunderstanding of assessment process*

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("Increase marketing efforts" listed as an AUO—not really an AUO at all. Department could use SLO committee assistance in better defining department outcomes).

### **English and Foreign Languages**

English C241

SLO – Research appropriate primary and secondary sources and apply documentation skills without plagiarism.

Target missed/Gap Detected: Students achieved success on this SLO at a rate of 52%, well below the target of 70% success.

Gap: *Student unpreparedness in reading, writing, or math*

*Student unprepared in research skills*

### **English AA Transfer Degree**

Equity AUO – Target Missed/ Gap detected: African American completion rates have dropped to 31% compared to 47% in the 2014/2015 ear. Additionally, degree and certificate completion rates have dropped from 10.5% in the 2012-2013 cohort to 4.1% in the 2013-2014 cohort for African American students.

Gap: *Need to alter/refine course content*

Analysis and Plan for Improvement: Increase amount of students participating in Umoja program, of Umoja supported classrooms, professional development opportunities focused on improving African American Success.

### **Equity**

Student Experience Survey

AUO - Target Missed/ Gap detected: No student data on perception of campus climate.

Gap: *Need for revision to assessment method.*

### **Financial Aid**

Decrease the number of students on warning and suspension from financial aid

AUO- Target Missed/ Gap detected: Measures were taken in 16 17 and fall 17 semester to help advance this AUO. It is too early to assess and additional strategies will be added to the 1819 unit plan. The students on warning and suspension in 1617 will be used for as a base line for assessments.

Gap: other Student contract and workshops were created in spring 17 and implemented in fall 17.

### **Honors**

\*SLO not gaps identified\*

Gap: *Limited Capacity/Infrastructure* (without Curricunet functioning, unable to determine which Honors courses have completed SLO assessments)

*Student unpreparedness in reading, writing, or math* (department has decided to require ENG 70 as a pre-req to all Honors courses)

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### Human Resources

ERROR? - AUO Gap identified: impact of course delivery mode. No other information provided.

*Fundamental misunderstanding of assessment process*

### Industrial Arts

INDE C060 Mathematical Applications for the Trades

SLO – Solve trade related word problems using algebra, geometry, and trigonometry.

Target Missed/ Gap detected: Target is 65% and the result was 55% of students meeting the outcome.

Gap: *Need to alter/refine course content.*

### Learning Assistance Center

\*Develop mechanisms to evaluate AUOs. New AUOs added to the student satisfaction survey for the spring 2018 semester.

### Library

LIBR C100

SLO – Recognize and use correct documentation style in parenthetical and bibliographic citations.

Target Missed/ Gap detected: Mastery of SLO 5 is an obvious gap, with only 1 section of students achieving the 80% target.

Gap: *Need to alter/refine instructional techniques.*

SLO – Target Missed/ Gap detected: Mastery of SLO 2 and 4 were not met in the section taught on-ground at KRV.

Gap: *Limited capacity/infrastructure.*

Other: serving high number of disenfranchised students / limited technology was available due to renovation at KRV.

### Public Information / External Relations

AUO – Target Missed/ Gap detected: Progress was not made in the development of an Alumni Association and President's Circle as the Foundation's priorities shifted to the campaign and passage of the largest facilities bond, Measure J, passed in the state of California.

Gap: *Limited capacity / infrastructure*

*Misunderstanding of assessment process (AUO identified is not an AUO—is more of a goal. Department could use SLO committee assistance in better defining department outcomes).*

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### **General Sciences**

Strategies still to be addressed: Complete assessment of all course SLOs.

Gap: *Need to improve operational processes*

\*Consider a new theme “outcome gaps identified outside SLO assessment process”