

Assessment: Assessment Unit Four Column



Student Support Services

Committee Feedback

Fall 2021 - Spring 2022 Program/Unit Feedback

Assessment Plan and Data Collection Feedback

Committee Meeting Date to Review Assessment Plan and Data Collection: 05/02/2022

Assessment Plan and Data Collection Rating: Approved

Committee Recommendations for Assessment Plan and Data Collection:

Author Response/Action to Committee Feedback on Assessment Plan and Data Collection Due: 05/09/2022

Assessment Report and Implementation Feedback

Committee Meeting Date to Review Assessment Report and Implementation: 05/02/2022

Assessment Report and Implementation Rating: Approved

Committee Recommendations for Assessment Report and Implementation: all information has been inputted or updated as per the suggestions during training.

Author Response/Action to Committee Feedback on Assessment Report and Implementation Due:

Fall 2019 - Spring 2020 Program/Unit Feedback

Assessment Plan and Data Collection Feedback

Committee Meeting Date to Review Assessment Plan and Data Collection: 03/13/2020

Assessment Plan and Data Collection Rating: Approved with minor changes

Committee Recommendations for Assessment Plan and Data Collection: SLO#1 - Missing academic year. Please indicate "Budget Goal".

Criterion is incomplete, has to be in percent (%) format.

Related documents should relate to Criterion.

Author Response/Action to Committee Feedback on Assessment Plan and Data Collection Due:

Assessment Report and Implementation Feedback

Committee Meeting Date to Review Assessment Report and Implementation:

Assessment Report and Implementation Rating:

Committee Recommendations for Assessment Report and Implementation:

Author Response/Action to Committee Feedback on Assessment Report and Implementation Due:

Fall 2019 - Spring 2020 Program/Unit Feedback

Assessment Plan and Data Collection Feedback

Committee Meeting Date to Review Assessment Plan and Data Collection: 11/15/2019

Assessment Plan and Data Collection Rating: Resubmit

Committee Recommendations for Assessment Plan and Data Collection: SLO#1 - Is missing the Academic Year. it should read "SLO#1 FA2019-SP2020 Budget Goal" with a 5 word description title.
The SLO Block needs the academic year as well and indicate it as a Budget Goal.
End Date - Should read March 9, 2020.
Criterion - Is incomplete.

SLO#2 - Please indicate if this ISMP or other type.
Historical Assessment Perspective is not in correct format or not complete.
Criterion - Is incomplete.

Author Response/Action to Committee Feedback on Assessment Plan and Data Collection Due: 11/29/2019

Assessment Report and Implementation Feedback

Committee Meeting Date to Review Assessment Report and Implementation:

Assessment Report and Implementation Rating:

Committee Recommendations for Assessment Report and Implementation:

Author Response/Action to Committee Feedback on Assessment Report and Implementation Due:

Author Responses

Fall 2019 - Spring 2020 Program/Unit Response

Assessment Plan and Data Collection

Author Response to Committee Feedback for the Assessment Plan and Data Collection: Recommended changes made; Two (2) of the initial five (5) SLO's remain.

Assessment Plan and Data Collection Changes Accepted: Yes

Date Complete for Assessment Plan and Data Collection Changes:

Assessment Report and Implementation

Author Response to Committee Feedback for the Assessment Report and Implementation: Feedback from committee, all completed.

Assessment Report and Implementation Changes Accepted:

Date Complete for Assessment Report and Implementation Changes:

Assessment Report Changes Accepted:

<i>Student Learning Outcomes (SLOs)</i>	<i>Artifact/Instrument/Rubric /Method/Tool Description</i>	<i>Data Collection Status/Summary of Results (N=?)</i>	<i>Use of Summary Results</i>
SLO #2 FA2019-SP2020 ISMP - Optimization of Customer Service Measures - SLO #2 FA 2019- SP 2020 ISMP Provide optimal use of resources where id card choice allows students to decide how their id card will be updated; new card, sticker, use of existing photo with reprint. SLO Status: Completed the Assessment Cycle	Client/Customer Service Survey - Google Form; ID Survey Criterion (Written in %): 80% of student respondents will be satisfied with the service option provided with ID process. Activity Schedule: Fall 2019 Related Documents: Campus Identification Survey.pdf	Reporting Period: Fall 2019 - Spring 2020 Conclusion: Criterion Met N=1178 (10/12/2020) Growth Budget Implications/Effect: No budget impact Growth Budget Justification: Simply ID card system is being phased out with secondary students using up the remaining supplies. Related Documents: Campus Identification_AUO1 Fa2019Sp2020.xlsx	Use of Summary Result: 548 students were issued new id cards and 924 were returning students. 324 of the 924 students opted for a sticker validation allowing for an express service line. After id card service, 1,472 students were asked to complete the Campus Identification survey with 1,406

Student Learning Outcomes (SLOs)	Artifact/Instrument/Rubric /Method/Tool Description	Data Collection Status/Summary of Results (N=?)	Use of Summary Results
<p>Planned Assessment Cycle: Fall 2019 - Spring 2020 Start Date: 10/14/2019 End Date: 03/09/2020 Program Level SLO Industry National Certification: N/A Type of Industry National Certification: Historical Assessment Perspective: Student Support Services is charged with issuing student IDs each semester. ISMP Goal 2 [Governance Initiative 2] allows students/customers' the choice of one of three options for ID renewal.</p>			<p>indicating they were serviced in 10 minutes or less (Question 4) and 1,192 responding they received the best service, exceeding the projected 80% (1178). (10/12/2020)</p> <p>Implementation Status: Based on the results of assessment, SSS will continue to allow returning students choices when it comes to ID card services. The results indicate students choices vary between a new ID and sticker validation. But overall students responded they are receiving the best service when it comes to ID card. The office will continue to assess its daily operations to ensure the highest quality service is provided. (10/12/2020)</p>
<p>SLO #1 FA2019-SP2020 Budget Growth Initiative Goal - Increase technological capabilities - SLO #1 FA2019-SP2020 Budget Growth Initiative Goal-The office of Student Support Services will assess daily operation to ensure successful delivery of student-centered services through the use of updated technology. SLO Status: Completed the Assessment Cycle Planned Assessment Cycle: Fall 2019 - Spring 2020 Start Date: 10/14/2019 End Date: 03/09/2020 Program Level SLO Industry National Certification: N/A Type of Industry National</p>	<p>Other (indicate the specific tool in the Method field/box) - Institutional MIS Assessment, work order, of computer technology in use for daily operation. Criterion (Written in %): Institutional MIS assessment/SSS work order, will indicate that all seven (7) Student Student Support Services computers for daily operation are compatible with current computer technology. Activity Schedule: Spring 2020 Related Documents: Work Order SSS staff_administrator computers.pdf MIS Computer Upgrade Listing for SSS.pdf</p>	<p>Reporting Period: Fall 2019 - Spring 2020 Conclusion: Criterion Met N=1472 (01/22/2020) Growth Budget Implications/Effect: Over \$5,000 Growth Budget Justification: The Campus Identification survey totaling 1,472 show 1406 were serviced in 10 minutes or less (Question 4) and 1,192 responding they received the best service. In order to continue this service rating and the services, SSS should continue to maintain update technology. A total of 7 staff and administrator in the office have been assessed by MIS resulting in the need to replace existing systems.n As resources allow, SSS will request for the purchase of the recommended replacement systems. Related Documents: MIS Computer Upgrade Listing for SSS.pdf AUO 3 Campus Id Survey Q 4-5 1.23.2020.pdf</p>	<p>Use of Summary Result: The survey results reveal the Campus Identification survey totaling 1,472 shows 1,406 were serviced in 10 minutes or less (Question 4) and 1,192 responded they received the best service (Question 5) In order to continue this service rating, and the services, SSS should stay current with technology. A total of 7 staff and administrator in the office were assessed by MIS. This resulted in the need to replace existing systems. As resources allow, SSS will request for the purchase of the recommended replacement systems.</p>