

Outcomes Assessment Plan - Four Columns

Long Beach City College

Student Support - Admissions & Records (Outcomes)

| Intended Outcomes | Means of Assessment & Criteria/Expected Level of Achievement / Resources Needed | Results of Assessment | Action Taken & Follow-Up |
|--|--|--|--------------------------|
| <p>Student Support - Admissions & Records (Outcomes) - Online Transcript request ordering/processing system (SUO) - Improve processes and policies effecting students; removing a barrier to transfer by making the transcript ordering process more efficient and accessible</p> <p>Outcome Status: Active - Currently Assessing</p> <p>Strategies for Outcome: Upgrade the system in a partnership with Credentials Solutions, web link, and marketing. Collaborating with Community Relations for advertising the new process. Update the schedule of classes to inform students of the transcript ordering process. Collaborate with IITS to connect the software to LBCC processes and upgrade the web page. Re-structure fees to meet the needs of the new process. Collaborate with other offices on training to implement the new process.</p> | <p>Assessment Task: Turn around time for ordering and orders being fulfilled will decrease from 5days* to 3.5 days during peak registration time and from 3 days to 1.5 days during non-peak times</p> <p>Assessment Method Category: Computerized Tracking System</p> <p>Criteria/Expected Level of Achievement: 85 % of the transcripts ordered online will be processed on the day in which they are authorized.</p> | <p>10/15/2010 - After a few months of working with IITS and Credentials Solutions A&R went live with the online transcript ordering system.</p> <p>Result Type: Inconclusive</p> <p>Action Status: Action Complete</p> | |
| <p>Student Support - Admissions & Records (Outcomes) - General Education Self Planning tools for students/staff (including faculty) - To allow students to assess their progress towards their intended education goal(s).</p> <p>Outcome Status: Active - Currently Assessing</p> <p>If specific to a functional unit, indicate here:</p> | <p>Assessment Task: Using the Counseling 1 Pre and Post survey to measure:</p> <p>Assessment Method Category: Case Study</p> <p>Criteria/Expected Level of Achievement: 75% of the student taking the Counseling 1 class will understand the transfer and degree</p> | | |

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| <p>Records and School/College Articulation</p> <p>Strategies for Outcome: Develop the individual self assessment tools for students. Train counselors to teach the tool and implement the tool in Counseling 1 courses: Orientation for College Success.</p> | <p>requirements and process.</p> | | |
| <p>Student Support - Admissions & Records (Outcomes) - Student initiated transcript evaluation request - To allow students to assess their progress towards their intended education goal(s).</p> <p>Outcome Status: Active - Currently Assessing</p> <p>If specific to a functional unit, indicate here: Records Department working with Counseling</p> <p>Strategies for Outcome: Create and implement the Evaluation Request for Other Colleges form, train the A&R staff, Counseling staff, the Counselors, and others with contact with students. Develop a process for the intake of transcript evaluation requests to be evaluated either by the Record Specialist or the academic department. Develop a process to communicate to the students that their evaluation are complete and they may make an appointment with a counselor.</p> | <p>Assessment Task: Collaborate with the counseling faculty to measure student satisfaction with the completed transcript evaluations. Measure the turn around time between submission of request to A&R and the time when communications are sent out on completion of the evaluation request.</p> <p>Criteria/Expected Level of Achievement: 75% of the students requesting incoming transcript evaluations will understand the evaluation process.</p> | | |
| <p>Student Support - Admissions & Records (Outcomes) - Apply To and Enroll in class at LBCC (SLO) - Students will begin to take advantage of priority registration.</p> | <p>Assessment Task: We will conduct a survey in the Spring 2010 to discover what students actually know about the registration process</p> | | |

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| <p>Outcome Status: Active - Currently Assessing</p> <p>If specific to a functional unit, indicate here: Admissions & Registration</p> <p>Strategies for Outcome: Survey students regarding registration process (while they are waiting in registration line at open registration.) Teach students how to use the online application and OLE. Staff will explain the registration process to students (when they need to fill out application, what is a priority registration date, etc) Provide students with enrollment ?checklist?</p> | <p>After the spring registration we will have initial student feedback regarding the registration/enrollment process. This information will assist us in what information we need to include in our ?checklist? for students in the future (this will be an ongoing cycle for the school year)</p> <p>During the Fall and Spring Semesters invite students who participated in the surveys to mini focus groups to get more in-depth student input.</p> <p>Hold focus groups with A&R staff to gain qualitative data to see if students are learning registration processes</p> <p>Assessment Method Category: Other</p> <p>Criteria/Expected Level of Achievement: 85% of the students will not only understand the enrollment process but will take advantage of priority registration.</p> | | |
| <p>Student Support - Admissions & Records (Outcomes) - Achieving Educational Goals (SLO) - The ability to navigate the college environment in order to use college resources in order to achieve one?s educational goal</p> <p>If specific to a functional unit, indicate here: School/College Articulation</p> <p>Strategies for Outcome: To provide a guide and package to students to support them in their goal attainment of A.A. degree, certificate, and/or transfer</p> | <p>Assessment Task: Focus group study has been completed for an initial review of the current strategy and guides. A second focus group will be completed during the Fall term once the new strategy is piloted using Counseling 1 classes as the test group for the new materials. We will also conduct focus groups with students who have not taken Counseling 1 to see if they can use the guides.</p> <p>Criteria/Expected Level of Achievement: 85% of the students will understand and use the college resources that appropriately assist them in achieveing their educational</p> | | |

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| | goals | | |
| <p>Student Support - Admissions & Records (Outcomes) - Expand transcript delivery mode to include electronic transfer - This will just expedite transfer of official records between other colleges and universities.</p> <p>SLO or SUO: SUO</p> <p>Start Date: 08/02/2010</p> <p>Outcome Status: Active - Currently Assessing</p> <p>Strategies for Outcome: Explore vendors that are currently working with electronic transfer of transcript.</p> | | | |