

Student Learning Outcomes (SLO)

Student Services
Berkeley City College

Introduction

Student Services at BCC have been working hard to assist our students in enhancing the seven BCC Institutional Outcomes:

- Ethnics and personal responsibility
- Communication
- Computation skills
- Critical thinking
- Global awareness and valuing diversity
- Self awareness and interpersonal skills
- Information competency

All functions and offices have been integrating Student Learning Outcomes (SLO) and the assessment into our process and procedures. In order to gain insight into how effectively we are providing support services to students, for each unit, we have developed and/or updates SLOs and begun to conduct Assessment - original research relating to student learning outcomes (SLO's).

Development Level. BCC Student Services has reached Student Learning Outcomes (SLOs) Development Level by

- Establishing a division-wide framework for definition of student learning outcomes (where to start), how to extend, and timeline.
- Developing authentic assessment strategies for assessing student learning outcomes as appropriate to service area SLOs
- Having organizational structures (Student Services Council, and shared governance structure at the college (Leadership, Roundtable, Classified and Academic Senate, etc.) and the district levels (Joint Instruction and Student Services Committee, District-wide Classified and Academic Senate Curriculum Committee, Planning and Budget Integration Committees, etc.) are supporting strategies for student learning outcomes definition and assessment.
- Accepting responsibilities by Leadership groups at both college and district levels for student learning outcomes implementation.
- Sharing human and financial resources supporting student learning outcomes and assessment.
- Having fully engaged counseling faculty and Student Services staff in student learning outcomes development.
- Incorporate the data analysis by researchers at college and district levels.

Please see http://www.berkeleycitycollege.edu/wp/student_service_programs/student-services-slo-home/ and taskstream for details.

Student Service Program	Has established SLOs or SAOs	Is assessing SLOs or SAOs
Admissions & Records	Yes	yes
Financial Aid	SAO	
Outreach/Student Ambassador	Yes	yes
Assessment and Orientation	Yes	Yes
Counseling	Yes	Yes
DSPS	SLO	
EOPS/CARE/CalWORKS	Yes	Yes
Veterans Affairs	yes	Yes
Career/Transfer Center	yes	Yes

Proficiency Level. All BCC Student Services areas will reach SLO Proficiency Level and approach Sustainable Continuous Quality Improvement Level by fall 2012.

- Student Services SLOs and authentic assessment are in place for all Student Services areas/programs.
- A widespread dialogue about the results of assessment and identification of gaps will occur at the divisional, college, and district levels.
- Decision-making includes dialogue on the results of assessment in Student Services areas/programs and is purposefully directed toward aligning division, college, and district-wide practices to support and improve student learning in Student Services.
- Student Services publishes comprehensive assessment reports online on a regular basis.
- SLO assessment findings demonstrate students' awareness of goals and purposes of Student Services areas/ programs in which they participate.
- Integrate assessment results with continuous review and improvement by integrating SLO Action Plan with the Unit Action Plan in Student Services.