

**Berkeley City College**  
**STUDENT SERVICES, Student Learning Outcomes (SLOs)**  
**In- and Out-reach Services Plan, 2011-12**  
**Three Year Plan**

Direct Measures	Pre/Post Tests Exam/Project Standardized Test Certification	Embedded Question Portfolio	Performance Assessment Primary Trait Analysis	Capstone Professional
Indirect Measures	Focus Group Transfer/Employment Data	Grad/Employer Survey	Mapping	
Service Unit:	Team Members			
<b>Matriculation: In- and Out-reach</b>	Victor Flint, May Chen, counselors, faculty members, and leaders from all programs designed to support the success for targeted student populations.			

**Mission:** The mission of BCC In- and Outreach Services is to have a presence in the local communities, including schools, community organizations and churches, as well as on campus. The involvement in the community is one of ensuring that persons of all ages and backgrounds have a clear understanding of all the growth and learning possibilities that exist at Berkeley City College (BCC) and that they feel that the college is a place that can readily turn to satisfy their growth and learning needs.

**A. List the student learning outcomes that are presently being assessed. Describe the activities that will be or have been implemented to achieve the SLO's.**

Learning Outcomes. Student Ambassadors – communication, interpersonal skills, information competency, and diversity.

In-and Out-reach participants/prospective students and general public – information competency, communication, and critical thinking.

Assessment Tool. Survey.

After attending and participating in the In- and Out-reach portion of the matriculation process, participants (prospective students/general public) will provide feedbacks to BCC by taking a survey.

By the end of service year, student ambassadors will provide feedback to BCC by taking a survey.

Activities.

- Establish a list of all feeder locations (high schools and middle schools, churches, community organizations, etc)
- Establish a contact person list for all feeder locations
- Establish a list of outreach activities to be completed according to each outreach location
- To establish a database of students in the ambassador program transferring to a four year college
- A comprehensive training manual will be developed for student ambassadors, including defined areas for training in basic skills and retention
- Administer the survey at the end of In- and Out-reach Session.
- Identify resources, e.g., human, equipment, IT, space, supplies, to implement strategies for improvement.
- SLOs will be integrated into Unit Plan and Program Plan. Assessment results will be based upon when developing new plans.

**B. What additional student learning outcomes should be considered to demonstrate what your student should know and/or be able to do as a consequence of the service provided by your unit?**

Additional student learning outcomes may be identified and considered after the first year SLOs cycle.

**C. Future goals and methods of assessment of the program, including student learning outcomes.**

<p><b>Program/Service</b> <b>Student Learning Outcomes</b> (1) Service outcomes reflect how the service contributes to student learning. (2) The outcome should be stated using a measurable verb (<a href="#">Bloom's Taxonomy</a>) with enough detail to clarify the service requirements. (3) The outcome should describe the context for display of the newly learned skill or behavior.</p>	<p><b>Assessment Methods and Criteria</b> (1) Which outcome(s) will be assessed? (2) Who will be assessed? (3) What is the assessment method and criteria for success? (4) When will the assessment take place? (5) Describe the research design and analysis plans.</p>	<p><b>Assessment Results</b> (1) Who will write the report? (2) When will the study conducted? (3) What are the results?</p>	<p><b>Response Plan</b> (1) Since dialogue is important to the SLO Assessment, list who will discuss the assessment results. (2) When will the discussion take place? (3) What changes will be made to the outcome statement(s), the assessment tool or service plans?</p>
<p>In- and Out-reach</p>	<p>(1)<b>Outcomes:</b> Three (3) out of the</p>	<p>(1) Victor Flint will be the</p>	<p>(1) Principal dialogue will be</p>

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<p>participants.</p> <p>1. Information Competency</p> <p>Incoming Freshman will</p> <p>Understand more about program and services available at BCC</p> <p>Consider using some programs and services, e.g., DSPS, EOPS, PACE, library, to help students meeting their educational goals</p> <p>2. Communication</p> <p>3. Critical Thinking</p>	<p>seven BCC's Core Values: information competency, communication, and self awareness will be assessed. See Survey below.</p> <p>(2) <b>Participants:</b> A randomly selected sample of new incoming students who participate in Assessment &amp; Orientation will be given the survey.</p> <p>(3) <b>Assessment method:</b> Survey to be administered to a random sample of In- and Out-reach participants. Morning, afternoon, evening participants will be coded differently for comparison purpose.</p> <p><b>Criteria for success:</b> Both longitudinal and cross-sectional comparisons will be applied. Success will be measured and compared among the three groups, and semester-by-semester thereafter. We anticipate survey results will show higher average evaluation numbers in the later semesters than those in the beginning semester. BCC intends to continuously improve In- and Out-reach based upon SLO assessment findings.</p>	<p>main writer of the draft report, based upon feedbacks from all constituency groups, May Chen will review and finalize the report.</p> <p>(2) The first study will be conducted during the Summer/Fall 2011 semester, and prior to the beginning of each semester term, thereafter in a 3 year cycle..</p> <p>3. The results are to be collected and analyzed from the Survey.</p>	<p>conducted among Victor Flint, May Chen, counselors, faculty members, and leaders from all programs designed to support the success for targeted student populations.</p> <p>Report will also be presented to, and feedbacks received from Department Chairs, BCC Academic Senate, Leadership, Roundtable and other major constituency groups.</p> <p>(2) The discussion of survey findings will take place after a draft report has been prepared before the report is finalized.</p> <p>(3) The assessment tool is the survey shown below. Service improved plan will be developed through SLO assessment improvement, Unit Plan, and Program Plan processes.</p>

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	<p>The first study will be completed by the end of Fall 2011 and thereafter in a 3 year cycle.</p> <p>BCC will establish a benchmark using results of the first study. The Success measure may be:</p> <ol style="list-style-type: none"> <li>1. Time of the session will not be a factor: There would be no significant difference among groups from the three "time" session.</li> <li>2. There will be an increase of at least an average of 2% increase from the benchmark: fall 2011 to Spring 2012.</li> </ol> <p>(4) First surveys will begin in mid July 2011, and during new student registration periods of each semester term, thereafter.</p> <p>(5) The survey will be conducted for the three different assessment session times (i.e. morning 9am, afternoon 1pm, and evening 5:30pm. sessions). Based upon survey findings, program improvements</p>		

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	<p>and/ or changes will be discussed and implemented for the future.</p>		
<p align="center">Student Ambassadors</p> <p>1.Communication</p> <p>2.Interpersonal skills</p> <p>3. Information Competency</p> <p>4. Valuing Diversity</p>			
<p align="center">Same as above</p>	<p align="center">Same as above</p>	<p align="center">Same as above</p>	<p align="center">Same as above</p>

BCC Student Services SLOs Assessment

**In- and Out-reach Services**

**SURVEY – BCC Event Participants**

Please answer a brief survey below to assist BCC in improving our In- and Out-reach Services. Please write a number that best describes each of the statements below. The numbers are defined as:

**5** - Strongly Agree    **4** - Agree    **3** - Neutral    **2** - Disagree    **1** - Strongly Disagree    **0** - N/A

A. The BCC In- and Out-reach Services has enabled me to:

- \_\_\_\_\_ Understand more about programs and services available at BCC (information competency).
- \_\_\_\_\_ Understand more about the nature and mission of community colleges in general (information competency).
- \_\_\_\_\_ Be able to think critically about making my choice of college (critical thinking).
- \_\_\_\_\_ Ask more questions to enhance my understanding about BCC/community colleges (communication)
- \_\_\_\_\_ Learn that it is my responsibility to follow through college application process (Personal responsibility).

B. Please provide additional suggestions for improvement of In- and Out-reach Services at BCC (Use space below or the other side of this survey).

Thank you.

BCC Student Services SLOs Assessment

**In- and Out-reach Services**

**SURVEY – Student Ambassadors**

Please answer a brief survey below to assist BCC in improving our In- and Out-reach Services. Please write a number that best describes each of the statements below. The numbers are defined as:

**5** - Strongly Agree    **4** - Agree    **3** - Neutral    **2** - Disagree    **1** - Strongly Disagree    **0** - N/A

A. The BCC In- and Out-reach Services has enabled me to:

\_\_\_\_\_ Understand more about programs and services available at BCC (information competency).

\_\_\_\_\_ Understand more about some specially designed programs e.g., DSPS, EOPS, PACE, to assist prospective and current students to meet their education needs (information competency).

\_\_\_\_\_ Be able to effectively speak in front of public (communication).

\_\_\_\_\_ Improve my listening skills and provide adequate answers to those who need our services (communication)

\_\_\_\_\_ Appreciate people from diverse background (diversity).

\_\_\_\_\_ my interpersonal skills when working with my ambassador peers and others (interpersonal skills)

B. Please provide additional suggestions for improvement of In- and Out-reach Services at BCC (Use space below or the other side of this survey).

Thank you.