

**Draft**  
**Berkeley City College**  
**STUDENT SERVICES, Student Learning Outcomes (SLOs)**

**CalWORKs/TANF Plan, 2011-12**

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 <u>Workshops Participants Survey</u>	Mapping	
Service Unit:	Team Members:			
<b>CalWORKs/TANF</b>	Ayele Lemma, Fatima Shah, Luna Finlayson, Elisa Castro, Rosario Jimenez, CalWORKs Counselor, Laura Lyons, May Chen, and leaders from all programs designed to support the success of targeted student populations.			

**Mission:**                    **The primary goal of CalWORKs/TANF programs is to provide educational and career opportunities and support services that enable students to complete their educational goals and find meaningful employment and successfully transition into the workforce thereby attaining economic self-efficiency to support their families.**

**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.**

**Outcome:**                    Students who attend and participate in CalWORKs/TANF job development workshops will be able to develop personal resumes and acquire job interview skills.

**Assessment Tool:**        After attending and participating in CalWORKs/TANF work study workshops, participants will provide feedbacks by taking a survey.

- Activities:**
- (a) Administer the survey at the beginning and end of each workshop.
  - (b) Review, analyze, and report of survey results and receive feedback from constituency groups.

- (c) Based upon survey results to improve CalWORKs/TANF work-study students' career development skills.
- (d) Identify resources, e.g., human, community resources, private industries, public sectors, supplies, and tools to implement strategies for improvement.
- (e) 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.**

Increase the scope of job development services to include: skills assessment, personal traits assessments, job search, career exploration, and lifelong learning.

<p align="center"><b>Program/Service</b> <b>Student Learning Outcomes</b></p> <p>(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 align="center"><b>Assessment Methods and Criteria</b></p> <p>(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 align="center"><b>Assessment Results</b></p> <p>(1) Who will write the report? (2) When will the study conducted? (3) What are the results?</p>	<p align="center"><b>Response Plan</b></p> <p>(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><b>1. Self Awareness and Interpersonal skills</b></p> <p>All CalWORKs/TANF students will learn how to prepare resume and develop</p>	<p>1. <b>Outcomes:</b> One (1) of the seven (7) BCC Core Values: Self Awareness and Interpersonal skills will be assessed. See attached Survey.</p> <p>2. <b>Participants:</b> New and continuing CalWORKs/TANF</p>	<p>1. Ayele Lemma will be the main writer of the draft report, based upon feedbacks from all participating groups, May Chen will review and finalize the report.</p>	<p>1. Principal dialogues will be conducted among Ayele Lemma, Fatima Shah, May Chen, CalWORKs/TANF Counselor and Job Developer, Transfer and</p>

<p align="center"><b>Program/Service</b> <b>Student Learning Outcomes</b></p> <p>(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 align="center"><b>Assessment Methods and Criteria</b></p> <p>(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 align="center"><b>Assessment Results</b></p> <p>(1) Who will write the report? (2) When will the study conducted? (3) What are the results?</p>	<p align="center"><b>Response Plan</b></p> <p>(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>interviewing skills.</p> <p>Consider using CalWORKs/TANF Job Developer, Transfer and Career Center, BCC Career Counselor, Career Academy and BCC Social Services Paraprofessional, to assist students meet their training and career goals.</p>	<p>students, who participate in the work-study program, will be given the survey.</p> <p>3. <b>Assessment method:</b> survey will be administered to all CalWORKs/TANF work study participants in the workshops.</p> <p><b>Criteria for success:</b> Success will be measured by comparing survey results from beginning, middle and end of semester. We anticipate survey results will show participants increased skills level in developing resumes and job interview skills.</p> <p>The first study will be completed by end of Fall 2011 semester.</p> <p>4. Surveys will be conducted at the end of monthly workshops throughout fall 2011 semester.</p> <p>5. A total of 6 surveys will be conducted at the beginning and end of monthly workshops. Based upon survey findings, program improvements will be discussed and integrated future services.</p>	<p>2. The first study will be conducted in Fall 2011 semester, and each term, thereafter.</p> <p>3. The results will be collected from data gathered through the survey.</p>	<p>Career Center, BCC Career Counselor, Career Academy and BCC Social Services Paraprofessional</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 improvement plans will be developed through SLO assessment improvement, Unit Plan, and Program Plan processes.</p>

## CalWORKs/TANF SURVEY

### Before the Workshop

<b>4-Very Good</b>	<b>3-Good</b>	<b>2-Fair</b>	<b>1-Poor</b>
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### Resume Preparation Workshop – Survey No. 1

How do you rate your skills in writing a resume and a cover letter:

\_\_\_\_\_ How do you rate your skills in resume development?

\_\_\_\_\_ How do you rate skills in identifying your accomplishments?

\_\_\_\_\_ How do you rate your skills in identifying your job skills?

\_\_\_\_\_ How do you rate your skills in choosing a resume format?

## CalWORKs/TANF SURVEY

### After the Workshop

<b>4-Very Good</b>	<b>3-Good</b>	<b>2-Fair</b>	<b>1-Poor</b>
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### Resume Preparation Workshop –Survey No. 2

How do you rate your skills in writing a resume and a cover letter:

- \_\_\_\_\_ How do you rate your skills in resume development after you attended this workshop?
- \_\_\_\_\_ How do you rate skills in identifying your accomplishments after you attended this workshop?
- \_\_\_\_\_ How do you rate your skills in identifying your job skills after you attended this workshop ?
- \_\_\_\_\_ How do you rate your skills in choosing a resume format after you attended this workshop?

## CalWORKs/TANF SURVEY

### After the Workshop

<b>4-Very Good</b>	<b>3-Good</b>	<b>2-Fair</b>	<b>1-Poor</b>
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### Cover Letter Writing Skills Workshop –Survey No. 3

How do you rate your Cover Letter wiring skills:

\_\_\_\_\_ How do you rate your skills in determining the content and layout of a Cover Letter?

\_\_\_\_\_ How do you rate your skills in writing a Cover Letter for an existing job opening?

\_\_\_\_\_ How do you rate your skills in writing a Cover Letter inquiring about job opportunities?

\_\_\_\_\_ How do you rate your skills in writing a Cover Letter to a mutual acquaintance?

## CalWORKs/TANF SURVEY

### After the Workshop

<b>4-Very Good</b>	<b>3-Good</b>	<b>2-Fair</b>	<b>1-Poor</b>
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### Cover Letter Writing Skills Workshop –Survey No. 4

How do you rate your Cover Letter wiring skills:

\_\_\_\_\_ How do you rate your skills in determining the content and layout of a cover letter after you attended this workshop?

\_\_\_\_\_ How do you rate your skills in writing a cover letter for an existing job opening after you attended this workshop?

\_\_\_\_\_ How do you rate your skills in writing a cover letter inquiring about job opportunities after you attended this workshop?

\_\_\_\_\_ How do you rate your skills in writing a cover letter to a mutual acquaintance after you attended this workshop?

## **CalWORKs/TANF SURVEY**

### **Before the Workshop**

<b>4-Very Good</b>	<b>3-Good</b>	<b>2-Fair</b>	<b>1-Poor</b>
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### **Job Interview Skills Workshop –Survey No. 5**

How do you rate your job interview skills:

\_\_\_\_\_ How do you rate your skills in identifying job qualification and requirements?

\_\_\_\_\_ How do you rate your skills in researching a perspective employer?

\_\_\_\_\_ How do you rate your skills in summarizing your qualifications?

\_\_\_\_\_ How do you rate your skills in the level of your confidence for your job interview appointment?



## CalWORKs/TANF SURVEY

### After Workshop

4-Very Good	3-Good	2-Fair	1-Poor
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### Job Interview Skills Workshop –Survey No. 6

How do you rate your job interview skills:

\_\_\_\_\_ How do you rate your skills in identifying job qualification and requirements after you attended this workshop?

\_\_\_\_\_ How do you rate your skills in researching a perspective employer after you attended this workshop?

\_\_\_\_\_ How do you rate your skills in summarizing your qualifications after you attended this workshop?

\_\_\_\_\_ How do you rate your skills in the level of your confidence for your job interview appointment after you attended this workshop?