

# **Learning Assistance Department SLO Overview SPRING 11**

## **1. LERN 10 and LERN 1000: Comparing Tutor outcomes with Student outcomes**

### **OVERVIEW**

WASC calls for colleges to develop Student Learning Outcomes for each course and program. The Learning Assistance Center at City College of San Francisco responded to this call Fall 07 by developing SLO's specific to our tutor training course. First, the faculty developed outcomes, activities, tutor reflections and faculty assessments. Then during Fall 08 we addressed the problem of evaluating the faculty assessments.

The Learning Assistance Department developed two complimentary online surveys to assess the student learning outcomes in the tutor training course. We wanted to understand how the SLO's covered in the tutor training course were used in tutoring by tutors who completed the tutor training course. We also wanted to understand if students who are tutored by those tutors believe they are recipients of the same outcomes.

We have used these two surveys for seven semesters now and have learned which tutoring strategies are most used, least used, most valued, and requires changes. Indeed, the assessment has pointed the way to a number of changes in the course curriculum.

### **YEARLY UPDATES**

Fall 06: Revised course outlines

Fall 07: Developed SLOs for LERN 10 Tutor Training

Spring 08: Developed SLO for LERN 1000 – Supervised Tutoring

Fall 08: Assessed SLO's from both surveys

Spring 09 – Spring 10: Assessed and analyzed data from both assessments

Fall 10 – Spring 11: Developed a new online surveys using Survey Monkey

Spring 11: Analyzed data from both surveys and developed specific action plans

### **RECENT ASSESSMENT: SPRING 11**

When comparing results of LERN 10 with LERN 1000:

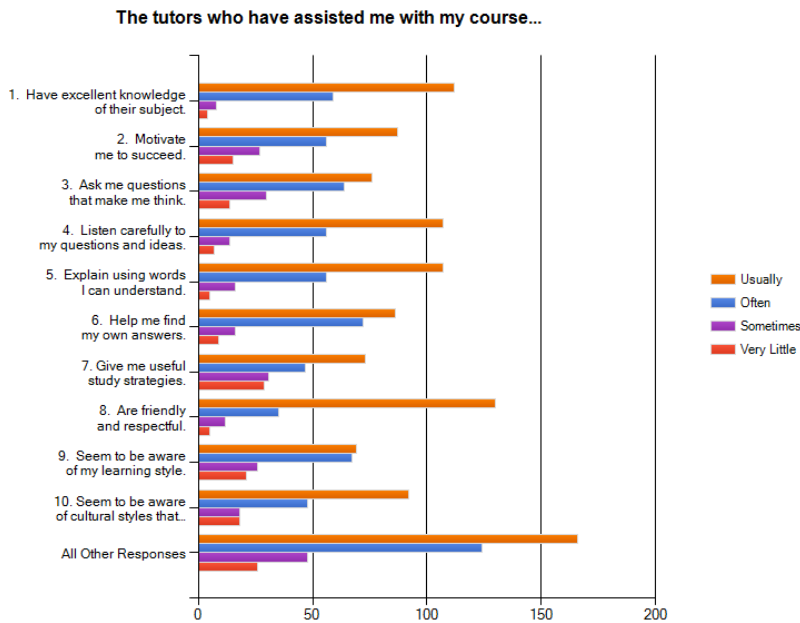
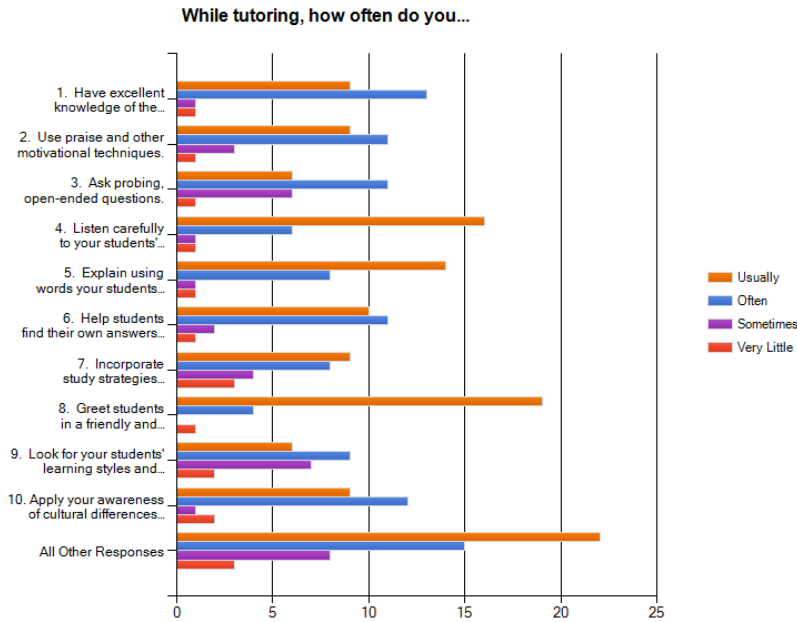
Areas of high agreement and high ratings: knowledge of subject, friendliness, explaining well

Areas of lowest ratings by both: Incorporate study strategies, cultural awareness

Areas of differing ratings: No significant differences.

### **CHANGES MADE AS A RESULT OF MOST RECENT ASSESSMENT: SPRING 11**

Improved tutor training course to provide additional information on how to explain using students own words. Final papers from tutors following the Fall 11 LERN 10 course show a very strong interest in developing listening skills.



## 2. LERN 50: College Success – Assessing students have completed the college success course

### OVERVIEW

During Fall 06 College Success faculty engaged in an extensive dialogue to develop SLO's and teaching "Best Practices" for the course. As a result, the LERN 50 course was redesigned with SLO's in mind and an SLO rubric was developed. This activity included redefining SLO's, content, and assessment activities for the course.

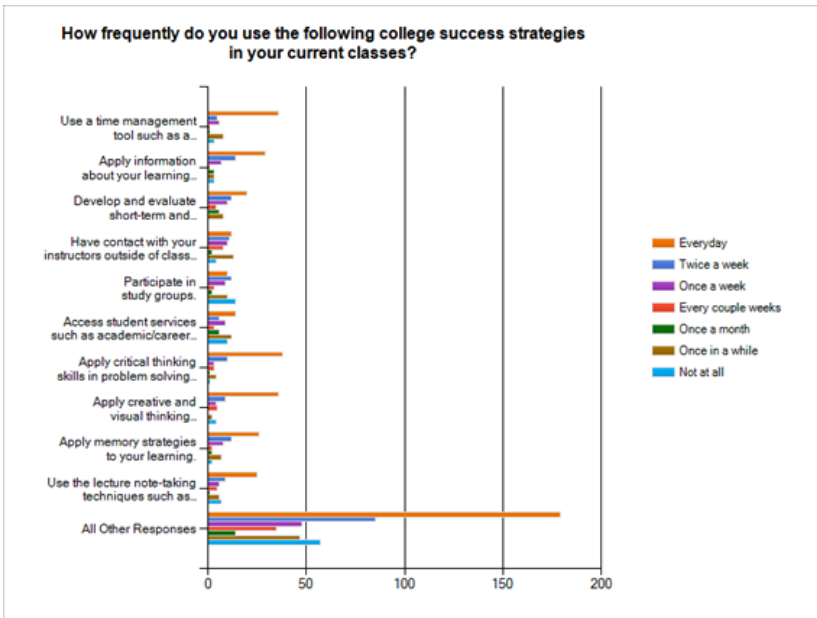
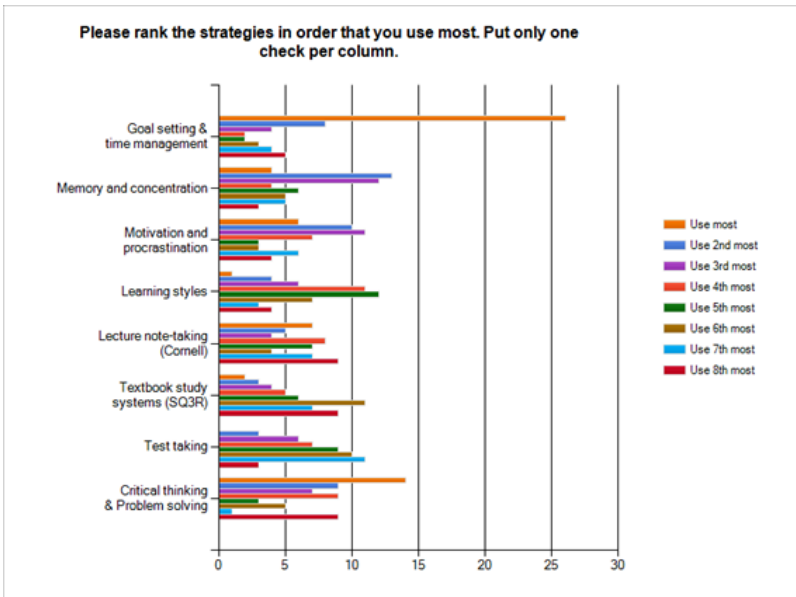
During Spring 07 a College Success Survey was developed and administered to students who completed LERN 50 with an A, B, or C grade (Fall 2006), enrolled in a subsequent term, and had an email in Banner. The survey was also administered Spring 08, 09 and 10. The purpose of the survey was to assess the students' application of SLO's in current classes. The survey also assessed the overall usefulness of SLO's for the course. The data from this survey has been used to redesign the SLO's for LERN 50.

**YEARLY UPDATES**

Spring 07: Developed assessment survey  
 Spring 08, 09, 10: Assessed using the survey, analyzed data and developed specific action plans  
 Fall 10: Developed a new online survey using Survey Monkey  
 Spring 11: Assessed course using new survey, analyzed data, and developed specific action plans

**RECENT ASSESSMENT SPRING 11**

In Spring 2011, the new online survey using Survey Monkey was administered to students who completed LERN 50 Fall 10. LERN 50 faculty emailed a link to the survey to their students directly. Sixty-one students completed the survey which was higher than previous years. Below is some of the initial analysis:



### **CHANGES MADE AS A RESULT OF MOST RECENT ASSESSMENT SPRING 11**

We are beginning to understand which SLO's for LERN 50 are being applied to other courses. We are also starting to understand which SLO's students apply more/less frequently. This data has assisted the faculty in the development of course curriculum for College Success and its faculty. Specifically, at the beginning of Fall 11 semester, an email with the above results was sent to LERN 50 faculty to help them with curriculum development. Lastly, at the end of Fall 11 there will be a professional development meeting for all college success faculty to discuss results.

## **3. LAC Computer Lab – Assessing usage in the LAC Open-Access Computer Lab**

### **OVERVIEW**

During Fall 06 the LAC began looking at how to assess our LAC Computer Lab. We looked at how students were using the lab and developed a paper survey.

### **YEARLY UPDATES**

Fall 06: Developed an assessment survey

Spring 07 – Spring 10: Assessed using the survey and analyzed results

Fall 10: Developed a new online survey using Survey Monkey

Spring 11: Assessed the computer lab using new survey, analyzed data, and developed specific action plans

### **RECENT ASSESSMENT DETAILS SPRING 11**

LAC Computer Lab: 184 Student Respondents Spring 11

Students felt strongly that the LAC Computer lab assists them in their work.

60% strongly agree that the LAC Computer Lab hours helped them with their homework.

52% strongly agreed that the staff helped with Internet and software applications.

51% strongly agreed that the staff explains technical points clearly

### **CHANGES MADE AS A RESULT OF ASSESSMENT SPRING 11**

Improved training of LAC Computer Lab staff to better attend to student needs.

## **4. WSP – Writing Success Project**

### **OVERVIEW**

Certificated and classified staff collaborated to develop a new set of SLO's by utilizing Survey Monkey to analyze collected data and redesign the WSP Exit and WSP Study Groups surveys to administer in-class.

### **YEARLY UPDATES**

Fall 2011 – updated WSP Study Groups and WSP Exit surveys to streamline and clarify questions.

### **RECENT ASSESSMENT DETAILS SPRING 11**

WSP: 236 Student Respondents

71% indicated that they utilized the linked study groups. Of those students:

98% said the study groups helped them understand their assignments better

98% said that the study groups helped them organize their essays better

94% said that attending study groups has encouraged them to continue in WSP courses

Additionally, 96% of students who received counseling and 98% who received writing coaching were satisfied with the services provided. Overall, the program received a 99% satisfaction rating from respondents.

### **CHANGES MADE AS A RESULT OF MOST RECENT ASSESSMENT**

Students indicated a lack of knowledge of all the resource available through the program. WSP has increased class visits to promote additional services beyond study groups.

## **5. LERN 53A – Test Prep: CBEST Exam - English**

### **OVERVIEW**

A Survey Monkey survey was developed and administered Fall to survey students who took both this ½ unit course and the CBEST exam following the course. The assessment is to determine the success of the course for students taking the exam.

### **YEARLY UPDATES**

Fall 11: Develop survey and assess.

### **RECENT ASSESSMENT DETAILS**

Fall 11: Decided how to assess using standards. We will assess for the first time in November.

### **CHANGES MADE AS A RESULT OF MOST RECENT ASSESSMENT**

None yet

## **6. NEXT UP – SLOs in the Making**

LERN 53B, C, D – CBEST and CSET ½ unit courses

LERN 52B – Probation course for CSCD ½ unit course

LERN 55 – Successful online learning – 1 unit course