

ISUO #1 FORUM

March 4, 2016

Welcome!

MEET
OUR TEAM

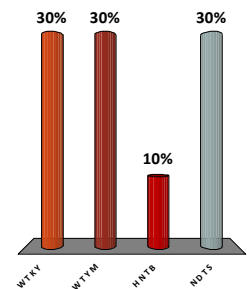
Take a test . . .



SCRAMBLED WORD

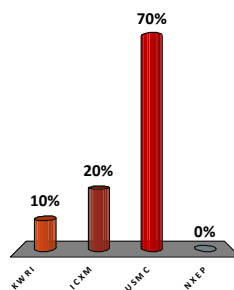
S_U_E_T_

- A. WTKY
- B. WTYM
- C. HNTB
- ☹️ D. NDTs



O_T_O_E_

- A. KWRI
- B. ICXM
- ☹️ C. USMC
- D. NXEP



SUOs, ISUOs, and
Accreditation

SUOs – What Are They?

- ▶ Goals and strategies in supporting students through their educational journey
- ▶ Specific department outcomes as related to their services



What do SUOs do?

- ▶ Help services maintain focus on the importance of their role in student success
- ▶ Provide assessments to see if expectations are met



ISUO #1

The Service will support or facilitate a positive learning or service environment for students.

Accreditation Standard IIB

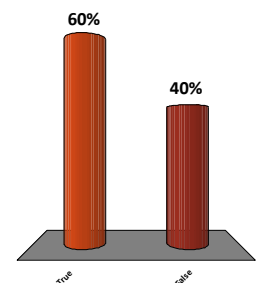
Student Support Services

- ▶ The institution recruits and admits diverse students who are able to benefit from its programs, consistent with its mission. Student support services address the identified needs of students and enhance a supportive learning environment. The entire student pathway through the institutional experience is characterized by a concern for student access, progress, learning, and success. The institution systematically assesses student support services using student learning outcomes, faculty and staff input, and other appropriate measures in order to improve the effectiveness of these services.

ASSESSMENTS FROM 2012 through 2015

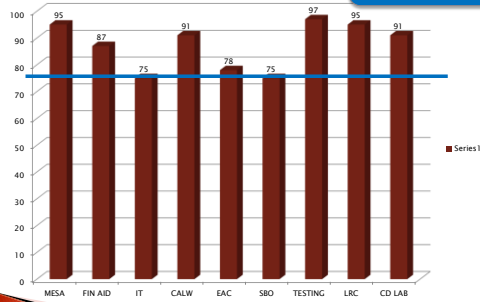
I have participated in an SUO assessment at VC

- A. True
- B. False



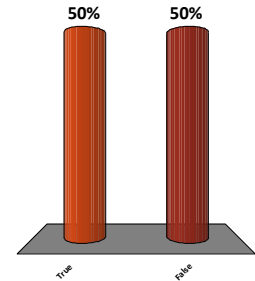
Satisfaction Surveys

AVERAGE TARGET WAS 75%



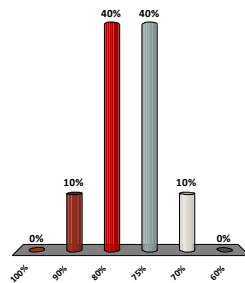
My department has used a satisfaction survey.

- A. True
- B. False



What was your goal for percentage of satisfied students /staff/faculty?

- A. 100%
- B. 90%
- C. 80%
- D. 75%
- E. 70%
- F. 60%



Other types of data

- ▶ Tutoring:
 - 100% felt comfortable asking for help
- ▶ Financial Aid:
 - 74% used their computer lab for services
- ▶ LRC:
 - 73% found LRC hours satisfactory
- ▶ EOPS:
 - 86% felt services increased their academic confidence and academic goal clarity

Other types of data (cont)

- ▶ Counseling:
 - After services rendered, 100% of students on probation and/or dismissal were able to identify the steps needed to reach academic success.
- ▶ FMO:
 - Had increase of 30% assignable square footage, but operating at a deficit of over 10 positions
 - Created initiative: Find funding for additional positions

Uses of data

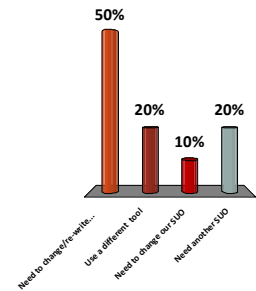
- ▶ Would you visit with a tutor at the Santa Paula site if one was available?
 - Yes 68% No 22% No Response 10%
- ▶ Met with groups representing over 80% of faculty and staff. Meetings were extremely productive
 - Will continue as part of assessment process each year
- ▶ After survey, department discussions led to suggestions for improvement:
 - Use SSD cards & more memory to improve older computers
 - Will result in less work requests

Lessons learned . . .

- ▶ Satisfaction survey was issued
 - 75% satisfaction rate was not met
 - But – survey had a neutral option that might have skewed results
- ▶ After reviewing the survey and PSUO, it was determined that we did not ask some very important questions on the survey.
- ▶ Workshops & assessments need to be revised in order to better capture what students are learning

What have you learned about your previous assessments?

- A. Need to change/re-write our survey
- B. Use a different tool
- C. Need to change our SUO
- D. Need another SUO



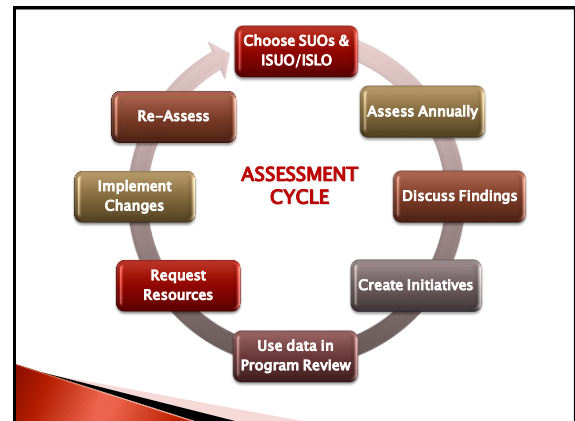
What do we do with data?

Review findings

Discuss findings

Make suggestions

Formulate initiatives



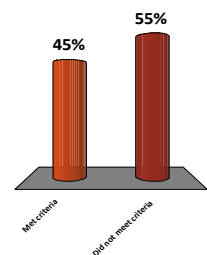
ASSESS THIS SUO:

Worthy Rent-a-Car will provide a positive experience for customers.



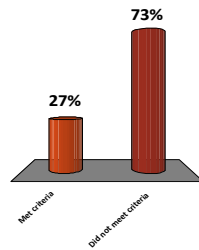
Criteria: Welcoming
Greets customer with eye contact and friendly tone.

- A. Met criteria
- B. Did not meet criteria



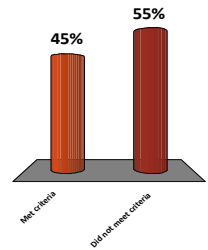
Criteria: Positive Attitude
Positive attitude enhances customer experience.

- A. Met criteria
- B. Did not meet criteria



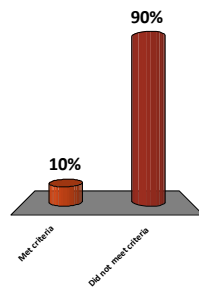
Criteria: Responsive
Addresses customer's questions completely as possible.

- A. Met criteria
- B. Did not meet criteria



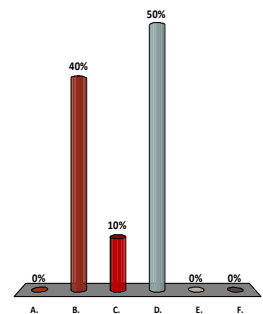
Criteria: Satisfaction
Customer is satisfied with transaction.

- A. Met criteria
- B. Did not meet criteria



What initiative would you create?

- A. Reprimand employee
- B. Offer professional development to employee
- C. Ask for funds to buy more cars
- D. Change reservation processes
- E. Fire employee
- F. Look for a new job



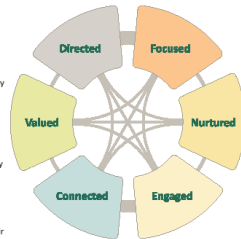
PERCEPTION SURVEYS

DR. PAMELA YEAGLEY
 RESEARCH ANALYST

Integrated
 Cost Effective

Research on community college support indicates that students are more likely to achieve their goals when "six success factors" are present.

- › **Directed** — students have a goal and know how to achieve it
- › **Focused** — students stay on track, keeping their eyes on the prize
- › **Nurtured** — students feel somebody wants and helps them to succeed
- › **Engaged** — students actively participate in class and extracurriculars
- › **Connected** — students feel like they are part of the college community
- › **Valued** — students' skills, talents, abilities and experiences are recognized; they have opportunities to contribute on campus and feel their contributions are appreciated



What do 100 California community college students think

100% DD

Tour.													
14. My experience with the University Tour helped me connect to Ventura College personally, academically, or socially.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
15. I am satisfied with the University Tour.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
16. Enter today's date in the boxes below. (MM/DD/YYYY)													
<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>													
2. Please indicate your level of agreement with the following statements, (select only one)													
	<i>Neither Agree or Disagree</i> <i>Strongly Agree</i>	<i>Strongly Disagree</i> <i>Disagree</i>											
After attending the University Tour:													
2.1 I feel encouraged to meet with a Transfer Counselor to create my educational plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
2.2 I feel capable in my ability to transfer to a university.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										
2.3 The Transfer Center is a resource that I will seek when I need assistance with transferring to a university.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>										

connected to Ventura College personally, academically, or socially.

1. I am satisfied with my visit to the Transfer Center.

1.6 Enter today's date in the boxes below. (MM/DD/YYYY)

2. Appointments at the Transfer Center

2.1 How long was it from the time you wanted an appointment at the Transfer Center and your actual appointment time?

☐ Less than one week ☐ Between one week and two weeks ☐ Between two weeks and four weeks

☐ Between four weeks and six weeks ☐ More than six weeks

2.2 The time between me wanting an appointment and coming in to the appointment today:

☐ exceeded my needs - the time was shorter than I thought it should be ☐ met my needs - the time was about what it should be ☐ did not meet my needs - the time was too long

PTC/SD/REP/UP/UNT

SECRET, Page 51

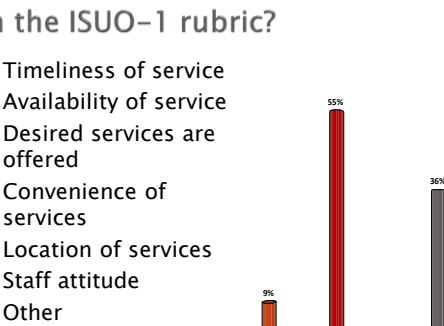
CCSSE SURVEYS

BILL HART
DIRECTOR, TITLE V VELOCIDAD GRANT

Reminder of ISUO-1

The Service will support or facilitate a positive learning or service environment for students.

What criteria should be on the ISUO-1 rubric?



A bar chart with seven categories labeled A through G. The y-axis represents percentages from 0% to 100%. The bars are: A (orange, 9%), B (red, 0%), C (red, 55%), D (gray, 0%), E (gray, 0%), F (gray, 36%), and G (blue, 2%).

Criteria	Percentage
A. Timeliness of service	9%
B. Availability of service	0%
C. Desired services are offered	55%
D. Convenience of services	0%
E. Location of services	0%
F. Staff attitude	36%
G. Other	2%

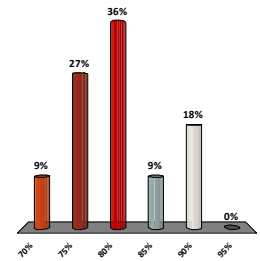
ISUO #1 Performance Target

The Service will support or facilitate a positive learning or service environment for students.

- As an institution, what % should our target be for meeting this ISUO?

What should ISUO-1 Target Be?

- A. 70%
- B. 75%
- C. 80%
- D. 85%
- E. 90%
- F. 95%



How important is the term for outcomes to you?
 SUO – Service Unit Outcome or
 LSO – Learning Support Outcome

- A. Prefer SUO
- B. Prefer LSO
- C. Doesn't matter to me

