



## 2020-2021 Annual Report: Student Services SLO Formation and Implementation

### Formation and Implementation of One Year SLOs 2020-2021

In January, 2020, the Cerritos College Student Services Division convened for an introduction to Student Learning Outcome (SLO) formation. In that conversation, the following precepts were discussed:

In each of the twelve areas of Student Services, there is an array of skills and knowledge that are essential to the student's ability to access, utilize, and maximize services and resources in order to advance individual education plan goals.

Each of the twelve areas of expertise has several skills and discrete knowledge that are deemed important to student agency. Periodically, it is important to consider what skills and knowledge should receive added attention in order to increase student agency in pursuing timely completion of the education plan.

The area of Students Services launched an area-wide SLO formation process in Spring 2021. The definition of an SLO in the context of the mission of Student Services is: *a statement that has as its subject the student and its verb is a specific measurable action verb that calls for skills and knowledge to be demonstrated by students.*

The process for identifying what skills and knowledge should receive added attention as expressed in an SLO included:

- Thoughtful reflection for selection of knowledge and skills to be elevated to SLO status. (February-March, 2021)
- Clear expression of learning outcome. (March-April, 2021)
- Careful planning and predictable administration of assessment protocols and analysis of results. (March-April, 2021)
- Formal declaration of SLOs. (May, 2021)

The SLOs became a formalized element of the Student Services Division as of Fall 2021. Attached is a document reflecting the 2020-2021 SLO assessment and outcome report from each department.

For each SLO there is: a) a student-centric description of observable behaviors relative to specific skills and knowledge; b) actions that were taken by professional staff to increase the probability of student success in acquiring/applying the identified skills and knowledge; and d) assessment protocols and outcomes.

There is a concluding reflection section that summarizes two or three “a-ha’s” that were discovered in this process of developing SLOs, supporting students, and assessing SLOs, as well as lessons learned to apply to the 2021-2025 three-year SLO plans.

Common observations in the reflections included challenges in selecting a sample population to be assessed, data retrieval, and selection/development and administration of assessment protocols. These observations informed the formation of SLO plans for 2021-2024.

## Formation and Implementation Three Year SLO Plan 2021-2024

Building on the prior year experience, in June 2021, the Student Services team embarked on developing a three-year SLO plan for each department. This multi-year perspective allowed the departments to: a) measure student competency in the SLOs over time, b) express how the actions of professional staff would develop over a three-year period of time and reflect how the departments would incorporate additional cohorts of students over time. The SLO plans went into effect into effect August 2021.

The attached document contains the three-year plans for each of the departments. Departments will participate in quarterly meetings to review progress and problem solve any barriers to SLO implementation. A mid-year progress report will be submitted in January 2022 and an annual report will be submitted in June 2022. Based on the 2021-2022 implementation experience, adjustments will be made to the 2022-2023 plan and the tree year cycle will be extended into 2024-205.