| Learning Outcomes Committee Minutes | Monday, September 11, 2023<br>Zoom<br>2:30 – 4:00 PM |
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**Type of Meeting**: Regular
**Note Taker**: Gary Heaton-Smith

**Committee Members (15+2):**
Gary Heaton-Smith, Faculty Co-Chair
Meeta Goel, Administrative Co-Chair
Svetlana Deplazes, Data Steward
VACANT, AA Rep
Tiesha Klundt, Faculty Area Rep (Counseling and Matriculation)
VACANT, Faculty Division Rep (CTE)
Samuel Padilla, Faculty Division Rep (CTE)
Bobbie Sorcelli, Faculty Division Rep (HSS)
Candace Martin, Faculty Division Rep (HSS)
Tooraj Gordi, Faculty Division Rep (MSE)
VACANT, Faculty Division Rep  (MSE)
Angela Koritsoglou, Faculty Division Rep (LCA)
VACANT, Faculty Division Rep (LCA)
Fredy Aviles, Faculty Division Rep (SBS)
Stacey Adams, Faculty Division Rep (SBS)
Paul Taglianetti, Faculty Division Rep (A&H)
Kevin North, Faculty Division Rep (A&H)
Ellie Smith, Faculty Area Rep (Library)
VACANT, Faculty Division Rep (K&A)
VACANT, Adjunct Rep
Ren Wilson, Student Rep

Present: Candance, Samuel, Gary, LaDonna (guest), Kevin, Stacey, Fredy, Tiesha, Ren

| Items | Person | Action |
|---|---|---|
| I. Approval of the Agenda | Gary | **Issues Discussed:**<br>• Moved and approved<br><br>**Action Taken**:<br>**Follow Up Items:** |
| II. Approval of the Minutes | Gary | **Issues Discussed:**<br>• Moved and approved<br><br>**Action Taken**:<br>**Follow Up Items:** |
| III. Open Comments from the Chair | Gary/Meeta | **Issues Discussed:**<br>**Action Taken**:<br>**Follow Up Items:** |
| IV. Open Comments from the Public | All | **Issues Discussed:**<br>**Action Taken**:<br>**Follow Up Items:** |
| V. Informational items | | **Issues Discussed:**<br>• AP&P: Representatives<br>   o Gary & Paul<br>• Operational Outcome form has been sent to certain stakeholders for review (see below) |

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| | | | o Confused by whether it was for short- or long-term goals<br>o Did not fully get the point of the document<br>o LaDonna: entire institution should use the same document for consistency.<br>o Stacey: two extremes of knowing and not knowing<br>o Build presentation to demonstrate goal and value<br>• Department Chair "presentation"<br>• Welcome new members!<br><br>**Action Taken**:<br>**Follow Up Items:** |
| VI. Action Items | Gary | | **Issues Discussed:**<br>• Outcomes Committee Handbook<br>   o "Bimonthly meetings"<br>• Tutorials<br>   o Moved and approved<br><br>**Action Taken**:<br>• Handbook: moved and approved, with the exception of "bimonthly meetings" which need senate approval<br><br>**Follow Up Items:** |
| VII. Discussion Items | | | **Issues Discussed:**<br>• Faculty feedback for ILO improvement<br>   o *Community/Global Consciousness:* Intentional use of materials/ideas that challenge ethnocentrism and pseudoscience<br>   o *Creative, Critical, and Analytical Thinking:* Divergent & convergent questioning/projects<br>   o *Communication:* Reading apprentice (programs to teach students to read in efficient ways), technical writing for communication<br>   o *Career & Specialized Knowledge:* Better program sequencing<br>• How can we better support our faculty and chairs in the assessment process?<br>• Assessment techniques<br>   o Uniformity techniques<br>      ▪ Identical COR<br>         • Uniform assessment<br>         • Question bank shared across faculty.<br>         • Shared assessment type, but different rubric<br>         • Shared rubric |

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| | |     ▪ Parallel COR<br>          ● Shared rubric<br>    ▪ Contrasting COR<br><br>**<u>Action Taken</u>**:<br>  ● Think about this for the next two months<br><br>**<u>Follow Up Items:</u>** |
| VIII. **2023-2024 MEETING DATE:** ~~8/14, 9/11, 10/9 (campus closed),~~ 11/13, 1/9, 2/12, 3/12, 4/9 | Gary | **<u>Issues Discussed:</u>**<br>  ● 9/11 and 11/13 on Zoom; 1/9, 2,12, 3/12, 4/9 in person<br><br>**<u>Action Taken</u>**:<br>**<u>Follow Up Items:</u>** |

**2023-2024 Goals**

- o Maintain updated training materials—including SLO-PLO-ILO alignment—and create training/assistance programs to assist faculty and staff.
- o Satisfy QFE #1 (Outcomes Project) through the implementation of an ILO-centric, campus-wide assessment system.
- o Create an Operational Outcomes repository system in eLumen.
- o Define and articulate Outcomes-related processes on campus and provide support as needed.

**Department:**

**Date:**

Indicate, by number, the Educational Service Plan Goal(s) (ESP) each Operational Outcome will support. Specifically describe how the outcome will be measured (Measure), what the target is (Target), the length of time between assessments (Cycle Term), and where the data is coming from (Data Source) for each outcome. This will determine the successful completion of the outcome.

| ESP(s) | Operational Outcome | Assessment Measure/Target |
|---|---|---|
|  |  | **Measure:**<br>**Target:**<br>**Cycle Term:**<br>**Data Source:** |

**Department:** Admissions and Records

**Date:** August, 2023

Indicate, by number, the Educational Service Plan Goal(s) (ESP) each Operational Outcome will support. Specifically describe how the outcome will be measured (Measure), what the target is (Target), the length of time between assessments (Cycle Term), and where the data is coming from (Data Source) for each outcome. This will determine the successful completion of the outcome.

| ESP(s) | Operational Outcome | Assessment Measure/Target |
|---|---|---|
| 1, 2 | Admissions and records will provide quality customer service to all students. | **Measure:** Amount of dissatisfied customers<br>**Target:** Receive no more than 1 complaint per month<br>**Cycle Term:** Academic year 2023-2024<br>**Data Source:** Spreadsheet created by Admissions and Records staff and stored on the PDrive |
| 1, 2 | Admissions and Records staff will process all transcript requests within five days of receipt. | **Measure:** Report from national Clearing House<br>**Target:** 100% of all transcript requests received will be processed within 5 business days.<br>**Cycle Term:** Academic Year 2023-2024<br>**Data Source:** Spreadsheet created by Admissions and Records staff stored in the PDrive and the report from National Student Clearing House. |