



Learning Outcomes Committee Minutes	Monday, August 26, 2024 MH-321 2:30 – 3:00 PM
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Type of Meeting: Emergency
Note Taker: Gary Heaton-Smith

Committee Members (15+2):
 Gary Heaton-Smith, Faculty Co-Chair
 Meeta Goel, Administrative Co-Chair
 VACANT, Data Steward
 Wendy Stout, AA Rep
 Tiesha Klundt, Faculty Area Rep (Counseling and Matriculation)
 Samuel Padilla (would like to return), Faculty Division Rep (CTE)
 VACANT, Faculty Division Rep (CTE)
 Jennifer Taylor, Faculty Division Rep (HSS)
 VACANT, Faculty Division Rep (HSS)
 Tooraj Gordi, Faculty Division Rep (MSE)
 VACANT, Faculty Division Rep (MSE)
 VACANT, Faculty Division Rep (LCA)
 VACANT, Faculty Division Rep (LCA)
 Freddy Aviles, Faculty Division Rep (SBS)
 Stacey Adams, Faculty Division Rep (SBS)
 Paul Taglianetti (Elizabeth Fewtrell proxy), Faculty Division Rep (A&H)
 Kevin North, Faculty Division Rep (A&H)
 Ellie Smith, Faculty Area Rep (Library) (Stephanie Orellana, proxy)
 VACANT, Faculty Division Rep (K&A)
 VACANT, Adjunct Rep
 VACANT, Student Rep

Gary, Elizabeth, Jennifer, Stacey, Freddy, Wendy, Tiesha
 Absent: Meeta, Tooraj, Kevin, Stephanie

Items	Person	Action
I. Approval of the Agenda	Gary	<u>Issues Discussed:</u> <ul style="list-style-type: none"> ○ Moved and approved <u>Action Taken:</u> <u>Follow Up Items:</u>
II. Approval of the Minutes	Gary	<u>Issues Discussed:</u> <ul style="list-style-type: none"> ○ Moved and approved ○ Abstain: Elizabeth, Wendy, Jennifer (not on committee) <u>Action Taken:</u> <u>Follow Up Items:</u>
III. Open Comments from the Chair	Gary/Meeta	<u>Issues Discussed:</u> <u>Action Taken:</u> <u>Follow Up Items:</u>
IV. Open Comments from the Public	All	<u>Issues Discussed:</u> <u>Action Taken:</u> <u>Follow Up Items:</u>
V. Informational items		<u>Issues Discussed:</u>

		<ul style="list-style-type: none"> • None <p><u>Action Taken:</u> <u>Follow Up Items:</u></p>
VI. Discussion/Action Items	Gary/Rachel Dwiggins-Beeler (eLumen rep)	<p><u>Issues Discussed:</u></p> <ul style="list-style-type: none"> • Adoption of Insights. Provide a formal recommendation to the Senate so we can proceed with in-depth demonstration. <ul style="list-style-type: none"> ○ Rachel provided general overview ○ Committee questions <ul style="list-style-type: none"> ▪ How will assessments be implemented? <ul style="list-style-type: none"> • Through rubrics, either at the faculty or course coordinator level ▪ What about those who do not use Canvas? <ul style="list-style-type: none"> • Canvas shells for the sole purpose of assessment can be created and pushed out ▪ Will we have to do this? <ul style="list-style-type: none"> • eLumen is highly recommending ▪ Who will take care of data dashboards? <ul style="list-style-type: none"> • ITS, but Insights include templates for Tableau • Addition of Outcomes Committee role in planning assessments for 2024-2025 and placement in the Outcomes Handbook (corrections in red) <ul style="list-style-type: none"> ○ Revisions are minor. <p><u>Action Taken:</u></p> <ul style="list-style-type: none"> ○ Committee moved and approved to explore in-depth demonstration ○ Handbook and additional role moved and approved <p><u>Follow Up Items:</u></p>
VII. Discussion Items	Gary	<p><u>Issues Discussed:</u></p> <ul style="list-style-type: none"> • None <p><u>Action Taken:</u> <u>Follow Up Items:</u></p>



<p>VIII. 2024-2025 MEETING DATE: 8/26 (Emergency), 9/9, 10/14, 11/11, 2/10, 3/10, 4/14, 5/12</p>	<p>Gary</p>	<p><u>Issues Discussed:</u> <u>Action Taken:</u> <u>Follow Up Items:</u></p>
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2023-2024 Goals

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



Department:

Date:

While Program Review goals are aspirational, Operational Outcomes define what performance is expected in each term. For example, an area might have an Operational Outcome to have less than five dissatisfied customers monthly. Meeting this is the status quo. However, that area may wish to decrease that number to less than three dissatisfied customers monthly, as defined in Program Review goals.

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: Target: Cycle Term: Data Source:

After reviewing the data, what Operational Outcomes performed well during the cycle term? What do you attribute this success to?

After reviewing the data, what Operational Outcomes did not perform well during the cycle term? What improvements can be made to increase performance?

Operational Outcome Improvement Plans are specific plans an area can implement based on well-performing and under-performing outcomes to increase overall outcome performance. Review your descriptions above, then list Operation Outcomes Improvement Plans below for the next cycle term.

Questions? Contact Dr. Gary Heaton-Smith at gary.heatonsmith@avc.edu.



Department:

Date:

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ESP(s)	Operational Outcome	Assessment Measure/Target
		Measure: Target: Cycle Term: Data Source:



Department: Admissions and Records

Date: August, 2023

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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 Target: Receive no more than 1 complaint per month Cycle Term: Academic year 2023-2024 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 Target: 100% of all transcript requests received will be processed within 5 business days. Cycle Term: Academic Year 2023-2024 Data Source: Spreadsheet created by Admissions and Records staff stored in the PDrive and the report from National Student Clearing House.