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9001

Standard II: Student Learning Programs and Services

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B

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.

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Skyline College has an open-access policy. The institution continually evaluates student access and satisfaction with services—most recently with a Campus Climate Survey which provided valuable feedback. Feedback indicated a medium high to high satisfaction with the support services provided. Admissions applications have evolved from paper-only to paper, phone and web, and now to paper and web. Admissions applications are currently available in English and Spanish. The College employs staff members who are proficient in Spanish, Chinese and Tagalog to assist families with translations in those languages and provide direct assistance with web applications and registration in the One Stop Center. A Student Equity Report prepared in 2005 assessed two very important aspects of student life: success and retention. The report was distributed to all college administrators and college committees who would benefit from the knowledge in the report to evaluate and modify programs as needed. Admissions, the Assessment Center, Counseling, and Financial Aid were critical areas that instituted efforts to meet student and community needs. The Financial Aid Office initially created an Outreach team in 2004 to disseminate information about financial resources available to all students. The Outreach function later migrated to become a part of the Information Center staff functions. A full-time coordinator was hired to meet the in-reach and outreach needs of the campus. Testing practices and availability have been modified to better serve students. Counselors provide support with academic success programs and individual appointments to develop Student Education Plans. Each department reviews internal and external needs and developed annual departmental work plans for the last

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9025 five years. Student Learning Outcomes (SLOs) have been developed over the past two
9026 years. Issues are also discussed in Student Services Council meetings held monthly since
9027 2000. The Student Services managers have monthly meetings to review needs and plans
9028 for student support services. The Student Services Outreach Committee invites
9029 counselors from area high schools to campus twice a year to share updates and
9030 information, but most importantly, to get feedback from them about services that are
9031 needed. The College has extended that type of communication to the district
9032 administrative staff during the past three years.
9033

B.1 The institution assures the quality of student support services and demonstrates that these services, regardless of location or means of delivery, support student learning and enhance achievement of the mission of the institution.^{1, 2}

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9035 **Description**

9036 To support the mission of the College, Skyline provides comprehensive student support
9037 services to students:

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9039 **Admissions:** The College provides admission applications either online or hard copy to
9040 accommodate all types of students and their needs. Paper applications are currently
9041 available in English and Spanish, and the College is preparing to access the Spanish
9042 CCCApply form to provide an additional language resource for students. Assistance is
9043 provided via computer, phone and in person to help students at any time.

9044

9045 **Assessment:** Assessment tests are provided both online and on paper. Skyline has
9046 developed a testing center that provides online, self-paced testing to make testing more
9047 accessible to students who find it difficult to schedule around fixed testing times.

9048 Students who are not comfortable taking the online may take the test on paper. The
9049 College offers some group testing at various times of the year to accommodate students
9050 who need testing before a registration period.

9051

9052 **Associated Students Organization:** Skyline has an active Associated Students
9053 government whose president and vice president sit on the College's shared-governance
9054 committee. Efforts are continually made to increase the participation of student leaders.
9055 The recent move to a modern space in the new Student Center is expected to promote and
9056 to facilitate more active leadership participation by students.

9057

9058 **ASTEP (African-American Success Through Excellence and Persistence):** The
9059 program is designed to provide African American students with greater opportunities for
9060 remaining and succeeding in college and directly supports the College mission.

9061

9062 **CalWORKS/CARE Program:** These are state-funded programs that provide assistance
9063 to low-income students who are or were receiving TANF benefits. Direct support is
9064 provided for childcare, books, parking permits, bus passes and career counseling to
9065 support student learning and enhance achievement for these students.

9066

9067 **Career Center:** The Center offers a wide variety of services and activities to assist
9068 students with their specific career needs. Resource materials, inventory tools and web
9069 access are readily provided to all students who wish to utilize this service.

9070

9071 **Counseling:** A variety of counseling services are offered to assist students in reaching
9072 their educational goals, and to help through personal counseling, career counseling, and
9073 immediate academic planning as well as detailing transfer options. E-counseling is a
9074 service that was instituted a year ago to provide a link to people "on the go" who cannot
9075 come to counseling for a one-on-one counseling appointment.

9076

9077 **Disabled Students Program and Services:** Many services and academic
9078 accommodations are available to students with verified disabilities. Assistive
9079 Technology, Learning Differential assessment, and Workability services help disabled
9080 students access the College and the learning experience.

9081

9082 **Extended Opportunity Program and Services(EOPS):** A state-funded program, EOPS
9083 provides an avenue for access, retention and completion of educational goals for students
9084 who are both low income and educationally disadvantaged students. One-on-one tutorial
9085 services, counseling, transfer assistance, bilingual services, book vouchers and
9086 calculators are all made available to students to support learning and achievement.

9087

9088 **Financial Aid:** Most federal and all state grant, workstudy and loan programs are readily
9089 available to students at the college. Much outreach is performed to encourage students to
9090 apply, and assistance with the applications is always available. All applications are
9091 available online and on paper in English and Spanish.

9092

9093 **Health Center:** The Center provides emergency and non-emergency medical services,
9094 crisis counseling, individual health counseling and education, and a variety of other
9095 services. The services are accessible to all students.

9096

9097 **International Students Program:** Assistance is available to non-immigrant
9098 international students who possess an F-1 student visa. Academic and personal
9099 counseling is available to the students. The existence of the program enhances the
9100 cultural diversity of the campus.

9101

9102 **Kababayan Program:** The program is designed for students of Filipino heritage and is
9103 intended to assist students in achieving their academic goals and in gaining a better
9104 understanding of Filipino and Filipino American culture. It operates as a learning
9105 community offering counseling and classes in English, history, music and sociology.

9106

9107 **Puente Program:** The program is geared to support transfer and academic success for
9108 Chicano/Latino students who are currently attending. A program offering math and
9109 English to this group of students provides vital learning support to assist these students in
9110 achieving their academic goals.

9111

9112 **STAARS Program:** This is a federally funded TRIO program designed to provide a
9113 supportive environment for students who are low-income, first generation and/or
9114 disabled. Counseling, financial aid and scholarship assistance, academic support, and
9115 cultural enrichment activities all contribute to a rich and supportive learning environment
9116 for these students.

9117

9118 **Student Activities:** The office is the hub for extracurricular and leadership activities on
9119 campus. Support is provided for student government, club-sponsored events coordination
9120 and vendor services. Participation in a multitude of activities developed and
9121 implemented by students directly supports a learning opportunity for the students
9122 involved as well as the attendees.

9123

9124 **Student Success Program:** This program is designed to provide support for students
9125 who are experiencing academic difficulties. Students have an opportunity to have very
9126 personalized counseling to assist them in developing an educational plan that meets their
9127 goals. This is often the first step to getting "on track" or back on track when students
9128 have had problems.

9129
9130 **Transfer Opportunity Center:** Comprehensive transfer services, resources and
9131 activities are available to students who want to explore the wealth of transfer
9132 opportunities. University representatives visit campus, university tours are planned,
9133 transfer workshops are provided and guaranteed transfer admissions agreements are in
9134 place to support students in every way upon completion of their undergraduate
9135 coursework at Skyline.
9136
9137 **Veterans Services:** All services to assist veterans with access to benefits that support
9138 them as they attend college are readily available.
9139
9140 Additional services that interface with Instructional Programs include:
9141 Athletics - Intercollegiate
9142 Child Care Center
9143 Honors Transfer Program
9144 Learning Center (Instructional Support)
9145 Learning Skills Program
9146 Math Assistance Lab
9147 MESA Program
9148 Women in Transition Program
9149 Writing and Reading Lab
9150 Basic Skills Program
9151
9152 Student Services are available to students online (e.g., e-counseling) and in person.
9153 Matriculation services (e.g., testing and orientation) are conducted in high schools.
9154
9155 **Self Evaluation**
9156 **The College meets this standard.** The following Student Services programs have
9157 undergone program reviews within the last six years: Assessment Center, Career Center,
9158 Counseling, Student Activities, Transfer Opportunity Center, EOPS, International
9159 Students program, and Admissions and Records (in progress). The program reviews
9160 include a section on how the program fits into the College and District missions and how
9161 the programs are related to other programs, both student services and instructional.
9162
9163 The following documents represent self evaluations and needs: the Campus Climate
9164 Survey—Spring 2006, the Student Equity Plan—2 005, annual workplans for each

9165 department, feedback from staff at Student Services Retreats, Vision Committee minutes,
9166 Student Services Council minutes, and Student Learning Outcomes assessments.

9167

9168 Implementing, tracking, and assessing Student Learning Outcomes is the priority for all
9169 student services in the next two years. Some departments have SLOs in place and are
9170 capturing feedback. All departments must move to implementation. The next critical
9171 step is to consolidate the feedback and assess the results as a basis for implementing
9172 needed changes and ongoing program improvements.

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9175 **Planning Agenda**

9176 None.

9177

B.2 The institution provides a catalog for its constituencies with precise,
accurate, and current information concerning the following:

a. General Information

- Official Name, Address(es), Telephone Number(s), and Web Site Address of the Institution
- Educational Mission
- Course, Program, and Degree Offerings
- Academic Calendar and Program Length
- Academic Freedom Statement
- Available Student Financial Aid
- Available Learning Resources
- Names and Degrees of Administrators and Faculty
- Names of Governing Board Members

b. Requirements

- Admissions
- Student Fees and Other Financial Obligations
- Degree, Certificates, Graduation and Transfer

c. Major Policies Affecting Students

- Academic Regulations, including Academic Honesty
- Nondiscrimination
- Acceptance of Transfer Credits

- Grievance and Complaint Procedures
- Sexual Harassment
- Refund of Fees

d. Locations or Publications Where Other Policies May be Found

9178

9179

9180 **Description**

9181 Skyline College provides catalogs to students for free during orientation. The catalog is
 9182 also accessible online and is sold in the College Bookstore. The College Catalog
 9183 provides precise, accurate, and current general information, requirements, and policies
 9184 and procedures on all items listed above, as well as other information that allows students
 9185 to be well-informed about College academic and student support programs requirements
 9186 and services. Parts of the catalog are written in Spanish, in addition to English.

9187

9188 Many of these policies and others are also to be found in the Student Handbook and in
 9189 the schedule of classes.

9190

9191 **Self Evaluation**

9192 **The College meets this standard.**

9193

9194 **Planning Agenda**

9195 None.

9196

B.3 The institution researches and identifies the learning support needs of its student population and provides appropriate services and programs to meet address these needs.

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9199

9200

9201 **Description**

9202 Support needs for students are identified in a variety of ways. A number of needs are
 9203 identified through formal processes at the College, including the development the annual

9204 work plans prepared by all student services departments, program reviews, and the
9205 Student Equity Plan. The application for admission to the College contains a section on
9206 student needs and interests. Ongoing student surveys (e.g. Campus Climate Survey,
9207 EOPS Exit survey) also provide information regarding student needs which then are
9208 incorporated, as appropriate, into planning documents. State mandates for various
9209 programs (e.g. Matriculation, EOPS, DSPS) ensure that services, deemed important for
9210 student success, are delivered according to state regulations. These services all meet
9211 student needs. Skyline also has Puente, MESA, Women in Transition, Kababayan,
9212 Honors Transfer and African American Success Through Excellence and Persistence
9213 (ASTEP) programs which provide additional support services for enrolled students.

Comment [g1]: Look for different way to articulate.

9214
9215 In addition to these formal processes, there are a variety of informal mechanisms by
9216 which student needs are identified. Student services retreats provide a forum to discuss
9217 and share ideas for improving the delivery of services; ongoing focus groups with
9218 students provide valuable information to the College regarding student needs and ideas
9219 for delivering those; regular meetings of individual departments (e.g. admissions,
9220 counseling, EOPS, DSPS) provide opportunities in continuing to determine student needs
9221 and explore strategies for delivering them; one-on-one interactions with students and
9222 student services personnel also provide a venue for gathering information regarding
9223 student needs. Each year, the Outreach Committee hosts high school counselor
9224 breakfasts. Student needs are frequently identified at those meetings and collaborations
9225 result between high school and college personnel in order to provide the services
9226 identified. This past year, the College has embarked on the information self-study stage
9227 Foundations of Excellence in the First Year Experience Project. One of the anticipated
9228 outcomes of this project will also be to identify student support needs and assess how
9229 well the College is addressing them.

9230

9231 **Self Evaluation**

9232 **The College meets this standard.** The College has well developed processes, both
9233 formal and informal, for identifying the support needs of its students. In response, the
9234 College had developed a variety of programs and services to respond to those identified
9235 needs. The following provides some examples of programs and/or services that have
9236 been developed in response to the identification of student needs:

9237

9238 **Learning Communities:** Each of these programs has integrated instruction and
9239 student support services. Counselors are assigned to each of these programs.

- 9240 Puente Program
- 9241 MESA Program
- 9242 ASTEP Program
- 9243 Honors Transfer Program
- 9244 Kababayan Program
- 9245
- 9246 • **Jump Start Program:** This summer bridge program provides high schools
- 9247 students with deficient GPA's an intensive six-week program of basic skills
- 9248 instruction in English and math, college success strategies and self-esteem
- 9249 building.
- 9250
- 9251 • **Hermanos Program:** This partnership program with South San Francisco High
- 9252 School provides support services to Latino males. The program provides a college
- 9253 success course taught at the high school by college faculty and a cadre of support
- 9254 services (e.g. mentoring, bonding exercises, family involvement) to help students
- 9255 achieve success.
- 9256
- 9257 • **Courses Taught at Local Feeder High Schools:** A number of partnerships have
- 9258 been developed with Skyline's feeder high schools. The College is offering
- 9259 English, Tagalog, ESOL and college success/career exploration courses at the
- 9260 high school.
- 9261
- 9262 • A task force of the Counseling Division has been working to strengthen the **in-**
- 9263 **person orientation** for matriculating students.
- 9264
- 9265 • The **Assessment Center** produces regular reports regarding placements. This
- 9266 information has proved useful to the Office of Instruction and Instructional Deans
- 9267 in offering sufficient sections of non-degree applicable, degree-applicable and
- 9268 transfer level courses in English and math.
- 9269
- 9270 • The ESOL faculty is revising its **curriculum** to better meet the needs of a diverse,
- 9271 ESOL student population.
- 9272
- 9273 Students who completed the Student Campus Climate survey indicated that the College
- 9274 was responsive to their diverse student needs, and that the College's offerings met the
- 9275 varied needs of students (Campus Climate Survey, Spring 2006).

9276

9277 **Planning Agenda**

9278 None.

9279

B.3.a The institution assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services to students regardless of service location or delivery model.

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9281

9282

9283 **Description** Skyline offers day, evening, weekend, and online services to meet the
9284 needs of students. The Student Services One Stop Center houses all student services
9285 departments. The Center is open Monday through Thursday from 7:30 a.m. to 7 p.m.,
9286 Fridays from 7:30 a.m. to 4:30 p.m. Limited service is available on Saturdays from 8 a.m.
9287 to 2 p.m. during the semester. During the summer the Center is open Monday through
9288 Thursday from 7:30 a.m. to 7 p. m. and on Fridays from 7:30 a. m. until 12:30 p. m.
9289 Many student services are available online for those students who may not be able to
9290 come to the College. These include online applications and registration, online
9291 orientation and electronic counseling, and access to a variety of forms and application
9292 materials for special programs. A variety of services are offered at feeder high schools
9293 and community agencies, including application workshops, and portions of the
9294 matriculation process (e.g. placement testing, orientation). Student Services have
9295 developed a Campus Ambassador program in which Skyline students conduct regular
9296 outreach to feeder high schools and at community sites.

9297

9298 A comprehensive array of instructional and academic support services is also available to
9299 students through The Learning Center. These services include tutoring, library and
9300 computer support, and a writing lab. These services are described and evaluated in more
9301 detail in section II.C of this report.

9302

9303 **Self Evaluation**

9304 **The College meets this standard.** Skyline services are offered in a variety of formats,
9305 both in person and online to meet student needs. Services have improved significantly
9306 since the College opened the One Stop Center. This resulted in more consistent hours of
9307 operation for all student services and improved efficiency in ensuring that students were
9308 able to access all services that they might need. Online services have increased

9309 dramatically over time. Nearly 90% of registration is done online; a drop-in Assessment
9310 Center has increased availability of testing year round for students; both in-person and
9311 online orientation is available to assist students in completing the matriculation steps and
9312 a successful electronic counseling service is in place to meet the needs of students who
9313 cannot come to the College. The student services web pages contain detailed information
9314 about programs and services and many applications and forms are available online.

9315
9316 Student input is valued for the information gained about services and accessibility.
9317 Student surveys and focus groups have been used to determine student satisfaction with
9318 services. A cadre of students is asked to provide input throughout the year on what they
9319 observe and hear from students who call or visit the One Stop Center. Campus
9320 ambassadors assist students with online applications at student computer banks in the
9321 One Stop. This enables the College to react quickly to application and/or registration
9322 problems discovered on site. The College also responds to email from students regarding
9323 problems or issues in using electronic services.

9324
9325 The Student Climate survey revealed important information regarding students'
9326 satisfaction with support services. These are summarized as follows:

- 9327
- 9328 • Students reported that counseling services were the most important to them,
9329 while student support services in general were the least important. Moreover,
9330 students were most satisfied with the registration process and least satisfied
9331 with safety and security.
 - 9332 • Academic advisors' knowledge about transfer requirements ranked highest in
9333 both importance and satisfaction on the Academic Advising and Counseling
9334 scale. Consistent with the focus group study from Fall 2005, students
9335 believed that counseling services are critical to their success and an important
9336 element to the college experience. Consequently, students commented they
9337 would like more counselors available and more convenient appointment times.
 - 9338 • The adequacy of library resources and services ranked highest on both
9339 importance and satisfaction on the Academic Services scale. Students
9340 commented that they are pleased to have access to computers and labs.
9341 However, the availability of up-to-date equipment in labs had the largest
9342 performance gap, indicating that the College fell short of students'
9343 expectations in this area.
 - 9344 • The knowledge of admissions staff ranked highest in both importance and

9345 satisfaction on the Admissions and Financial Aid scale. However, there was a
9346 relatively large performance gap under the adequacy of financial aid, which
9347 was one of the top three factors students selected that influenced their decision
9348 to enroll.

- 9349 • The caring and helpfulness of staff and an enjoyable college experience
9350 received high scores on satisfaction. Similar to the results from the focus
9351 group study of Fall 2005, many students commented that they liked the
9352 campus because it was small, cozy and conducive to learning. On the other
9353 hand, students said that the recent building construction was a distraction and
9354 an inconvenience and made for an unpleasant atmosphere.
- 9355 • The adequacy of career services ranked first on importance and second on
9356 satisfaction on the Campus Support Services scale. The availability of child
9357 care facilities had the smallest performance gap in the survey, indicating that
9358 the College met students' expectations in this area.

9359

9360 **Planning Agenda**

9361 *Get Board study on counseling and use its recommendations as requested in comments.*

9362 *Request to Ginny Brooks 4/11/07*

9363

B.3.b The institution provides an environment that encourages personal and civic responsibility, as well as intellectual, aesthetic, and personal development for all of its students.

9364

9365

9366

9367

9368 **Description**

9369 Skyline College provides a co-curricular environment that encourages personal and civic
9370 responsibility, as well as intellectual, aesthetic, and personal development for all of its
9371 students through educational programming and activities. The Associated Students,
9372 various clubs, academic departments and other such organizations sponsor a variety of
9373 events and activities that meet this need. Programs and activities are designed to address
9374 current issues, promote participation in the Skyline community, or celebrate special
9375 events. Some programs are annual events, such as the student art shows and Black
9376 History Month events, while others are designed to address the current climate on
9377 campus. Examples of the latter include the speaker series celebrating 50 years of Brown

9378 vs. Board of Education and the forum held in response to 9/11. Voter registration drives
9379 are also held on a regular basis.

9380

9381 There are also three classes in the curriculum specifically designed to promote personal
9382 and civic responsibility. There is a two-semester sequence that teaches members of the
9383 Associated Students Governing Council and other interested students about parliamentary
9384 procedure, applicable regulations such as open meeting requirements, and leadership
9385 skills. The College also offers a Community Service and Leadership Practicum for all
9386 students. Some programs, such as the Honors Transfer Program, require community
9387 service for graduation from the program.

9388

9389 The completion of the new Student and Community center, Building 6, also promotes
9390 involvement with its meeting spaces and amenities.

9391

9392 **Self Evaluation**

9393 **The College meets this standard.**

9394

9395 **Planning Agenda**

9396 None.

9397

B.3.c The institution designs, maintains and evaluates counseling and/or
academic advising programs to support student development and
success and prepares faculty and other personnel responsible for the
advising function.

9398

9399 **Description**

9400 Skyline has developed comprehensive counseling services to support student
9401 development. The College also prepares faculty for providing quality counseling services
9402 to students. Counselors provide the full range of counseling services to students,
9403 including academic, career and personnel counseling. They also participate in the
9404 delivery of matriculation services—particularly orientation and counseling—teach
9405 courses, and coordinate special programs. Services are provided by both permanent and
9406 adjunct faculty year round, including during summer, winter and spring breaks.
9407 Counseling services are available to students Monday through Thursday from 8:30 a.m.
9408 7p.m. and on Fridays from 8:30 a.m. – 3 p.m. During peak registration periods,
9409 counseling services are extended to 8 p.m. Monday through Thursday and until 4:30 p.m.

9410 on Fridays. Limited counseling services are also available on Saturdays from 8:30 – 2
9411 p.m.
9412
9413 Counseling services are available in a variety of formats, including appointments, drop-in
9414 and electronic services. Appointments are 30 minutes in length and drop-in services
9415 range anywhere from 5-15 minutes to respond to quick questions students may have.
9416 Drop-in services are primarily available during peak registration periods only.
9417
9418 Electronic counseling services are provided by a faculty advisor. This service is available
9419 year round, 7 days per week, 24 hours per day.
9420
9421 Counseling faculty have also developed a comprehensive website to provide students
9422 with a variety of counseling related information online, including access to forms, degree
9423 and transfer information and responses to frequently asked questions.
9424
9425 Counselors coordinate the Student Success Program, an intervention program for students
9426 on probation and/or dismissal. The program requires students to complete a three-hour
9427 workshop designed to provide success strategies, and to meet at least once a semester
9428 with a counselor to complete a mid-term progress report. Students' enrollment is limited
9429 to six semester units when in dismissal status.
9430
9431 Counselors provide in-reach and outreach services. They make classroom visits to inform
9432 students of counseling services, make presentations at high school events and serve as
9433 liaisons to instructional divisions.
9434
9435 Counselor training is provided in a variety of ways to ensure that accurate information is
9436 provided to students regarding degree and transfer requirements. Regular updates are
9437 provided at counseling division meetings; counselors attend annual statewide and
9438 regional counselor conferences, and training session for all faculty is offered once a
9439 semester. New faculty are assigned a full-time mentor to provide ongoing training.

9440
9441

9442 **Self Evaluation**

9443 **The College meets this standard.** The Counseling Department regularly evaluates the
9444 effectiveness of its services in meeting student needs. Bi-monthly counseling meetings
9445 provide for ongoing dialogue regarding the effectiveness of the services in meeting

9446 student needs.

9447

9448 The Counseling Division completed a Program Review in 200?, which included an
9449 evaluation of services. The evaluation process for faculty includes the administration of
9450 student questionnaires.

9451 (The whole thing below repeats what is already used in 3a.)

- 9452 • Students reported that counseling services were the most important to them,
9453 while student support services in general were the least important. Moreover,
9454 students were most satisfied with the registration process and least satisfied
9455 with safety and security.
- 9456 • Academic advisors' knowledge about transfer requirements ranked highest in
9457 both importance and satisfaction on the Academic Advising and Counseling
9458 scale. Consistent with the focus group study from Fall 2005, students believed
9459 that counseling services are critical to their success and an important element
9460 to the college experience. Consequently, students commented they would like
9461 more counselors available and more convenient appointment times.
- 9462 • The adequacy of library resources and services ranked highest on both
9463 importance and satisfaction on the Academic Services scale. Students
9464 commented that they are pleased to have access to computers and labs.
9465 However, the availability of up-to-date equipment in labs had the largest
9466 performance gap, indicating that the College fell short of students'
9467 expectations in this area.
- 9468 • The knowledge of admissions staff ranked highest in both importance and
9469 satisfaction on the Admissions and Financial Aid scale. However, there was a
9470 relatively large performance gap under the adequacy of financial aid, which
9471 was one of the top three factors students selected that influenced their decision
9472 to enroll.
- 9473 • The caring and helpfulness of staff and enjoyable college experience received
9474 high scores on satisfaction. Similar to the results from the focus group study
9475 of fall 2005, many students commented that they liked the campus because it
9476 was small, cozy and conducive to learning. On the other hand, students said
9477 that the current building construction was a distraction and an inconvenience
9478 and made for an unpleasant atmosphere.
- 9479 • The adequacy of career services ranked first on importance and second on
9480 satisfaction on the Campus Support Services scale. The availability of child care
9481 facilities had the smallest performance gap in the survey, indicating that the

9482 College met students' expectations in this area.

9483

9484 In the last two years, the Counseling Division has been successful in advocating for
9485 counseling positions through the FTEF Allocation Process. Two additional full-time
9486 counselors have been hired to provide additional services for students.

9487

9488 **Planning Agenda**

9489 None

9490

B.3.d The institution designs and maintains appropriate programs, practices,
and services that support and enhance student understanding and
appreciation of diversity.

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9492

9493 **Description**

9494 Skyline College has a highly diverse student population and is located in a community
9495 that is also very diverse. The understanding and appreciation of diversity, both in terms
9496 of multiculturalism and global awareness, is an institutional student learning outcome as
9497 well as a Student Services division student learning outcome (Evidence: Institutional
9498 Student Learning Outcomes, Student Services Student Learning Outcomes).

9499

9500 The College's goal of promoting diversity awareness and appreciation is evidenced in
9501 College-sponsored multicultural events that include workshops, seminars, theater
9502 performing arts events, entertainment, food, and others (Evidence: Diversity Awareness
9503 events). Diversity and global awareness are incorporated into the curriculum in many
9504 courses especially those that meet the ethnic and cultural diversity requirement for the
9505 AA/AS degree. (Evidence [catalogue list of courses meeting this requirement](#)
9506).

9507

9508 Within student services, diversity and global awareness is promoted during counseling
9509 sessions, program-sponsored events (e. g., DSPS events), student clubs and student
9510 activities sponsored events. The Student Services faculty/staff is diverse and are multi-
9511 lingual. As such, they have the capability to speak to many students in their first
9512 language and understand the students' diverse perspectives and worldviews as
9513 articulated/expressed by the different languages they speak.

9514

9515 Currently, there are about 18 student clubs, representing diversity in terms of
9516 race/ethnicity, academic interests, gender orientation, and abilities/disabilities. In
9517 collaboration with their instructional advisors, these clubs sponsor various events that
9518 promote diversity and global awareness, e. g., Pilipino Cultural Night.

9519

9520 Student Services is also actively involved in the Stewardship for Equity, Equal
9521 Employment, and Diversity Advisory Committee (SEED). In addition, Student
9522 Services is at the core of a student equity plan that supports the goal of diversity.

9523

9524

9525 **Self Evaluation**

9526 **The College meets this standard.**

9527

9528 **Planning Agenda**

9529 None.

9530

B.3.e The institution regularly evaluates admissions and placement
instruments and practices to validate their effectiveness while minimizing
biases.

9531

9532 **Description**

9533 Administering upwards of 5000 tests per academic year, the Skyline College Assessment
9534 Center offers admissions placement exams in three areas: math, English/reading, and
9535 ESOL English for speakers of other languages (also known as ESL). For math, the
9536 assessment instrument is the MDPT Mathematics Diagnostic Testing Project. For
9537 English sentence skills and reading, it is Accuplacer on line and the Companion paper
9538 and pencil. ESOL students presently take the online Accuplacer LOEP Levels of English
9539 Proficiency that includes two subtests, Reading Skills and Language Use. Like English,
9540 ESOL students have the option to choose the Companion paper and pencil version of the
9541 same tests.

9542

9543 The Assessment Center also administers ATB ability-to-benefit tests for students who do
9544 not have a high school diploma or GED General Education Diploma and wish to apply
9545 for federal financial aid. The Wonderlic ATB is the test given to native speakers of
9546 English and CELSA Combined English Language Skills Assessment is used as the ATB
9547 test for ESOL students.

9548
9549 Admissions information must be based on the rules and regulations provided by Title 5
9550 and the Education Code. The paper application was developed in conjunction with state
9551 standards to capture required data from students. The application is available in English
9552 and Spanish. Assistance is readily provided by staff in person, by phone, or email.
9553 Bilingual staff members are available during all office hours. The current application
9554 mirrors the state community college online application provided through CCCApply.
9555 The success of the application is evaluated in part by the utilization rate of the College's
9556 student population. The first semester the College offered online applications (2003),
9557 approximately 55% of the student population was using online process. Since that time,
9558 the College has progressed to a utilization rate of 90% of the applications and 95% of the
9559 registration transactions. Students call and email questions to staff who respond
9560 immediately. Electronic applications are uploaded every 20 minutes, thus an exempt
9561 student may receive a registration appointment within an hour of applying.

9562
9563 After the first semester using the CCCApply application, a campus student focus group
9564 analyzed the online process after working with many students and identifying problem
9565 areas. A summary of issues was presented to the Admissions Office. The
9566 recommendations were submitted to the CCCApply vendor and many of the
9567 recommendations were implemented. This will be an ongoing process of evaluation.
9568 CCCApply has recently added two SLO questions to the electronic application. This
9569 feedback will be compiled and analyzed within one year to determine whether
9570 adjustments or improvements need to be made.

9571
9572 The campus research, assessment and matriculation coordinators conduct placement
9573 instrument validation studies on a six-year cycle in compliance with the standards set by
9574 the California Community College Chancellor's Office. For each instrument, the
9575 coordinators maintain a "Placement Test Validation Timeline" that maps out an
9576 assessment cycle plan extending through the year 2012. (see assmnt ctr, validation
9577 timelines) The validity studies in the cycle include content validity, consequential
9578 validity criterion validity, cut scores, bias, and disproportionate impact. (see validations,
9579 Engl/read, math, ESOL)

9580
9581 To check for bias, experts judge each test item for potential cultural misunderstandings.
9582 For disproportionate impact, placement results are statistically analyzed by gender,
9583 ethnicity, age, learning disability, and the categories of native/nonnative speaker. Test

9584 scores are adjusted with faculty-identified multiple measures criteria based on levels of
9585 education and high school grades. (see assmnt ctr, multiple measures)

9586

9587 Online placement tests are offered on a drop-in basis on eleven computers at the Student
9588 Services One Stop Center and with paper and pencil for larger groups on regularly
9589 scheduled Saturdays, specially organized “Super Saturdays”, and for off-campus sites at
9590 local high schools. Test proctors are trained with overheads and PowerPoint
9591 presentations and given proctor guides and testing protocols. One computer has been
9592 configured for disabled students and other accommodations are offered with the help of
9593 the DSPS office. (see assmt ctr, outreach accom)

9594

9595 Tests are administered by the Assessment Coordinator with the help of part-time
9596 bilingual office assistants and student workers who are trained and supervised by the
9597 Assessment Coordinator and the Matriculation Coordinator. Since 2005, the Dean of
9598 Counseling has performed the functions of the Matriculation Coordinator. Students can
9599 access placement recommendations online through the campus WebSmart or by going in
9600 person to the Assessment Center.

9601

9602

9603 **Self Evaluation**

9604 **The College meets this standard.** Assessment instruments and processes offer access
9605 for Skyline’s diverse student population through the variety of tools available. Annual
9606 evaluations and upgrades will made as determined necessary.

9607

9608 Admissions applications are provided to the College and community through mailings of
9609 schedules and web access. The web application is continually evaluated for ease of use
9610 and accessibility.

9611

9612 In spite of a 2002 30% reduction in the statewide matriculation budget that has cut into
9613 Assessment Center funds for equipment, tests, proctors and advertising, the coordinators
9614 and the staff have increased student access to their services. The biggest step in this
9615 direction was the move to computerized testing. Switching to online placement tests has
9616 allowed students to take their placement tests at all times of the day and any day of the
9617 work week. Students cite convenience 59% of the time when asked why they chose the
9618 computer over paper and pencil. The number of Saturday test takers has shrunk from
9619 hundreds to around 60. (see *Program Review*, pp 6, 11).

9620
9621 The coordinators ensure the fairness and validity of the assessment instruments through
9622 regularly scheduled validity studies that include bias and disproportionate impact. To
9623 ensure the quality of the student experience, every spring students are given a satisfaction
9624 survey.

9625
9626 In addition to validating the placement tests themselves, the coordinators and staff
9627 conduct regular program reviews. The most recent program review self study was
9628 submitted on October 3, 2005 (see *Program Review*,
9629 [http://www.smccd.net/accounts/skycurr/Program_Review/2005/Assessment%20Program](http://www.smccd.net/accounts/skycurr/Program_Review/2005/Assessment%20Program%20Review.pdf)
9630 [%20Review.pdf](http://www.smccd.net/accounts/skycurr/Program_Review/2005/Assessment%20Program%20Review.pdf)). Included in the program review are the results of two student
9631 satisfaction Surveys (p. 11), one in 2002 and the other in 2003/2004. (see also assmnt ctr,
9632 placement test satisfaction; student satisfaction chart) Students showed a 90% level of
9633 satisfaction with Assessment Center staff courtesy and explanations and similar numbers
9634 for satisfaction with the testing environment and overall assessment process. Comparing
9635 the responses of native speakers to ESL students, there was no evidence of language
9636 barriers.

9637
9638 One problem is eleven computers are not enough for the 3,000-4,000 students who take
9639 the tests every year, especially at the peak periods at the beginning of the term.
9640 Sometimes 30 students can spill out into the hallway waiting up to two hours to take their
9641 tests. (see “Peak periods” e-mail)

9642
9643 In the minutes for the March 24, 2006 Academic Senate meeting, a faculty member
9644 brought to the floor a proposal that a dedicated testing center be included in the facilities
9645 master plan. The suggestion was that Assessment Center’s functions be expanded to
9646 include administering accommodation exams for students with disabilities. The 2005
9647 Program Review (p 9) mentions a possible relocation to a larger room on the second floor
9648 of building 2 with enough room for 45 workstations. The Assessment Coordinator and
9649 Curriculum Coordinator should continue to pursue this goal with the idea of a bigger
9650 facility with more workstations. The 2005 Program Review also states the goal of a new
9651 testing center with the potential of income-producing administration of such tests as
9652 GED, CLEP, and SAT as well as proctoring services for students taking distance learning
9653 classes (p 10). Staff time should be allocated for establishing the feasibility of these goals
9654 and for making a proposal to the appropriate administrators and committees.
9655

9656 Even before the new facility is established, expanded hours of operation and off-campus
9657 test administrations can increase student success. The appropriate coordinator will
9658 continue to seek out opportunities for off-site testing in places such as adult schools and
9659 high schools and draw up proposals for the Skyline College Budget Committee for a
9660 permanent instructional aid position to help with the increased work load.

9661

9662 **Planning Agenda**

9663 •Utilize Student Learning Outcomes for Admissions and Assessment by accessing
9664 feedback from students after using the instruments.

9665 •Pursue the goal of a bigger testing facility through the Education/Facilities Master
9666 planning process

9667

9668 **Assessment Program Evidence:**

9669 “Justification for Unused Matriculation Funds, 2005-06”

9670 October 2005 Program Review for the Skyline College Assessment Program

9671 Spring student satisfaction surveys.

9672 “Peak periods”, October 2006 e-mail saved as text.

9673 “Equipment Request”

9674 “Justification for Additional Testing Stations”

9675

9676

9677 **Math Evidence:**

9678 Math placement instruments: Mathematics Diagnostic Testing Project (MDTP) out of UC
9679 San Diego. These are Algebra Readiness, Elementary Algebra Diagnostic, Intermediate
9680 Algebra Diagnostic and Pre-calculus Diagnostic.

9681 Chancellor’s approval of publisher’s validation:

9682 <http://mdtp.ucsd.edu/approvalstatus.shtml>

9683 Local validations

9684 Fall 2001 startup validations: content and consequential

9685 Fall 2005 disproportionate impact

9686

9687 **English Evidence:**

9688 English placement instruments: Accuplacer for on-line, Companion for paper and pencil.

9689 Two tests: Sentence Skills and Reading Comprehension

9690

9691 Publisher’s validation approved by the Office of the State Chancellor

9692 September 1999, Biederman. "Preliminary Report on the Impact of the Companion
9693 Assessment Test for English and Reading Placement"
9694 1999, 2001, 2005 Disproportionate impact analyses
9695
9696 Fall 2001 start up validations for Accuplacer Sentence Skills, and Reading
9697 Comprehension: content, cut scores, and disproportionate impact
9698 Fall 2005 content, cut scores, consequential, and disproportionate impact.
9699 Spring 2006 consequential and final report
9700
9701
9702 **ESOL Evidence:**
9703 English for Speakers of Other Languages (ESOL). Secondary Level English Proficiency
9704 Test (SLEP). Listening Comprehension and Reading Comprehension 1991-2004.
9705 Locally managed
9706
9707 August 1999, letter from Chancellor's Office granting full approval for Skyline's use of
9708 the SLEP until June of 2005.
9709
9710 July 2005 Accuplacer and LOEP on State Chancellor's "Assessment Instrument
9711 Approval Status Summary"
9712 In July 2005, Skyline switched to the Accuplacer/LOEP
9713 Local validations for LOEP Reading Skills and Language Use, both on-line and paper
9714 and pencil
9715 Spring 2005: Content and cut scores
9716 Planned for Fall 2006: consequential and disproportionate impact
9717

B.3.f The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.

9718

9719 **Description**

9720 Student records are maintained by the Admissions and Records Office. The College
9721 abides by Title 5 regulations in regard to the type of records that must be retained. All
9722 Class A permanent records are kept in hard copy or in imaged format. The hard copy
9723 and imaged records are stored in a locked file room in the office area. Access is limited

9724 to the records. The records room is locked each night. The imaged records are stored on
9725 a server off-site to ensure that there will be no loss of records in the event of a disaster.

9726
9727 Privacy Act requirements are strictly followed. The Privacy Rights of Students are
9728 published in the Skyline College catalog on page 37. Forms are provided for students to
9729 complete to 1) inspect their own records, 2) petition to amend a record, or 3) to allow
9730 someone else to have access to a student's records. Personal identification with a picture
9731 is required when students pick up records.

9732
9733 Directory information is clearly defined on page 37. The Dean of Enrollment Services
9734 works closely with the Public Relations Office and other campus entities who wish to
9735 contact students using directory information. Full directory information is released to the
9736 U. S. Armed Forces as required by the Solomon Act.

9737

9738

9739 **Self Evaluation**

9740 **The College meets this standard.** The intent of the Records Office is to continue
9741 imaging the permanent archived records that existed before the computerization of
9742 records. When this is accomplished, the risk of loss of records will be minimized to be
9743 zero. Current records that need to be retained will be imaged within the semester they are
9744 received.

9745

9746 **Planning Agenda**

9747 None.

9748

B.4 The institution evaluates student support services to assure their
adequacy in meeting identified student needs. Evaluation of these
services provides evidence that they contribute to the achievement of
student learning outcomes. The institution uses the results of these
evaluations as the basis for improvement.

9749

9750

9751

9752 **Description**

9753 Student Support Services participate in the Program Review cycle with all academic
9754 programs. As a result, each department/service is evaluated on a six-year cycle. Many

9755 offices maintain surveys to continually assess their service and performance. Each
9756 department has developed at least one Student Learning Outcome, and many are in the
9757 process of assessing the outcomes. Evaluation will be used to improve or change the
9758 services. (Will provide examples.)
9759

9760 **Self Evaluation**

9761 **This College partially meets this standard.** Student support services are regularly
9762 evaluated to assure their adequacy in meeting identified student needs and the results of
9763 evaluations are used as the basis for improvements. The standard will be completely met
9764 when the process of assessing student learning outcomes is fully implemented. This
9765 process is well underway.
9766

9767 **Planning Agenda**

9768 None.
9769