

Los Angeles Community College District Educational Service Center
Senior Staff Workshops on Program Review and Outcomes Assessment
Session 1: August 19, 2014, 8:00 am-12:30 pm
Agenda

- I. Continental Breakfast
- II. Welcome and Introductions
- III. Introduction
- IV. Preparation for the Process
 - A. Review of nature and purposes of program review and planning [Handout A]
 - B. The cycle of self-evaluation and improvement [Handout B]
 - C. Relationship to new accreditation Standards [Handout J]
 - D. Breakout: Communication with your staff
- V. Defining SAOs and Performance Objectives
 - A. The Program Review context [Handout K]
 - B. Review the nature of SAOs and Performance Objectives [Handout C]
- VI. Formulating Your SAOs and Performance Objectives
 - A. Formulating indicators [Handout D page 1]
 - B. Tips for analyzing evidence [Handout F]
- VII. Break
- VIII. Formulating Your SAOs and Performance Objectives (continued)
 - A. Language is important! [Handout H]
 - B. Measurement shopping list [Handout E]
 - C. Breakout: Pilot Outcome and pilot Performance Objective [Handout D page 1]
- IX. Homework: Please bring results of all the following to the next session:
 - A. Polish your pilot indicators.
 - B. Gather preliminary assessment data on your measures.
 - C. Jot down notes on other observations and evidence of effectiveness.
- X. Wrap-Up
 - A. Next steps
 - 1. September 2: Second workshop session for Senior Staff
 - 2. September 18: Six-hour kickstart workshop for up to 50 ESC staff members
 - 3. Up to eight hours of individual or small-group email, phone, and/or teleconference coaching and feedback as needed, in response to your specific questions or other needs
 - 4. Written feedback on up to two drafts of the core self-evaluation elements from each of up to 15 departments' program review submissions in the Fall
 - B. Questions?
 - C. Evaluations [Handout I]
 - D. Closing comments

**Los Angeles Community College District Educational Service Center
Senior Staff Workshops on Program Review and Outcomes Assessment
Session 2: September 2, 2014, 9:00 am-1:00 pm [Note revised times]
Agenda**

- I. Welcome
- II. Assessing SAOs and Performance Objectives
 - A. Components of assessment [Handout D p. 1]
 - B. Tips for analyzing evidence [Handout F]
 - C. A note on perfection
 - D. Breakout [Handout D p. 1]
 - 1. Using the evidence or educated guesses you brought, draft the assessment components for your pilot Outcome and pilot Performance Objective.
 - 2. Share your assessments with your small group, and help each other make improvements.
 - 3. Discussion and whole-group help
- III. Other Observations and Evidence of Effectiveness
 - A. Handout L
 - B. Breakout
 - 1. Based in part on the notes you brought, draft at least one set of other observations on your departmental effectiveness. Cite actual evidence or probable evidence sources as applicable.
 - 2. Share your observations and evidence with your small group, and help each other make improvements.
 - 3. Discussion and whole-group help
- IV. Break
- V. Summary of Strengths, Weaknesses, Opportunities, and Challenges
 - A. Handout M
 - B. Breakout
 - 1. Based on all the information you have brought to bear so far, draft at least one brief summary statement in each of the four categories on Handout M.
 - 2. Share your Summary with your small group, and help each other make improvements.
 - 3. Discussion and whole-group help
- VI. Formulating Improvement Objectives
 - A. Handouts D p.2, G, N, and H
 - B. Breakout
 - 1. Based on all your deliberation so far, draft all the components of one or two Improvement Objectives. *At least one should require no additional resources.*
 - 2. Share your Improvement Objectives with your small group, and help each other make improvements.
 - 3. Discussion and whole-group help
- VII. Overall ESC Effectiveness: The Thematic Summary

VIII. Homework

- A. Select participants in your departments for the kickstart workshop, meet with them to explain why this is a good thing, and orient them to the broad features of the process using Handout B. They will learn the details at the workshop.
- B. Polish your draft Handouts L and M as you see fit.
- C. Email me by Wednesday, Sept. 10 your completed Handout D, Parts I and II. I will edit and comment as before, and return to you by Monday, Sept. 15.
- D. Incorporate the edits, and bring copies of the final draft D and your polished draft L and M with you to the workshop.
 - 1. Sharing drafts with your additional participants
- E. Jot down some preliminary notes on the schedule for program review activities in your department, so you can complete the submission, with resource requests, roughly as follows:
 - 1. Preliminary draft by mid-November if you want early feedback
 - 2. Near-final draft by December 1 if you want final feedback
 - 3. Final submission by mid-December
 - 4. Implementation ASAP, but no later than January 2015
 - 5. Reevaluate performance in Fall 2015, and begin a new cycle.

IX. Next steps

- A. Feedback and, if needed, individual or small-group email, phone, and/or teleconference coaching in response to your specific questions
- B. September 18: Six-hour kickstart workshop for up to 50 ESC staff members to expedite progress in the outcomes cycle and the program review process
- C. Written feedback on up to two drafts of the core self-evaluation elements from each of up to 15 departments' program review submissions in the Fall

X. Wrap-Up

- A. Questions?
- B. Evaluations [Handout Z]
- C. Closing comments