

CLC COLLEGE-WIDE OUTCOMES & COMPETENCIES

In case you haven't noticed the posters that are up in almost every classroom, here's a listing of CLC's core learning outcomes and competencies. The faculty at CLC works together to measure learning in the following areas. This year, we've been assessing the four competencies linked to Outcome #2: Solve Problems.

Outcome #1: Communicate Effectively

Understand and communicate effectively with others using a variety of contexts and formats, which include writing, speaking, reading, listening, and interpersonal skills.

Competencies:

- Demonstrate oral communication skills
- Demonstrate written communication skills
- Demonstrate reading and listening skills
- Demonstrate interpersonal communication skills

Outcome #2: Solve Problems

Identify, evaluate, and apply critical thinking and creative problem solving skills using multiple perspectives and appropriate technologies.

Competencies:

- Assess alternative solutions to a problem
- Analyze and follow a sequence of operations
- Apply abstract ideas to concrete situations
- Utilize appropriate technology

Outcome #3: Demonstrate Personal and Social Responsibility

Develop and demonstrate personal and social responsibility and teamwork skills.

Competencies:

- Apply ethical principles in decision-making
- Work as a team member to achieve shared goals
- Discuss/compare characteristics of diverse cultures and environments

STUDENTS! DO YOU KNOW WHAT DAY IT IS?

It's **Assessment Day 2009**, the day the college devotes to talking about learning. The *American Heritage Dictionary* will tell you that "to assess" is to evaluate or appraise. It will also tell you the word comes from the Latin word "assidere," meaning "to sit beside."

The faculty has identified knowledge and skills that students should be able to demonstrate after studying at CLC, and—sitting beside you—they spend a good deal of time measuring whether or not you attain them. You'll be hearing about assessment in your classes today and perhaps even completing various assessments. In the message that follows, CLC's President, Dr. Larry Lundblad, kicks off the conversation.

A Message from the President:

We take learning very seriously here at Central Lakes College. Your success as students is what we are all about. To ensure you a quality education that allows you to successfully continue your education, to enter the world of work, and to be fully engaged as a global citizen, we assess your learning at multiple levels.

In the classroom, your instructors assess your learning to monitor your progress and to document success in a course. We also assess your learning as you complete your certificates, diplomas, and degrees to determine if you have mastered the learning outcomes at the end of your program of study. Finally, we assess your learning across the college in the important areas of critical thinking, computation, and communication.

The assessment activities include projects, performance, tests, and observations that are often part of the courses you are taking. In some cases, you may be asked to take a comprehensive exam. The results are used by your instructors to refine and improve learning throughout the college. We assess because we care about you and your learning. The college thanks you for your involvement and input.



Dr. Larry Lundblad

ASSESSMENT DAY SURVEY—COMPLETE IT, AND WIN!

This is the second annual Assessment Day at CLC, and we are again asking students to complete an Assessment Day Survey. We're using the same survey as last year so we can compare this year's results to last year's. We'll use the information to enhance learning and make your experience at CLC a good one.

Last year, 457 students completed the survey, an amazing response. But women outnumbered men nearly 71% to 29%. Gentlemen, the challenge is on. Let's hear more of your voices this year. In addition to being part of a process to shape learning at CLC, you will be able to enter your name into a drawing for prizes, including movie tickets, bookstore gift certificates, and various CLC memorabilia. The survey link is being sent to students at their CLC Netmail addresses. **The survey will be available online until March 25.**



2008 ASSESSMENT SURVEY RESULTS

One section of the 2008 Assessment Day Survey asked students about their experiences with the enrollment process (including everything that happens from the time a student first considers attending the college to the day she sits in her first class). Many students thought the process served them well; others felt there was room for improvement. Areas of concern included such things as paperwork having to be submitted multiple times, repeat mailings being received, phone calls and e-mails not being returned promptly, and students feeling their need for assistance hadn't always been well received.

In response, CLC has drastically changed our orientation/registration events to what we term our "EZ Enrollment" model. On an "EZ" day, a student can arrive with nothing but the \$20 application fee and a desire to learn—and can leave four hours later with a schedule of classes. Students move at their own pace through stations that include application and admission, general orientation videos, basic skills assessment, and financial aid, and end the day by meeting with a counselor and registering for classes. EZ Enrollment has created a "one stop" experience for students where there is little room for miscommunication or glitches in the process, and any issues that arise can be resolved on the spot. Feedback from students on this change has been excellent.



COMMUNITY COLLEGE SURVEY OF STUDENT ENGAGEMENT

CLC uses the Community College Survey of Student Engagement (CCSSE) to learn how engaged students are and how they view their own learning and experience at the college.

A concern that emerged in the 2006 survey was in the area of diversity. Like other colleges, CLC expects that students will demonstrate awareness of and respect for other cultures, races, and ethnicities. In the survey completed by students in 2008 (and as was true in earlier survey reports), diversity emerged again as an area in which students felt the college could do more to enhance their learning.

Following up on what we learned in the earlier CCSSE survey, we asked in the 2008 Assessment Day survey that students tell us what activities focused on diversity they would be interested in attending. Performances and lectures by speakers or performers of diverse backgrounds, or on topics of diversity, emerged as the top answers. In response, the college has offered the following activities this year: Festival Latino, Chinese New Year, Black Women in the 21st Century: Leadership, Mentorship and Networking (in association with St. Cloud State University), Mixed Blood Theatre productions, Jearlyn Steele concert, Harlem Gospel Choir, monthly Cultural Thursday events, and CLC Theatre or Cultural Arts Series events: *Don't Call Me Stupid*, *The Laramie Project*, *Vagina Monologues*.

NOEL-LEVITZ PRIORITIES SURVEY OF ONLINE LEARNERS

The college also uses a survey specifically tailored to online courses—the Noel-Levitz Priorities Survey of Online Learners.



The PSOL assessment tool looks at the gap in student satisfaction in five areas: instructional services, student services, enrollment services, academic services, and institutional perceptions. After the 2007 survey, the college took steps for improvement, and in the 2008 survey, the gap between the importance of those areas to CLC students and the satisfaction

they reported got smaller when compared to their responses in previous surveys. Students reported being more satisfied in all five.

ASSESSMENT IN THE CLASSROOM

As President Lundblad noted, direct assessment of learning takes place in the classroom setting. You'll likely have noticed the announcement of the CLC Writing Awards. The awards were established after the faculty assessed student writing ability and concluded that writing well was a skill we wanted to emphasize and encourage. This year, the faculty as a whole has been assessing the competencies linked to our problem-solving outcome, and individual departments are assessing learning outcomes specific to their areas of study. Everything we learn after assessing will be used to improve or enhance learning. You can expect to read the highlights of this year's assessments in next year's Assessment Day *Student Learning Update*.

THERE'S A STUDENT LEARNING COMMITTEE

The Student Learning Committee oversees assessment activities at the college. This year's members have been Gary Carson, Julie Austin, Donna Salli, Michael Amick, Nick Heiserer, Judy Richer, Chris Vopatek, Becky Best, Del Lecy, Kelly McCalla, Jann Stumbo, Sandy Porter, Larry Kellerman, Janet Bedard, Wendy Adamson, Elizabeth Ahrens, Lisa Houle, and Rex Veeder.

If you have questions, concerns, or ideas about student learning at CLC, contact Donna Salli, Director of Student Learning, at 855-8205 (dsalli@clcmn.edu).

