

discipline/function. If you would like to answer the questions once, choose "Answer Once" from the drop down.

How would you like to answer these questions?

Saved Information For Program Evaluation

Area/Discipline Information Pertains To

African American Collegian Center/ Black Collegians

1. List your student or instructional support service SLOs or UOs.

SLOs are specific, measurable statements of what a student should know, be able to do, or value when they complete a program/course or sequence of activities. An SLO focuses on specific knowledge, attitudes, or behaviors that students will demonstrate or possess as a result of instruction or program activity.

UO statements focus on service or operational outcomes such as:

- *Volume of unit activity*
- *Efficiency (responsiveness, timeliness, number of requests processed, etc.)*
- *Effectiveness of service in accomplishing intended outcomes (accuracy, completeness, etc.)*
- *Compliance with external standards/regulations*
- *Client/customer satisfaction with services*

It is important to us that our students feel a sense of belonging when they visit our center and participate in our activities. A growing body of literature suggests students' feelings of belongingness influence academic achievement (Faircloth & Hamm, 2005). The need to belong encompasses students' feeling about themselves, as well as their relationships with others in the educational setting (Booker, 2016). Sense of belonging has been linked to positive academic outcomes for all students, but it is particularly significant for students from socially stigmatized groups, such as urban African Americans, who have historically experienced discrimination in educational institutions (Murphy and Zirkle, 2016; Purdie-Vaughns, Steele, Davies, Dittmann, & Crosby, 2008). As a result, we wanted to assess students' sense of the center and the program being a welcoming space. The following were our Unit Outcomes that we assessed in Fall 2019:

UO statement: Students who visit the Black Collegians Center will perceive the space to be welcoming.

Survey question (broken up by elements that make up a welcoming space):

How much do you agree with the following statements

The new Black Collegians Center:

1. Is comfortable
2. Is a place where I can connect with other students easily
3. Is a place where I can study effectively
4. Is warm and welcoming
5. Is student-friendly
6. Is a place where I feel like I belong

Question #1:

The Black Collegians Program, along with most of the counseling programs and student service offices, moved into the new Student Services Center in May of 2019. Since the move, the Program has focused on assessing the following unit outcome statement:

Students who visit the Black Collegians Center will perceive the space to be welcoming.

Question #2:

The UO statement is assessed at the end of every academic year by administering a survey to all students in the program to gather student perceptions and experiences related to the physical space and environment of the Black Collegians Center. The first assessment was conducted at the end of Spring 2020. The findings of the survey are discussed by program staff every summer during a staff meeting. The results of the survey directly inform any changes in the physical space, office workflow, and policies and procedures of the Center. The results are also shared with our sister program, the Latino Center, who shares our physical space.

Question #3:

In addition to the assessment of UO, the Black Collegian program leaders regularly review the course success and retention data of program participants. Over the last six fall semesters, the average course success and retention rates of Black Collegian students was 64.8% and 83.1%, respectively. In Fall 2019, the average success and retention rates in courses enrolled by Black Collegian students was 61.9% and 82.3%, respectively. Black Collegian students of African descent completed (61.0%) and retained (82.2%) their courses at higher rates than Black students who did not participate in the program (Fall 2019; 51.5% success and 73.8% retention).

Moving forward for this year, we will still focus on assessing students' sense of belonging and feeling welcomed particularly as it pertains to the remote environment.

Historically, the Black Collegians Program articulated and assessed SLOs for the counseling sessions and workshops we provide for students. The three SLO statements assessed are:

- 1) As a result of attending at least one Black Collegians workshop, students will understand African American history and/or society issues that impact their educational and/or personal development.
- 2) By the completion of their first year in Black Collegians, students will identify one possible transfer university and learn the transfer requirements for that university.
- 3) Using assessment or transcript evaluation results, students will identify their eligibility for, and the proper sequencing of, English/ESL, and math courses leading to their educational goals.

The data reveal that for at least the last five years, the mastery rates for all three SLO statements was 97% or higher indicating that the Black Collegians Programs has met its SLO goals. While the program will continue to assess and monitor the three SLOs, in 2019-2020, the Program decided to focus on articulating and assessing a Unit Outcome (UO) to ensure that not only are students in the program learning the expected outcomes, but are experiencing the program and its services in a way we expect.

	2015-2016			2016-2017			2017-2018			2018-2019			2019-2020		
SLO	Mastered	Total	%	Mastered	Total	%	Mastered	Total	%	Mastered	Total	%	Mastered	Total	%
1	111	111	100.0%	48	50	96.0%	22	22	100.0%	13	13	100.0%	5	5	100.0%
2	277	279	99.3%	231	232	99.6%	59	60	98.3%	45	46	97.8%	10	10	100.0%