

# Mt San Antonio College

Department/Unit: ESL Administrative & Technical Support

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Administrative Unit Objectives (AUOs) Assessment Model: The purpose of this assessment process is to improve the unit's service.

Mission & Goals	Intended Objectives	Means of Assessment and Criteria for Success 05-12-06	Summary of Data Collected	Use of Results 02-10-07
<p>The ESL Department helps limited English speakers gain the English language and cultural skills needed to achieve their goals, including community involvement, career advancement, and higher education.</p> <p>ESL Administrative &amp; Technical Support Unit supports the department mission by providing resources, processes, and training needed to maintain quality standards and by acting as a communication link with the Mt. SAC campus and greater community.</p>	<p>1) The Student Data Team will improve the percentage of complete data sets (intake, test, and update forms) required to report benchmark gains to CASAS (Federal Grant).</p>	<p>Our current ESL Department records show that there is an estimated 76% rate of completion of all data sets per semester. Our goal is to improve the completion rate (#complete / all students) by 10% by the end of Fall 06.</p> <p>Using this base line analysis, a special report was created by the Special Projects Supervisor and run monthly to identify the data set completion status for every new student entering the ESL program.</p>	<p>New students missing all or part of the data set were contacted by our staff each month and asked to complete any missing items. After comparing and evaluating last year's figures with our new data, it was determined that the rate of completion had improved 5.8% (from 76.4% (Spring 06) to 82.2% (Fall 2006).</p>	<p>Our goal of 10% improvement was not reached. The "Open Entry-Open Exit" nature of our program makes it very difficult to obtain complete record sets from every student enrolled in our program. We are continuing to strengthen our efforts to ultimately meet our initial goal in a new cycle for Spring 07 to Fall 07.</p>