**Assessment Glossary**

**Administrative Unit Outcome(AUO)**

Administrative Unit Outcomes are statements of the ability or learning outcome of a the client or student after receipt of the services, the clients’ or students’ satisfaction following receipt of service, or  the volume or efficiency of the processes conducted by the Unit.

*- James Nichols*

**Assessment**

Assessment requires making expectations and standards for quality explicit and public; systematically gathering evidence on how well performance matches those expectations and standards; analyzing and interpreting the evidence; and using resulting information to document, explain, and improve performance. Assessment is a means to focus our collective attention, examine our assumptions, and create a shared culture dedicated to continuously improve the quality of higher education. 

*- Thomas Angelo*

**Dialogue**

Self-reflective exchanges engaged in by the college community, characterized by a free exchange of ideas without the purpose of defending or deciding on a course of action.

- *ACCJC Standards Glossary*

**Norm**

To norm is to collaboratively and collectively accept standards and expectations for student learning outcomes.

- *Peggy Maki*

**Program Definition**

An educational program is defined in Title 5, section 55000(g), as "an organized sequence of courses leading to a defined objective, a degree, a certificate, a diploma, a license, or transfer to another institution of higher education." In practice, however, the Chancellor’s Office approves only associate degrees and those credit certificates that community colleges wish to award to students and which will be listed on transcripts. Respectively, all noncredit programs require Chancellor’s Office approval.

*- From the California Community College Chancellor's Office Program and Course Approval Handbook, adopted by the Bakersfield College Academic Senate on 2-27-2013*

**Student Learning Outcomes (SLO)**

Student learning outcomes refer to overarching specific observable characteristics developed by local faculty that allow them to determine or demonstrate evidence that learning has occurred as a result of a specific course, program, activity, or process.

*- California Academic Senate***Goals, Objectives, and Outcomes**

**Goals**  
The overall target for the course or program.  A goal is where you want to go eventually, but is not necessarily measurable.

**Outcomes**  
The overarching product for the course that represents higher level thinking skills and can be observed or measured against criteria. An outcome integrates the content and activities of the course or program .

**Objectives**  
The building blocks that make up an outcome. Objectives represent valuable skills, tools, or content (nuts and bolts) that enables a student to engage in a particular subject or program. Objectives can often be numerous, specific, and detailed, and assessing and reporting on each objective may be impossible.  *- Adapted from the Fulks, Pluta, Romanowich & Granger-Dickson SLO workshops*

**Successful Grades** = A, B, C, or P/CR

**Retained Grades** = A, B, C, P/CR, D, F, NP/NC, or I

The denominator used to calculate the rates includes A, B, C, P/CR, D, F, NP/NC, I, or W.