SALT LAKE COMMUNITY COLLEGE

Nobody builds a good CPL program alone

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In the beginning

- All challenge exams were proctored by Testing Services
- Standardized test scores were being processed by Incoming Transfer
- Departments were administering evaluations randomly, relied on students asking about it
- Very fragmented, not standardized
- Little follow-up, poor tracking, things slipped through the cracks
- No outreach/advertising

Collaborative Work Teams

- System & legislative push
- Cross-functional teams from across the College
- 2-years focused on PLA at SLCC (2018-2020)
- College Strategic Plan

Operationalizing

- Utah Legislature (2019) HB0045 framed PLA across USHE
- USHE policy R472 (2019,2021,2023) and institutional policy
- SLCC systems in place for student processing, marketing, faculty training, staff outreach, etc.

CPL via PLA

- CPL Office with distinct role and responsibilities
- Collaborative implementation – continued collboration
- Separate CPL from transfer articulation purposefully

SLCC

Growing pains

- Siloed processes and lack of inter-departmental training
- No written SOPs
- Personality clashes
- Resistance to change
- Assessments expanded faster than the PLA structure

Program growth and change

- Changes in leadership
- Repairing relationships
- CPL office receives all requests – fixed entry point for petitions
- New Etrieve form
- Test records in Banner

Results

- Increase in awards from sources other than test scores
- CAEL equity award
- Increased number of challenge exams offered
- Increased student, faculty, and staff awareness

What we've learned

- "why are we doing it this way" as we consolidated
  - Documentation
  - Processes
- Relationships make or break a program
- Funding helps
- We have awesome existing resources
  - Historical knowledge
  - Etrieve and tech support
  - Faculty and ADs

Where we're going

- Expand challenge exams
- Continuous process improvement as we build
- Educate academic departments
- Clearer guidelines for students
- Paper to electronic form??
- State-wide partnerships