

# Unit Assessment for Student Services

Unit assessment model is based on college mission and goals and integrates themes from WASC Accreditation Standards.

Purpose of unit assessment is to understand how well units are advancing college mission/goals and to improve unit's effectiveness.

# Unit Assessment for Student Services

The new accreditation standards make explicit reference to student learning outcomes for student service units.

WASC Language:

“The institution systematically assesses student support services using student learning outcomes, faculty and staff input, and other appropriate measures in order to improve the effectiveness of these services.”

# Unit Assessment for Student Services

“The institution provides an environment that encourages personal and civic responsibility, as well as intellectual, aesthetic, and personal development for all of its students.”

“The institution designs and maintains appropriate programs practices, and services that support and enhance student understanding and appreciation of diversity.”

# What is a Student Learning Outcome?

Student learning outcomes are statements describing what students are expected to know and/or be able to do as a consequence of receiving the service provided by the student service unit.

The statement should be written so that it is measurable, specifically describing the outcome and how it will be known that the outcome has been attained.

# Example of SLO Statement for Financial Aid

Financial Aid process provides student with an understanding of the eligibility criteria and process for obtain federal financial aid.

On a survey administered to a random sample of students who attended financial aid workshops, students will answer correctly at least 75% of questions related to eligibility criteria for financial aid.

# Examples of Learning Outcomes for Student Services

## Admissions and Records

How to register in person

How to register by telephone

How to register on the web

Procedure for going to orientation

Procedure for assessment testing

Procedure for obtaining a fee waiver

# Examples of Learning Outcomes for Student Services

## DSPS-Disabled Student Program and Services

### Services provided by DSPS

Availability of counseling, planning, and advising services

How to participate in disability-related assessment

How to obtain registration assistance

How to obtain mobility assistance

How to obtain access to instructional assistance (including tutoring, note taker services, reader services, transcription services, interpreters, test-taking facilitation, and tape recorders)

Availability of specialized equipment (such as computer hardware and software)

# Examples of Learning Outcomes for Student Services

## Financial Aid

The purpose of the Financial Aid Office

Who qualifies for assistance

The types of aid available (grants, work study jobs, loans)

Factors that are considered in awarding financial aid

How to apply for and obtain an emergency book loan

How to apply for financial aid

# Examples of Learning Outcomes for Student Services

## EOPS-Extended Opportunity Programs and Services

The purpose of EOPS

Who qualifies for EOPS

How to apply for EOPS services (such as tutoring, personal and academic counseling, assistance with registration/admission, financial aid, emergency loans, transfer assistance to four-year colleges)

C.A.R.E. Program

How to make an appointment with an EOPS counselor

# Student Services and General Education Student Learning Outcomes

Another way of developing learning outcomes for student services is to examine how they support or advance the following general education student learning objectives:

Written and Oral Communication

Information Competency

Problem Solving

Math Competency (*Quantitative Reasoning*)

Aesthetic Responsiveness

Ethics and Values applied to decision-making

*Global Awareness*