

# Student Services Outcomes Assessment Plan Template

Student Services outcomes need to be assessed once every 4 years (minimum). We encourage department deans/managers and/or department chairs/coordinators to create an Outcomes Assessment Plan that maps onto your department’s comprehensive program review cycle.

One option, which this template outlines, is to assess all outcomes within 3 years and then use the year that you’re writing the next comprehensive review to reflect on data and make any relevant programmatic changes. A sample for you to edit is provided below.

**Student Services Area: CalWORKs**

**Comprehensive Program Review: Fall 2023**

**Next Comprehensive Program Review: Fall 2028**

Outcome Statement	Assessment Method/Tool	Mapped to ILO(s) and/or Program Review Goals	2023-24 (Comp. Program Review Year)	Data Collection 2024-25 (Specify Months)	Data Collection 2025-26 (Specify Months)	Data Collection 2026-27 (Specify Months)	Data Collection 2027-28 (Specify Months)
SAO/SLO 1: Increase engagement with and presence in on-campus events and spaces, particularly those geared toward the student populations that CalWORKs seeks to enroll, such as Umoja, Puente/Latinx, RISE, Queer, and/or AAPI events,	Internal Records	New Program Goal: Increase the number of students enrolled in CalWORKs, especially students who identify as Black/African American, Latinx, Native American, and/or Asian and Pacific Islander.	Data reflection, program modifications	June- to reflect on the past academic year engagement	June- to reflect on the past academic year engagement	June- to reflect on the past academic year engagement	June- to reflect on the past academic year engagement

programs, and/or courses							
SAO/SLO 2: Collaborate with categorical programs to create and scale a process that identifies students who are affiliated with EOPS, DSPS, Veterans, NextUp, and/or Up! Programs, and who are also eligible for CalWORKs.	Internal Records	New Program Goal: Increase the number of students enrolled in CalWORKs, especially students who identify as Black/African American, Latinx, Native American, and/or Asian and Pacific Islander.	Data reflection, program modifications	June- to reflect on the past academic year collaborations	June- to reflect on the past academic year collaborations	June- to reflect on the past academic year collaborations	June- to reflect on the past academic year collaborations
SAO/SLO 3: Increase referrals from Public Consulting Group (PCG) and other county programs, particularly in our region, to increase enrollment by 10% each year.	Internal Records	New Program Goal: Increase the number of students enrolled in CalWORKs, especially students who identify as Black/African American, Latinx, Native American, and/or Asian and Pacific Islander.	Data reflection, program modifications	June- to reflect on the past academic year program enrollment	June- to reflect on the past academic year program enrollment	June- to reflect on the past academic year program enrollment	June- to reflect on the past academic year program enrollment

**For each outcome statement: How will your department communicate outcomes assessment results to the larger group and incorporate those results into your service area discussions, processes, and practices.**

SAO 1: Increase engagement with and presence in on-campus events and spaces, particularly those geared toward the student populations that CalWORKs seeks to enroll, such as Umoja, Puente/Latinx, RISE, Queer, and/or AAPI events, programs, and/or courses.

My department will document engagement and other activities on campus as well as any special flyers, videos, handouts, or resources that we will create. We will also strive to create an increase of attendance at those events over time. We hope this outcome will help us achieve our goal of increasing enrollment in our program and increase diversity of students within our student population.

Every June, I will be looking at our efforts in the past academic year.

SAO 2: Collaborate with categorical programs to create and scale a process that identifies students who are affiliated with EOPS, DSPS, Veterans, NextUp, and/or Up! Programs, and who are also eligible for CalWORKs.

My department will document any new created process to help us recruit new students who might be enrolled in other categorical programs. We will track our data internally to see how many we are identifying as qualified to add to our program.

Every June, I will be reflecting on our collaboration efforts and processes for the past academic year

SAO 3: Increase referrals from Public Consulting Group (PCG) and other county programs, particularly in our region, to increase enrollment by 10% each year.

My department will focus on outreach efforts to recruit new students every semester and our goal is to increase our enrollment by 10% for the next 4 years.

Every June, I will examine our internal database and document student enrollment for the past academic year.