**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:**

**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)** |
| ***Example Statement:***Students will create and follow a comprehensive education plan. | Degree audits and internal records | Professional ResponsibilityPR Goal #2: Write out aligned PR Goal here | Data reflection, program modifications | January and June | January and June | January and June | January and June |
| SAO/SLO 1: Write outcome statement. | Increase the efficiency and effectiveness of EOPS services by streamlining departmental process in order to better meet student needs and improve EOPS requirement Compliance | Document and process review- pre and post materials | Data reflection, program modifications.Assess efficiency of new EOPS application | Purchase an electronic file system that can manage EOPS application, manage student files to track EOPS compliance, and possibly desegregate student data to better inform interventions. | Begin updating new software with current and new student info | Fully launch new application | Data reflection, program modifications. |
| SAO/SLO 2: Write outcome statement. | Increase enrollment among underrepresented student groups inluding Black/African American, Latinx, Native American, and Asian and Pacific Islander Students | Internal data and audits, recruitment results, partnerships, documentation of targets services, and/or interventions | Data reflection, program modificationsAssess current recruitment efforts | Will begin working with UMOJA counselor in September 2024 to recruit. Will hopefully begin working with Puente counselor as well at this time if one is hired | Find a more efficient method of reaching students virtually | Continue to find new ways to improve outreach | Data reflection, program modifications |

|  |
| --- |
| **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.** |
| SLO 1: Write outcome statement here. | Staff meetings (every other week) and retreats (once a semester) are natural venues. EOPS will look at both outcomes and will discuss assessment/ steps in retreats. |
| SLO 2: Write outcome statement here. |  |
| SAO 1: Write outcome statement here. |  |
| SAO 2: Write outcome statement here. |  |