**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: Veterans Services**

**Comprehensive Program Review:** Fall 2023 **Next Comprehensive Program Review:** Fall 2028

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| **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 Responsibility  PR 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 total number of students who access essential services, such as Counseling Services, Book Vouchers and VA certification in order to advance their educational and life goals. | SARS Report and Student Surveys | Increase the total number of students served at the Veterans Center. | Data reflection, program modifications | June 2024 | June 2025 | June 2027 | June 2027 |
| SAO/SLO 2: Write outcome statement.  Students will utilize networking and relationship-building opportunities through the Veterans Center. Student will use those opportunities to further their educational and life goals. | SARS Report and Student Surveys | Increase outreach with local military bases and other military-affiliated organizations. | Data reflection, program modifications | June 2024 | June 2025 | June 2026 | June 2027 |
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| **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. Students will utilize networking and relationship-building opportunities through the Veterans Center. Student will use those opportunities to further their educational and life goals. | SLO data will be included in our Veterans Services annual program review. Veterans Services staff will review data every year and modify SLO if needed. |
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| SAO 1: Write outcome statement here.  Increase the total number of students who access essential services, such as Counseling Services, Book Vouchers and VA certification in order to advance their educational and life goals. | SAO data will be included in our Veterans Services annual program review. Veterans Services staff will review data every year and modify SAO if needed. |
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