

Assessment of *Student Services*

1. SLOs for Student Services with reference to the 2/2012 memo of Dr. Beno to all colleges' CEOs and ALOs, Standard IIB.
2. COM-FSM Institutional Learning Outcomes
3. Articulation of at least one SLO per Division linked to the college's institutional mission, department mission, and others. Using the division template (draft). Further reference, articulated outcomes and activities under FY 2013. This will be completed by the end of the session.
4. Timeframe and timeline
6. Reports by Division: FY 2010-2011 Assessment Plan, report soon due after the two-year cycle.
7. Others

Colleges are expected at the **sustainable continuous quality improvement level** in all areas of program review and planning.



Beginning in Fall 2012, colleges are expected to be at the **proficiency level** with student learning outcomes.



It has to be done ... when?



Time's running out



Process Output Process Outcome Learning Outcome

The **transition** a shift in the focus of assessment from *student satisfaction*, to *student learning*.



Moving away from evaluating our services *by the numbers* to measuring the *learning* that has occurred as a result of the student's involvement in the programs and services that we facilitate or provide.

A shift from *what we do* to *what we want students to be able to do*.

[Residence Hall] Three activities by resident students.

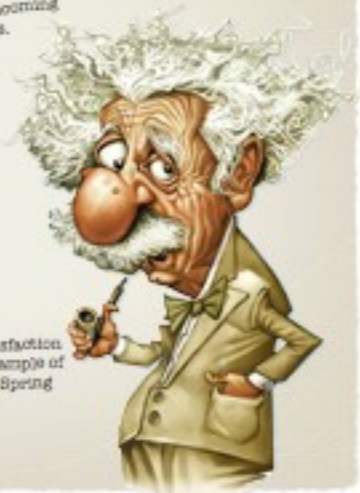
[QARR] An orientation on admission procedures and academic policies for incoming new students to 120 participants.

[Counselor / and A Center] Tutored 120 students.

[Peer Counseling Center] Kink butt campaign participated by 100 students.

[Sports and Recreation] Basketball clinic for 30 students.

[FAO] 80% of students' positive rating on the satisfaction survey administered to a non-rat, fairly selected sample of 280 students attending National Campus during Spring 2012 semester.



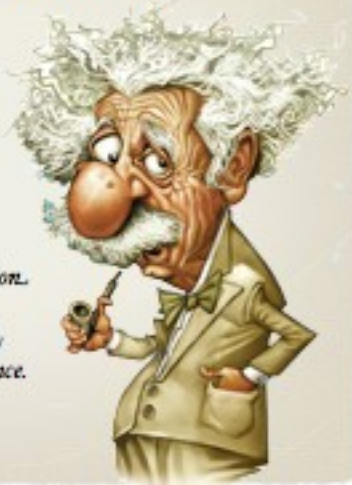


What are **SLOs**?

A clear statement of what students will be able to do outside of the classroom as a result of what they have learned.

Students are able to:

- *read instructions and follow directions.*
- *complete standardized forms.*
- *create and complete an educational plan.*
- *create and manage a personal budget.*
identify a career goal(s), career preparation,
needed, and a career path.
- *acknowledge a personal problem, identify*
source(s) of assistance, and obtain assistance.



Why SLOs?



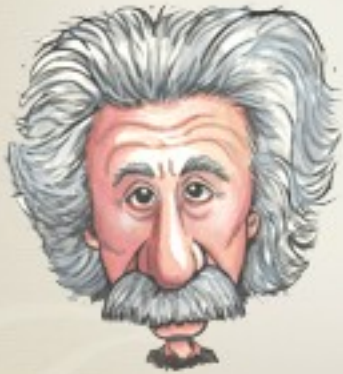
WASC Standard IIB.

The institution recruits and admits diverse students who are able to benefit from its programs, consistent with its mission. Student support services addresses the identified needs of students and creates a supportive learning environment. The entire student pathway through the institutional experience is characterized by a concern for student access, progress, learning, and success. *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.*

What does WASC Standard IIB mean?

- The new standards promote the values of student services.
- Student services professionals are leaders in providing responsive services to a diverse & changing student population.
- The learning outcomes challenge to student services is an opportunity to improve effectiveness and to integrate with instruction.

Learning is the **ultimate goal**



Learning outcomes *focus on what students know and can do rather than what we do to support them.*

Shifts the focus from Student Satisfaction to Student Learning.

COM-FSM Institutional **Learning Outcomes**

Communicate
effectively

Employ critical
thinking and
problem solving

Possess specific
knowledge, and
skills in a major
discipline or
professional
program of study



Take
responsibility and
develop skills for
learning

Interact responsibly
with people, cultures, and
their environment.

Not all outcomes of student services are *learning* outcomes; many pertain to the timely, efficient and effective delivery of services:

- **Achievement Outcomes:** *course retention, degree completion, transfer goals, etc.*
- **Service Area Outcomes:** *goals for improvement.*

“Of those students who use the services, is there any effect on their learning, development, academic success or other intended outcomes, particularly when compared to non-users?”

Department of Student Services Student Learning Outcomes Framework

The Department of Student Services promotes student success and supports student learning with an increased sense of value and importance in skills for the attainment of all aspects of student life and learning at the College of Minnesota, PIAA.

Institutional Mission Statement

Historically diverse, uniquely Minnesota and globally-oriented, the College of Minnesota, PIAA is a continuously improving and student centered institution of higher education. The college is committed to excellence in the development of the Federal State of Minnesota by providing students career and technical educational opportunities for student learning.

Student Services Mission Statement

Division or Unit Mission Statement

The Counseling division's mission is to encourage, support, and assist students in their pursuit of higher education by providing counseling and educational services to deal with personal, interpersonal, professional, and academic issues.

Division or Unit Goals and Key Activities

Division or Unit Learning Outcomes

Measure:
What students are learning as a result of participating in your key activities using various assessment methods.

Measures:
Student Satisfaction
Service Area Outcomes
Achievement Outcomes

(Division 1, 2019-2020 Assessment Plan) At least 75% of students who utilize the learning services will rate the experience as being of high value.

(Division 1, 2019-2020 Assessment Plan) Students who participate in career assessment, education workshops and activities provided by the counseling office will exhibit increased awareness about their career choices.

(Division 1, 2019-2020 Assessment Plan) Students participating in alcohol awareness and education through counseling and educational events will exhibit increased knowledge about the effects of alcohol.

PIAA Success in retention rate.