

Student Services – Service Area Outcomes

Each service area will select TWO service area outcomes to assess each year beginning with 2014-2015.

Part I: Description of Program Services, Goals, and Alignment with Educational Master Plan

1. Name of Program/Service Area: _____

2. List services and their alignment with program review goals and educational master plan goals and strategic directions.

<i>List each of the services that you offer</i>	<i>Program Goals (from Program Review)</i>	<i>Relationship to Educational Master Plan Strategic Goals</i>
<i>Sample:</i> Provide assessment placement services to students for English, math, and ESL placement.	<i>Sample:</i> Provide increased access to assessment services to allow new and at-risk students to assess.	<i>Sample:</i> Ed Master Plan Strategic Direction 3.2 - Develop and implement systematic services to help at-risk students identify goals early in their programs of study and to progress towards them.
a.		
b.		
c.		
d.		
e.		

Part II: Development and Assessment Planning of Service Area Outcomes

1. Indicate the TWO Service Area Outcomes (SAOs) you would like to assess for the current academic year of **2014-2015** and their respective benchmarks, assessment methodology, timeline, and report of findings.

<p><i>Service Area Outcomes (SAO):</i> Based on the goals for program review, what do you want students to learn or do as a result of the service or intervention?</p>	<p><i>Benchmark:</i> What is the accepted level of student achievement that would demonstrate the student has met the outcome?</p>	<p><i>Assessment Method:</i> a. What population or subgroup of students will you assess? b. What type of data will you collect (qualitative or quantitative)? c. What instrument will you use to collect the data? d. How will you administer the assessment?</p>	<p><i>Assessment Timeline:</i> a. When do you plan to administer the assessment? b. When do you plan to collect and analyze the data and report your findings?</p>	<p><i>Alignment with Institutional Learning Outcomes (ILOs):</i> Does this SAO align with any of the following ILOs? If so, please explain. A. Critical Thinking B. Communication C. Quantitative Reasoning D. Self-Awareness/Interpersonal Communication E. Civic Responsibility F. Technological Competence G. Cultural Diversity H. Ethics I. Aesthetics</p>
<p><i>Sample SAO:</i> All first-year students will take the placement test before the end of their first year of college.</p>	<p><i>Sample Benchmark:</i> 75% of first-year students will take the placement test before the end of their first year of college.</p>	<p><i>Sample Assessment Method:</i> a. Subgroup: first-year, new to college students b. We will use quantitative data. c. We will use data from the Assessment Placement and Management System (APMS) and possibly from student surveys. d. We will get the APMS reports for the previous academic year to check the number of first year students who took the placement test within their first year. If the numbers are below 75%, we will conduct a follow-up survey to assess why</p>	<p><i>Sample Timeline:</i> a. We plan to collect the data on APMS results from previous year during fall 2014. We plan to administer any needed follow up surveys during spring 2015. b. We plan to collect and analyze the fall 2014 data during winter 2015 and collect and analyze the spring 2015 data during summer 2015.</p>	<p><i>Sample Alignment with ILOs:</i> Possibly 3 and 5. Future analyses may show that students may not be aware of the importance of testing (self-awareness) or may not feel technologically competent to take the computerized assessments.</p>

		students did not take the test.		
<i>Service Area Outcomes (SAO):</i> Based on the goals for program review, what do you want students to learn or do as a result of the service or intervention?	<i>Benchmark:</i> What is the accepted level of student achievement that would demonstrate the student has met the outcome?	<i>Assessment Method:</i> a. What population or subgroup of students will you assess? b. What type of data will you collect (qualitative or quantitative)? c. What instrument will you use to collect the data? d. How will you administer the assessment?	<i>Assessment Timeline:</i> a. When do you plan to administer the assessment? b. When do you plan to collect and analyze the data and report your findings?	Does this SAO align with any of the following ILOs? If so, please explain. A. Critical Thinking B. Communication C. Quantitative Reasoning D. Self-Awareness/Interpersonal Communication E. Civic Responsibility F. Technological Competence G. Cultural Diversity H. Ethics I. Aesthetics
SAO 1:	<i>Benchmark:</i>	<i>Assessment Method:</i>	<i>Assessment Timeline:</i>	<i>Alignment with Institutional Learning Outcomes (ILOs):</i>
SAO 2:	<i>Benchmark:</i>	<i>Assessment Method:</i>	<i>Assessment Timeline</i>	<i>Alignment with Institutional Learning Outcomes (ILOs):</i>

Part III: Reflection, Dialogue, and Action Planning –

Please complete this section after you have collected data from your assessment(s).

SAO 1:

- a. What were the most important results or findings from the data and analysis?
- b. What changes can be made to address these implications and improve services? (e.g. changes to the unit, work flow, communication, and facility)?
- c. What resources are needed to address these changes?
- d. For the next assessment cycle, what changes (if any) need to be made to the SAO, assignment, assessment tool, and/or the rubric or criteria, improve or refine your results?
- e. How do you plan to communicate and share the results of the assessment results with the campus community, colleagues, and students?
- f. What documentation or evidence will you have to show that you engaged in robust dialogue and communication about your assessment results?
- g. Additional Comments and Conclusions and improvements:

Part III: Reflection, Dialogue, and Action Planning –

Please complete this section after you have collected data from your assessment(s).

SAO 2:

- a. What were the most important results or findings from the data and analysis?
- b. What changes can be made to address these implications and improve services? (e.g. changes to the unit, work flow, communication, and facility)?
- c. What resources are needed to address these changes?
- d. For the next assessment cycle, what changes (if any) need to be made to the SAO, assignment, assessment tool, and/or the rubric or criteria, improve or refine your results?
- e. How do you plan to communicate and share the results of the assessment results with the campus community, colleagues, and students?
- f. What documentation or evidence will you have to show that you engaged in robust dialogue and communication about your assessment results?
- g. Additional Comments and Conclusions and improvements: