



## **Student Services Service Level Outcomes (SLOs) Development and Assessment Plan**

The Student Services Division (the Division) conducts regular evaluations of its practices and their impact on students using those services. The division uses the results to make improvements to its services and learning outcomes. In 2007, the division embedded student success and service level outcomes assessment into its program review model. Annually, each department reviews the previous years' service level outcomes and decides how/if the outcome was achieved or if a new approach is warranted. Point of contact student satisfaction surveys are disseminated every spring by individual student services departments. The number of responses varies by department.

Many student services departments use SurveyMonkey, a web-based survey instrument, to obtain student feedback about the quality of the services they have received. Other departments offer paper, point-of-contact surveys to visiting students. Programs such as admission and counseling survey the general student population. Response rates are generally in the hundreds. Categorical and specialized population programs such as EOP&S, DSP&S, Financial Aid, International Student Center and Outreach uses their applicant distribution list to obtain feedback.

In addition to point of contact surveys, two tracking systems capture student contacts and the type of services rendered

- the electronic queuing system installed in admissions and records, financial aid and matriculation office
- SARS, the appointment system used by General Counseling, EOP&S, DSP&S, Transfer Center and Intercollegiate Athletics

Department managers use the information collected to determine staffing needs and to determine if a particular service needs to be increased, reduced or eliminated.

Students are encouraged to rate the level of service and provide suggestions for program improvement. Every two years, LACCD conducts a district-wide Student Satisfaction Survey to collect information on instructional, facilities and the level and type of student services used.

Both the annual point of contact surveys and the biannual district survey are used by department managers and staff to assess student satisfaction with their department. This information is analyzed and incorporated into the program review to assess the program's service level outcome. In spring 2011, the division developed an assessment plan grid to capture the findings by departments. Based on this information, new program goals, strategies or modifications are developed to improve services to students. Also every two years, the Office of Student Services conducts a faculty/staff satisfaction survey to solicit feedback from the division personnel on ways to strengthen, improve or enhance the student services division.

Many student service programs submit annual reports to the State Chancellor's Office that summarize the outcomes of their programs. Other programs report to the LACCD or to the federal government. Based on a program's funding source, the program may also undergo review(s) by their accrediting agencies (i.e. DSP&S, EOP&S, matriculation, Child Development Center, intercollegiate athletics, and financial aid).

The Student Services division plans to expand its evaluation tools for SLO beyond survey and student contact to include focus groups and exit interviews.