
Student Services SLOs 101

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Background and Context

IEPI Process

New IESE Office

Additional support for assessment

Workshop Learning Outcomes:

- Describe the difference between a student services outcome (SSO) and a student learning outcome (SLO)
- Identify at least one learning outcome for their service area
- Summarize the SLO assessment process for Student Services

Introductions

Please share your...

- Name
- Department
- One thing you would like to learn in today's workshop

What is “Assessment?”

- Establishing **clear, measurable expected outcomes** of student learning
- Ensuring that students have sufficient **opportunities to achieve** those outcomes
- **Systematically** gathering, analyzing, and interpreting evidence to determine how well student **learning matches our expectations**
- Using the resulting information to understand and **improve student learning**

Assessment Focused on the Whole Student

“Systematic and consistent assessment of student learning...when properly planned and implemented, can help institutions set priorities allocate resources, and enhance student outcomes.”

Learning Reconsidered, NASPA/ACPA, 2004, p. 23

Student learning occurs inside and outside of the classroom.

What's an SLO?

Statements describing what students are expected to **know and/or be able to do** as a consequence of receiving the service provided by the student services area

SLOs should be **measurable, observable, and able to be demonstrated by the student**

Good SLOs...

Help student service areas identify ways to improve or better facilitate learning

Provide feedback about what students take away with them when they leave your office

Align with the overarching learning outcomes for the institution (ILOs)

Help students understand and describe their own learning/what they can do and how they can apply it

Examples of Student Services SLOs

EOPS: After receiving counseling services from EOPS, students will be able to explain the purpose of an educational plan for establishing and achieving an educational goal. (CCSF)

Outreach: As a result of participating in a large-scale event (FRISCO Day), incoming students from San Francisco Unified School District will demonstrate increased knowledge in financial aid, how to register for classes and CCSF resources. (CCSF)

Examples of Student Services SLOs

Career Services: Students will demonstrate self-knowledge to make decisions such as those related to career choices (University of Kentucky)

Mental Health Services: Students will engage in cognitions and behaviors that will improve one's own mental health (Pepperdine University)

Financial Aid: Students using the Financial Aid e-Services Lab will accurately and successfully demonstrate the ability to use online financial aid services to successfully navigate through the financial aid application process (Compton College)

Examples of Student Services SLOs

Admissions & Records: Students will be able to utilize web technology and enhance their computer skills by applying, registering and accessing their records online. (Compton College)

Student Life/Government: By participating in Student Government, students will be able to facilitate a group meeting using parliamentary procedure. (Compton College)

Activity: What 2-3 things do you want students to know or be able to do after utilizing your services?

How do the outcomes you just identified relate to the College's Institutional Learning Outcomes (ILOs)?

Communication Competency

Information Literacy

Critical Thinking Competency

Cultural Competency

Academic and Personal Responsibility

A Note on Student Services Outcomes (SSOs)

Statements that describe what the service area hopes to achieve

SSOs should:

- Be measurable!
- Describe the major accomplishments resulting from the provision of a particular service
- Be aligned with the goals of the service area
- Central to your work
- Realistic to assess

Examples of Student Services Outcomes

Counseling: Students will receive high-quality advising and educational planning assistance in order to reach their educational goals.

Veterans Services: Student veterans will have a defined educational goal by their second semester of enrollment.

Compare and Contrast SLOs and SSOs

Questions to consider:

- Does the statement consider what students will **know or be able to do** as a result of an experience at the College?
- Or does is the statement about something a student receives as a result of his or her experience with a service area?

Activity: SLO or SSO?

Students will receive adequate resources and support from the Financial Aid Office regarding the financial aid application process.

Activity: SLO or SSO?

Through participation in Associated Student Government and Inter Club Council students will develop and fulfill self-identified goals for their personal development.

Activity: SLO or SSO?

After using Student Health Services, students will be able to articulate their knowledge about their physical and psychological health and wellness.

Activity: SLO or SSO?

DSPS participants will be able to communicate and self-advocate with campus faculty, staff and administrators.

Activity: SLO or SSO?

The Career Services Office will involve faculty, staff, students and employers in determining the employment, educational and developmental needs to implement curricular and cocurricular needs.

Check-In: What Types of Outcomes Do You Currently Have in Place?

Review: Current SLOs and SSOs

Review current outcome statements for your service area

Ask yourself:

- Do these outcomes represent the things we **most need to know** about students who receive our services?
- Are they **central to our work**?
- Are they **measurable**?
- How are we currently assessing them?
- How will we use the information we get from the assessment of these outcomes?

Assessment Cycle



Next Steps

Refine your SLOs or SSOs if needed

Identify methods of assessing your SLOs and SSOs

Analyze your assessment results

Discuss your findings and implications in your program review

IESE team and Lauren are here to help you!

Resources and References

[NILOA \(2010\). The Role of Student Affairs in Student Learning Assessment.](#)

[City College of San Francisco Assessment Resources](#)

[Canada College Guide to Developing Student Learning Outcomes](#)

[Witt, J. Writing Student Learning Outcomes for Student Affairs Programs and Services.](#)

[NASPA \(2004\). Learning Reconsidered: A Campus-Wide Focus on the Student Experience](#)