

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: **CalWORKs Program**

Last Comprehensive Program Review: **Spring 2020**

Next Comprehensive Program Review: **Spring 2024**

Outcome Statement	Assessment Method/Tool	Mapped to ILO(s): (Skills you are fostering with students)	Data Collection 2020-21 (Specify Months)	Data Collection 2021-22 (Specify Months)	Data Collection 2022-23 (Specify Months)	2023-24 (Comprehensive Program Review Year)
<i>Example Statement:</i> Students will create and follow a comprehensive education plan.	Degree audits and internal records	Professional Responsibility	January and June	January and June	January and June	Data reflection, program modifications
Develop a survey to assess barriers and student needs regarding academic and personal success.	Student Survey	Professional Responsibility and Communication Skills	October - November	October - November	October - November	Data reflection, program modifications
Determine action steps from the survey results for program improvements or adjustments.	Plan of assessment will be created based on survey results	Professional Responsibility and Communication Skills	January - June	January - June	January - June	Data reflection, program modifications
Revise processes for informational sessions	Internal Records	Professional Responsibility	July-August	July-August	July-August	Data reflection, program modifications

to collect student input and enact student feedback regarding their experiences in the program.		and Communication Skills				
Increase the effectiveness and efficiency of remote CalWORKs services by streamlining operations and clarifying communications to students.	Internal Records	Professional Responsibility and Communication Skills	August-September	August-September	August-September	Data reflection, program modifications

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: Develop a survey to assess barriers and student needs regarding academic and personal success.	Survey questions are visited each term October – November among the CW staff and faculty, Coordinator with reach out to Institutional Effectiveness Office to provide updates and create link. Final survey like will be sent to our students and will close end of November. Reminders will be send as well. Incentives to complete the survey is available in the form of a \$25 gas card which will be drawn after the closing of the survey
SLO 2: Determine action steps from the survey results for program improvements or adjustments.	Upon completion of the survey and during Spring, the CW team will meet during staff meetings to come up with action steps to improve our program and services. The action steps may very each assessment cycle.
SAO 1: Revise processes for informational sessions to collect student input and enact student feedback regarding their experiences in the program	In Summer around July, the CW program will look at ways to start collecting students' input through our informational sessions.
SAO 2: Increase the effectiveness and efficiency of remote CalWORKs services by streamlining operations and clarifying communications to students.	August and September will be spent to actually make changes to the ways we communicate with our students such as emails, website, face to face, or remotely. We will compare "before" and "after" to assess the effectiveness of the changes.