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: COUNSELING - GENERAL

Last Comprehensive Program Review: Spring 2020   **Next Comprehensive Program Review:** Spring 2024

Outcome Statement	Assessment Method/Tool	Mapped to ILO(s) Mapped to Program Review Goals	Data Collection 2020-21 (Specify Months)	Data Collection 2021-22 (Specify Months)	Data Collection 2022-23 (Specify Months)	2023-24 (Comprehensive Program Review Year)
Example Statement: Students will create and follow a comprehensive education plan.	Degree audits and internal records	Professional Responsibility	PANDEMIC	January and June	January and June	Data reflection, program modifications

SAO 1: Identify barriers that keep Black and Latinx students from accessing counseling services.	Student surveys and/or focus groups (Umoja, Puente, Pathway Academy) Process review	ILO: Cultural Competency Program Review Goal - Close equity gaps for Black and Latinx students by increasing access to counseling services, in the interest of increasing persistence between fall-spring semesters.	PANDEMIC March - Updated Point of Service Survey - include Demographic data collection	Dec - Evaluate Point of Service Data February/March - Continue data deep dive	Sept/Oct - Develop plan for Spring 2023 Focus Groups Feb/March - Conduct focus groups	Data reflection, program modifications

SAO 2: Create more equity-minded processes and procedures in counseling	Data-driven resources about what this can look like (PD tools) Processes review Pre- and post-intervention comparisons	ILO: Cultural Competency Program Review Goal - Close equity gaps for Black and Latinx students by increasing access to counseling services, in the interest of increasing persistence between fall-spring semesters.	PANDEMIC	November - Seek Resources/PD tools Nov-Jan - Begin Intervention Collection: Webpage baseline, conduct Web Scan (self-assessment) May - Continue Web Scan (self-assessment)	Sept - Attend USC Race & Equity eConvening: "Confirming students of color in counseling & advising" Oct/Nov- Web Scan Data reflection/Findings discussion Feb - Apply Web Scan changes - Post intervention comparison Note to move to next year or plan: Begin Process Review?	Data reflection, program modifications

SAO 3: Increase the availability and effectiveness of online counseling services to students.	Internal counseling records Student surveys *Note: this outcome is about establishing trust, building relationships, and validating experiences and goals*	ILO: Professional Responsibility Program Review Goal: Increase the use of technology in the administration and/or implementation of counseling services and programs.	Complete remote environment in 20-21 created full online array of services. The availability of online counseling appts was increased (can pull compare SARS reports) and the effectiveness of appointment scheduling was improved by implementation of ESARS (pre-and post-process comparison). Point of Service Survey implemented.	Continued distribution of Point of Service Survey into Fall 2021. December - Evaluate 20-21 Point of Services Survey and consider next steps. March - Identify best practices in online counseling services via survey June - Developed Online Services Delivery Model & Resource Guide	Aug - Launch guided service identifier tool; Begin collecting data on full hybrid services offerings Sept - Initiate SARS upgrade for hybrid appointment booking January - Comevo Implementation Feb - Initiate new Point of Service survey specific to Hybrid environment	Data reflection, program modifications

For each outcome statement: How will your department <u>communicate</u> outcomes assessment results to the larger group and <u>incorporate those results</u> into your service area discussions, processes, and practices.	
Outcome 1: Identify barriers that keep Black and Latinx students from accessing counseling services.	Fall and spring retreats will be used to go through data and discuss outcomes for the department. Weekly meetings may also be used. Communication to part-time counselors will happen via meeting minutes and/or PD week meeting(s).
Outcome 2: Create more equity-minded processes and procedures in counseling	Communication: Department-wide updates; Meeting minutes Incorporation: Processes and practices will change, informed by the results. Web pages will be updated based on feedback/findings discussion.
Outcome 3: Increase the availability and effectiveness of online counseling services to students.	Communication: Department-wide updates, meeting minutes; Incorporation: Processes and practices will change, informed by the results.