**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: Veterans Services**

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

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| **Outcome Statement** | **Assessment Method/Tool** | **Mapped to ILO(s) and/or Program Review Goals** | **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  PR Goal #2 | January and June | Data reflection, program modifications |
| SAO 1: Increase the total number of students who access essential services, such as Counseling Services, Book Vouchers and VA certification, in order to advance their educational and life goals. | SARS Records | Could link to ILO 2 Critical Thinking, ILO 3 Cultural Competency, and/or ILO 4 Professional Responsibility  Program Review Goals 1 and 2 | Specify here | Data reflection, program modifications |
| SLO 2: Students will utilize networking and relationship-building opportunities through the Veterans Center to further their educational and life goals. | Informal student survey and reflection activities linked to networking and relationship-building events and opportunities. | Could link to ILO 2 Critical Thinking, ILO 3 Cultural Competency, and/or ILO 4 Professional Responsibility  Program Review Goals 1 and 2 | Specify here | Data reflection, program modifications |

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| **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.** | |
| SAO 1: Increase the total number of students who access essential services, such as Counseling Services, Book Vouchers and VA certification, in order to advance their educational and life goals. |  |
| SLO 2: Students will utilize networking and relationship-building opportunities through the Veterans Center to further their educational and life goals. |  |