

## 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:** Fall 2023

**Next Comprehensive Program Review:** Fall 2027

<b>Outcome Statement</b>	<b>Assessment Method/Tool</b>	<b>Mapped to ILO(s)  Mapped to Program Review Goals</b>	<b>Data Collection 2024-25 (Specify Months)</b>	<b>Data Collection 2025-26 (Specify Months)</b>	<b>Data Collection 2026-27 (Specify Months)</b>	<b>2027-2028 (Comprehensive Program Review Year)</b>
<p><b>Example Statement:</b></p> <p>Students will create and follow a comprehensive education plan.</p>	<p>Degree audits and internal records</p>	<p>Professional Responsibility</p>	<p>PANDEMIC</p>	<p>January and June</p>	<p>January and June</p>	<p>Data reflection, program modifications</p>

<p>SAO 1: Identify barriers that keep Black and Latinx students from accessing counseling services.</p>	<p>Data points: Examine data from Focus Group; conduct a new student survey</p> <p>Process review</p>	<p>ILO: Cultural Competency</p> <p>Program Review Goal #3: Close equity gaps for Black and Latinx students by increasing access to counseling services, in the interest of increasing persistence between fall-spring semesters.</p>	<p>Re-attempt focus group (use new student groups on campus to help recruit)</p> <p>Review outside sources and reports.</p> <p><a href="https://coecc.net/san-diego-imperial/2023/05/black-student-equity/">https://coecc.net/san-diego-imperial/2023/05/black-student-equity/</a></p>	<p>Evaluate current processes</p>	<p>Align data collection needs for this outcome alongside our Point-of-Service survey.</p>	<p>Data reflection, program modifications</p>
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<p>SAO 2: Embed various equity-minded processes and approaches in counseling and evaluate their effectiveness.</p>	<p>USC Equity-Minded Series resources; Using practitioner experience; reflections and student feedback</p> <p>Processes review</p> <p>Pre- and post-intervention comparisons</p>	<p>ILO: Cultural Competency</p> <p>Program Review Goal # 1: Optimize counseling service modalities to meet student needs; Student-centered counseling services delivery model; to increase/improve access.</p> <p>Program Review Goal #3: Close equity gaps for Black and Latinx students by increasing access to counseling services, in the interest of increasing persistence between fall-spring semesters.</p>	<p>Student feedback on website</p> <p>Student feedback on accessing services - scheduling on ESARS, the decision tree, accessing Drop-in; receiving info via social media</p>	<p>Select USC Equity-Minded Series focus for next project: Documents or Processes evaluation.</p>	<p>Conduct new point-of-service survey</p>	<p>Data reflection, program modifications</p>
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<p>SAO 3: Assess the effectiveness of ACP embedded counseling and scale the best practices that emerge from that model/ approach.</p>	<p>SARS Data (ACP Prep and Student Population codes; Participation in ACP Events; Campus engagement</p>	<p>ILO: Professional Responsibility</p> <p>Program Review Goal #2: Create a collaborative student support experience for students within Academic and Career Pathways.</p>	<p>Annually review data on student outcomes;</p> <p>Identify how to measure relationships built with instructional faculty</p> <p>Continue to build framework for embedded counseling</p>	<p>Evaluate current framework for embedded counseling - Student Survey and/or outcomes data</p>		<p>Data reflection, program modifications</p>
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<p><b>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.</b></p>	
<p>Outcome 1: Identify barriers that keep Black and Latinx students from accessing counseling services.</p>	<p>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).</p>

<p>Outcome 2: Embed various equity-minded processes and approaches in counseling and evaluate their effectiveness.</p>	<p>Communication: Department-wide updates; Meeting minutes</p> <p>Incorporation: Processes and practices will change, informed by the results.</p>
<p>Outcome 3: Assess the effectiveness of ACP embedded counseling and scale the best practices that emerge from that model/approach.</p>	<p>Communication:</p> <p>Incorporation: Processes and practices will change, informed by the results.</p>