

Fall 2020 Student Services Outcomes Assessment Plan
SSPRC Meeting
Thursday, September 16, 2020

Shared Student Services Divisional Outcome

Students will have access to a spectrum of services that respond to their needs, provide quality information, and are delivered with authentic care.

Information to be Shared Broadly about the Fall 2020 Student Services Outcomes Assessment Plan

- **What are we assessing?**
 - Shared Divisional Student Services Outcome
- **Why are we assessing the shared divisional learning outcome?**
 - To establish a systematic, meaningful approach to student services outcomes assessment for the purposes of continuous improvement of services to students.
 - To create a process for individual units to gauge and/or acknowledge how each contributes and supports student learning and development.
 - To support the college's Strategic Plan goals of outreach, engagement, retention, and institutional capacity aligned with Guided Pathway efforts.
 - To inform institutional planning and resource allocation.
- **What programs/units will be assessed in Fall 2020?**
 - Focus will be on units who indicated in Spring 2020 AUP pilot that they need help with assessment: 11/23 units. All units may be invited to participate in assessing the shared divisional outcome.
 - Will need a calendar of activities/processes occurring during this time.
- **How will we assess the shared divisional outcome?**
 - We will use a standardized instrument developed in collaboration with the CPIE office. There will be a standardized instrument for each of these three types of divisional services:
 - Process based services (e.g., A&R and Financial Aid)
 - Ed-plan based programs (e.g., Counseling)
 - Participation based programs (e.g., Student Affairs, Student Health Services, Mental Health Services, Career Center Services, Outreach Services, and Athletics).
 - Where do the other 14 Student Services Units fit?
 - Performance metrics common to student services:
 - Performance metrics are measures that the division can use to evaluate progress toward meeting the shared divisional outcome.
 - Process based services, such as A&R, Financial Aid, & ARC: # of students served, # of transcripts processed, # of accommodations letters provided to students, # of testing services provided, satisfaction w/accommodations, etc.
 - Ed-plan based programs, such as Counseling: student satisfaction surveys, # of scheduled sessions, % of student population using services, etc.
 - Participation based programs: attendance, student satisfaction surveys, etc.

- Non Ed-plan based services in Counseling, etc.: # of visits/usage by type or reason for visit; staff to student ratio; wait time for services, etc.
- **Who will conduct the assessments?**
 - Student Services deans, faculty, and classified professionals will be responsible for ensuring that the assessment of the shared divisional outcome takes place.
- **How will assessment results be analyzed?**
 - The SSPRC committee will be responsible for collecting and analyzing the results. Outcomes Assessment for Student Services will fall under the purview of the SSPRC committee, and members will report findings to CPIE and include findings as part of their regular program review and annual unit planning processes.
 - The findings will serve as baseline data for the Fall 2021 annual unit plan.
- **How will the assessment results be communicated?**
 - UCSD Student Affairs model
 - Website
 - Fall 2021 Annual Unit Plan Process
- **What will be the impact of the assessment?**
 - Each unit will be provided with their individual results
 - Each unit will schedule a discussion of results with unit colleagues
 - Each unit will develop collaborative goals/activities to ensure continuous improvement and these goals/activities will be communicated in the FA 2021 annual unit plans.
 - Impact(s) will be communicated in a report/showcase.
 - The results will **not** be used for faculty/staff evaluations.
- **How can assessment be used in Annual Unit Planning, Comprehensive Program Review and Reflection?**
 - Annual unit planning can be used to consider questions such as:
 - Are we staffed appropriately for what we are trying to achieve?
 - Do we have the right people in place? Do we have enough of them?
 - Are there certain issues that are taking a disproportionate amount of our time and resources?
 - Are we working with adequate technology?
 - Are we serving students equitably?
 - Where are our gaps?