

Student Services Learning Outcomes and Assessment

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De Anza Definition of Student Service Learning Outcomes

- Student Service Learning Outcome (SSLO) statements are overarching, clear, and assessable statements that identify and define what a student is able to **know, do, or feel** at the successful completion of a specific program, activity, or process.

SSLO Assessment Cycle – The SSLOAC Basics

- Identify Outcomes

(reverse-engineer if needed)

- Assessment and data collection

- Reflection & Enhancement

New ACCJC Standards: Focus on Student Learning

- SSLO Statement: What will students be able to **know, do, or feel** after an interaction with a Student Services program?
- SSLO Assessment: How do you know they **know, can do, or what they feel**?
- Are the program SSLO aligned with the **College Mission** and **Institutional Core Competencies**?
- Is the SSLO Assessment Cycle information evident in **Program Review** to improve student learning?

Premises

- Programs use Mission Statements to focus and direct the services they offer to students;
- Teaching and learning take place every time a student comes in contact with a program;
- Learning acquired through these contacts is applicable to real world settings and situations;
- This learning is meaningful when the interventions are thoughtful, intentional, and purposeful.

Who is Responsible?

We are!

- We are all educators (directly or indirectly)
- We are all responsible for our accreditation
- It is one of the reasons we work here instead of for a private corporation or in a factory.

SSLO and the Institutional Link

College Mission / ICCs



Program Mission Statement



Learning Outcomes



Assessments: Qualitative/Quantitative



Use feedback to modify

De Anza's Core Competencies

- **Communication and Expression**
- **Information Literacy**
- **Physical/Mental Wellness and Personal Responsibility**
- **Global, Cultural, Social and Environmental Awareness**
- **Critical Thinking**

How to Identify Outcomes

- Write down the services your area provides.
- Dialogue and group the services into common areas.
- Select one of the groupings and draft a statement that describes the main outcome of that service.

Note: if you prefer, “reverse-engineer” your SSLO statement.

How to Write an SSLO Statement

- Continue to dialogue and come to consensus on the concrete things that you expect students to be able to **know, do, or feel** after they interact with your area.
- Use **active verbs** that can be assessed
- Write your SSLO statement

Some Criteria for Writing Good SAO Statements

- Does the SSLO include **active verbs**?
- Is the SSLO **measurable**?
- Is the SSLO **consistent** with the program **mission**?
- Is it a **fundamental result** of your program/service?
- Does it address student **core competencies**?
- Will **students understand** the SSLO?

Assessment:

How Do You Know?

● Evidence:

- Quantitative or Qualitative
- Representative sample
- You need several pieces of evidence to point to a conclusion

● Document & retain your evidence!

Assessment Methods

● Tests

- Locally developed or standardized
- Pre and Post

● Skill Demonstrations

- Presentations

● Surveys

- Locally developed or standardized
- Attitudes and perceptions of students, staff, employers
- Pre and Post

Assessment Methods

● Database-Tracked Academic Behavior

- Grades, graduation rates, service usage, persistence, retention, etc.

● Embedded Assessment

- Staff and student journals, interviews, focus groups

● Cumulative

- Portfolios, Capstone projects

Assessment Tips

- Collect data from a representative sample rather than everyone in the population.
- Collect only a few well chosen pieces of data.
- Have assessment stem from the activities you already do, if possible.
- Team up with others to share assessment work.
- Design activities and outcomes with assessment in mind.



Remember:

Everyone is a learner when it
comes to assessment.

Remember:

- It is valuable feedback when you check to see if you are effectively doing what you say you are doing.
- Use feedback to make adjustments/improvements.
- SSLO help to create consistency within a department or area.
- SSLO help us focus on what students need to learn. That is our overall institutional purpose.

What's Next?

Reflection - As a group!

What does the data tell us about our programs, activities, or processes?

What does the SSLOAC process tell us about the process itself?

What's Next?

Enhancement - As a group!

Based on what we have learned in the SSLOAC, what can we do in our programs, activities, or processes to enhance and improve student learning and achievement?

Based on what we have learned in the SSLOAC, are there any new resources that will be needed to enhance and improve student learning and achievement?

Now What?

Integrate your SSLOAC
results into your Program
Review

HOW?

Fill out and submit your
Annual Program Review
Update form

Learning Outcomes and Assessment for Student Services

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ADDITIONAL DOCUMENTS WILL SOON BE AT:

De Anza College SLO Website:

www.deanza.edu/slo