

# Student Learning Outcomes for Student Services Programs:

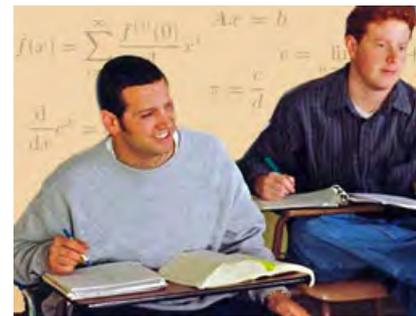
## *Setting the Stage for Continuous Quality Improvement*

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Presentation to Student Services Council

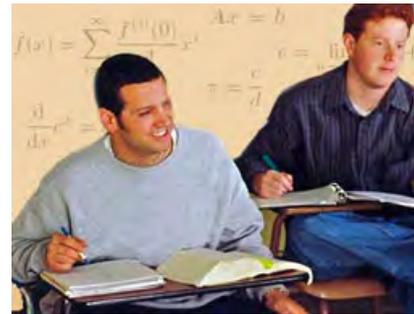
May 16, 2012

Bri Hays, Campus Based Researcher

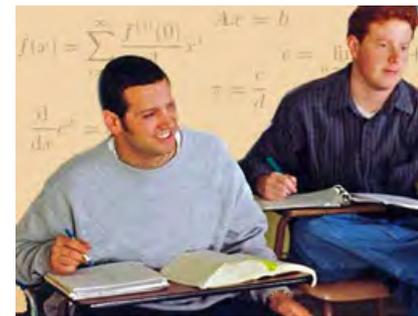
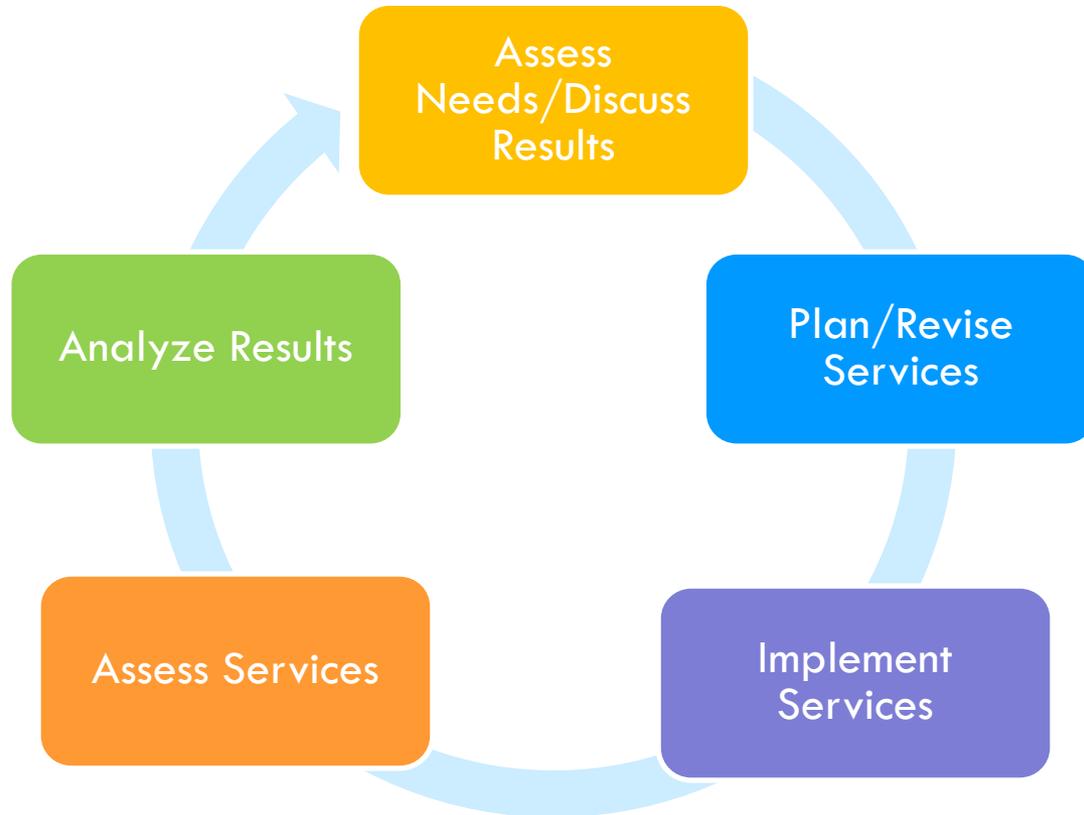


# Session Outcomes

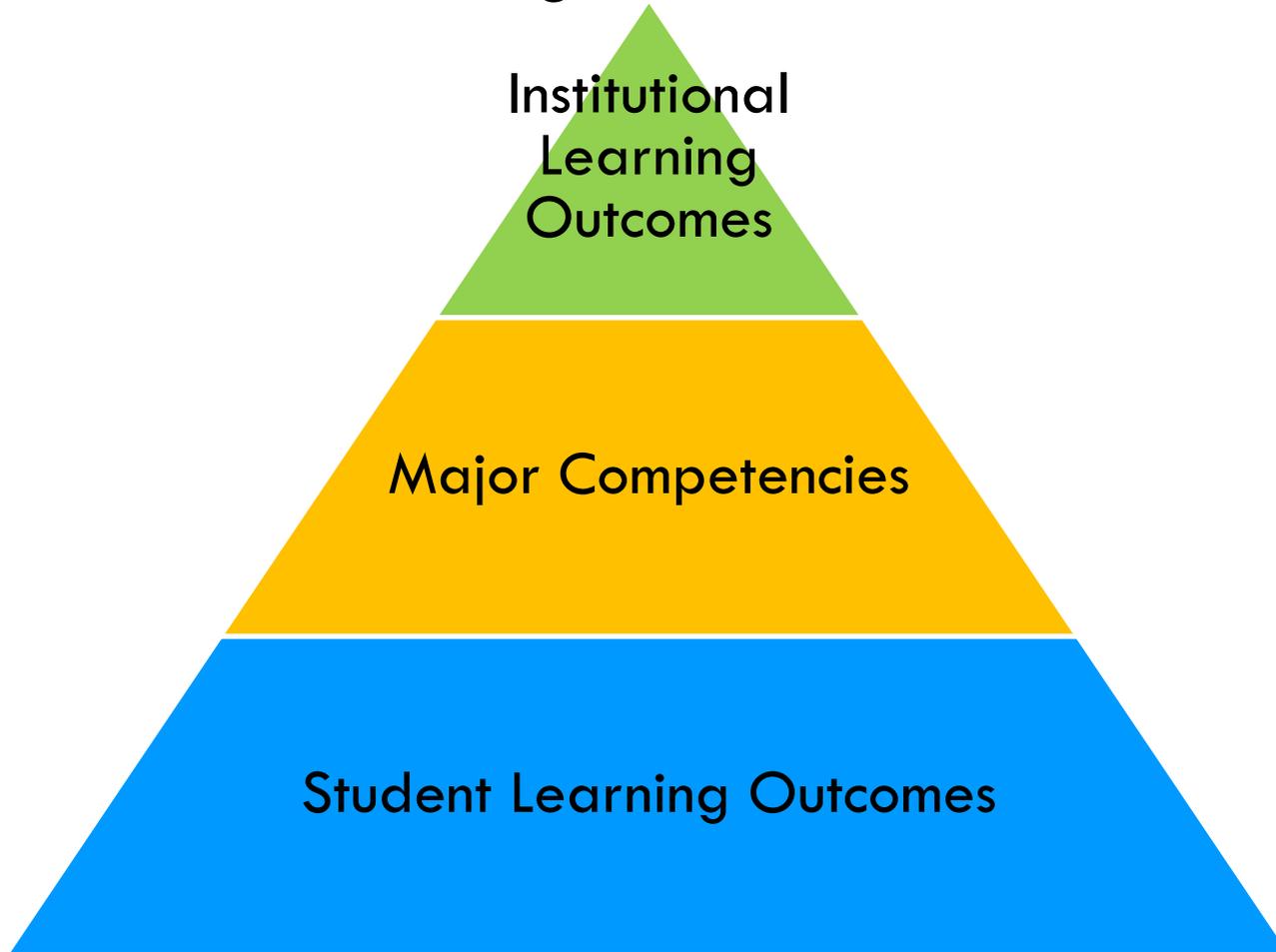
- Compare major competencies and SLOs
- Describe the characteristics of effective SLOs
- Analyze one current SLOs statement (and propose revision if necessary)



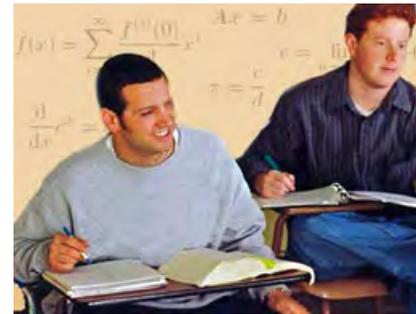
# Continuous Quality Improvement



# Levels of Assessment



General



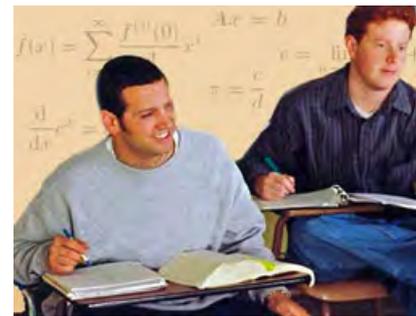
Specific



# Mesa College

## Institutional Learning Outcomes

- **Critical Thinking**
  - Analyze problems, conceptualize theses, develop arguments, weigh evidence, derive conclusions
- **Communication**
  - Articulate the critical thinking outcomes in writing and/or speaking or by other modes of communication
- **Self-Awareness and Interpersonal Skills**
  - Analyze one's own actions, see perspective of other persons, work effectively with others in groups
- **Personal Actions and Civic Responsibility**
  - Understand one's role in society, take responsibility for one's own actions, make ethical decisions in complex situations, participate actively in a diverse democracy
- **Global Awareness**
  - Articulate similarities and contrasts among cultures, times, and environments; demonstrate understanding of cultural pluralism and knowledge of global issues
- **Technological Awareness**
  - Understand the applications and implications of technology in ways appropriate to the situation; information competency skills



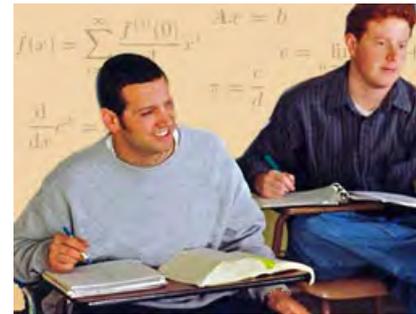
# Major Competencies & Student Learning Outcomes

- *Both represent outcomes that you expect students to achieve as a result of your services*
- Major Competencies
  - Overarching themes, groups or clusters of related skills or knowledge
  - Demonstrated by two or more specific indicators
- Student Learning Outcomes (SLOs)
  - Specific, observable indicators of knowledge, skills, abilities, values, behaviors, or attitudes



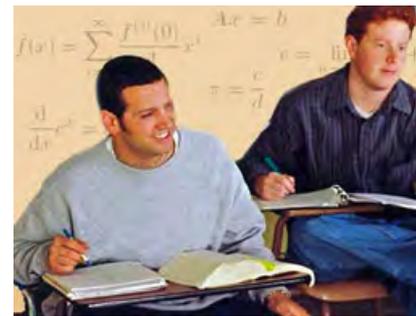
# Major Competencies: Student Services

- Can be at the division level, department level, or cross multiple departments where appropriate
- Not all programs or departments have major competencies—depends on nature of the department or service
- Examples of Major Competencies:
  - Awareness of college policies and procedures (Foothill)
  - Awareness of campus resources (Delta)
  - Sense of social responsibility (Chaffey)
  - Effective use of appropriate technology (Chaffey)



# Student Learning Outcomes

- Action verbs/statements that are:
  - ✓ Specific
  - ✓ Clear
  - ✓ Measurable/Observable
  - ✓ Meaningful (demonstrate learning)
  - ✓ Linked to major competencies and/or institutional learning outcomes
- Examples
  - Students will be able to list at least three instructional support services.
  - Students will be able to identify barriers to their academic success.
  - Students will be able to identify at least one university that offers their major.



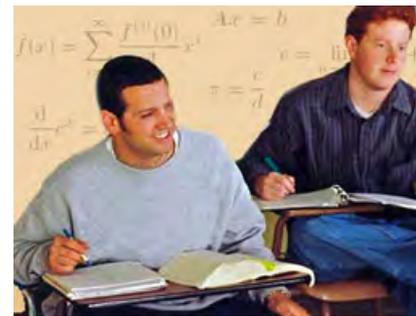
# SLO Activity

1. Review checklist for SLOs and examples from other colleges/universities
2. Compare one current SLO to the checklist and make recommendations (if any)
3. Note relationships between SLOs (if applicable)



# Next Steps

- Complete mission statement worksheet
- Discuss SLOs with program staff
- Revise current SLOs (if necessary)
- Future meeting activities
  - Review assessment plans
  - Develop a plan for Student Services research



# References & Resources

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