

Student Service/Academic Support Outcomes: A New Perspective

SLO Symposium, 2018

Student Service and Academic Support units support students in one of two ways:

- Providing a tangible.
- Increasing the likelihood of a student doing something.

Data/Assessment Methods:

1. Saunders and Wohlgemuth (2009) suggest that service and support areas "[maximize] use of existing data in ways that demonstrate the value of student affairs efforts" (p. 23).
2. Cooper (2009) lists several other approaches to assessment for service and support units:
 - Surveys and questionnaires
 - Interviews
 - Focus groups
 - Observations
 - Document review

Assessable Verbs for SSOs/ASOs

| Providing a tangible | Increasing the likelihood |
|-----------------------------|----------------------------------|
| Awards | Adapts, improves |
| Calibrates | Advances, fosters |
| Checks | Coaches, mentors, trains |
| Contributes | Consults, counsels, recommends |
| Delivers, issues | Encourages, motivates |
| Disseminates, publicizes | Facilitates |
| Documents | Innovates |
| Ensures | Investigates |
| Follows-up | Organizes |
| Investigates | Strengthens |
| Monitors | Supplements, Supports |
| Produces | |