

Student Services Outcomes & Assessment

Purpose

The purpose of completing these assessments is to align the Student Services division with the college mission, ensure we are actively working on our goals, and creating a documented history of how and why things were done. Not only is assessment crucial for accreditation, but it keeps our work from becoming ineffective over time by helping us to address gaps and issues and adjust quickly. Building these checks and balances will also assist us with onboarding new staff members. Fundamentally, this is the work we know is right for the students of LWTech.

Instructions

1. Each department Director will determine whether they will complete a) 1 document encompassing their full department, or b) 1 document for each area within their department. It is encouraged for Directors to complete these assessments for their department alongside their team for well-rounded input
2. In the Fall, Winter, and early Spring quarters, begin collecting data (qualitative, quantitative, and anecdotal are all acceptable)
 - a. Some examples of data to look at would be: surveys, attendance, student stories, tracking data via Legend, SENSE data, persistence reports, state reports, applications, yield rates, etc.
3. In Spring quarter, Directors and their staff begin writing up the department level assessment. Talk through the work and activities you've done over the past few quarters to complete the Department level document in all three areas (Access, Navigate, and Exit). For each outcome, list activities that teach to each outcome. If a specific area does not apply to your department, simply list N/A
4. For each activity listed, the last column should show how you assess if this activity was successful
5. Department level assessments should be completed by the end of Spring and brought with you to the Student Services Leadership annual retreat, which happens at the beginning of summer quarter (early July)
6. Department level assessments and discussion will inform our Student Services annual goals created at Retreat
7. Retreat discussion will include building a priority list for budget & personnel requests for the full division
8. After discussion at the retreat, the Vice President of Student Services will gather all department level assessments plus minutes from retreat to synthesize for the Student Services Division. The VPSS will write up a division level assessment, relate it to college mission, and finalize the division priority list for budget and personnel requests
9. The VPSS will bring a division level report to a late summer Leadership meeting for review and final approval
10. Division report & goals will be shared with full division at one of the first division meetings for Fall quarter
11. In Fall and Winter, the Student Services Leadership team will use the department and division level assessments to write and submit personnel and budget requests.

Student Services

Outcomes & Assessment

Student Services will conduct annual assessments at the department and division level. These assessments will inform our Leadership's team goals, drafted at the beginning of Summer quarter, as well as any department or division requests (budget & personnel). We will also link our work to supporting the LWTech Mission.



Student Services Annual Department Level Assessment Forms

This document should be filled out annually with your teams in advance of the Student Service Leadership summer retreat. Use the most recent data. You are assessing the activity, not the outcome. If one outcome is not applicable to your department, please list N/A.

Department: Choose Department

Director:

Year:

Employees (list all, including turnover):

Broad Outcome: Access

Please map your individual activities based on division outcomes. Please list N/A as needed.

Based on their interactions with student services staff, students will be able to...	In order to meet this outcome, students must take the following steps...	Aligned department level activities that teach to these steps...	How do you know these activities were successful? Consider: <ul style="list-style-type: none"> Post event surveys Attendance Student stories Staff reports Data dashboards Hobson's reports
Apply for Admission	Be aware of LWTech programs & services	1. (example): Information Session (Does this activity serve all students or specialty pops) <input type="checkbox"/> All <input type="checkbox"/> Special Pops	1A. (example): attendance was (X) and post event surveys showed students found it useful (actual data summary or future plan to assess)
	Inquire about a Program of Study		
	Describe why they want to apply for admission		
	Be aware of admission application process & importance		
	Find/locate admission form		
	Complete admission form		
Register for Classes	Navigate the Website and Catalog		
	Identify Required Classes/Prerequisites		
	Identify their placement and describe implications		
	Identify Success Network		
	Find & Follow Timelines/Dates		
Pay for Classes	Find Tuition/Fees Cost		
	Find Estimated Program Cost		
	Locate Funding Resources		

Based on their interactions with student services staff, students will be able to...	In order to meet this outcome, students must take the following steps...	Aligned department level activities that teach to these steps...	How do you know these activities were successful? Consider: <ul style="list-style-type: none"> • Post event surveys • Attendance • Student stories • Staff reports • Data dashboards • Hobson's reports
	Be Aware of Funding Options		
	Apply for Funding		
	Assess their Financial Situation & Needs		
	Be Financially Literate		
	Identify Residency Status		
	Identify Enrollment Status		
Declare Major/Program of Study	Describe their career goals		
	Describe their educational goals		
	Identify degree and certificate options		
	Identify & Follow LWTech Processes		
Have Academic Plan on File	Identify Sequence of Classes, loads, outside impacts, and requirements		
	Identify Admissions Requirements		
	Follow Eligibility Guidelines for Special Programs		
	Identify Success Network		
	Identify Placement and Describe implications		
	Identify Stackable Certificates Along Their Pathway		
Have Success Plan on File	Use Legend Student Success Dashboard		
	Evaluate Support Needs		
	Compare Support Needs with LWTech Services		
	Recognize Where to Access Support Services		
	Identify Eligibility Guidelines for Special Programs		
	Apply for Relevant Support Services		

Broad Outcome: **Navigate**

Please map your individual activities based on division outcomes. Please list N/A as needed.

Based on their interactions with student services staff, students will be able to...	In order to meet this outcome, students must take the following steps...	Aligned department level activities that teach to these steps...	How do you know these activities were successful? Consider: <ul style="list-style-type: none"> Post event surveys Attendance Student stories Staff reports Data dashboards Hobson's reports
Register for Classes	Use Student Toolbox	1. <i>(example): New Student Orientation</i> <i>(Does this activity serve all students or specialty pops)</i> <input type="checkbox"/> All <input type="checkbox"/> Special Pops	1A. <i>(example): student can print their schedule at the end of NSO</i>
	Properly Identify Program of Study		
	Identify Assigned Advisor & Faculty Advisor		
	Use Online Class Schedule		
	Complete an Academic Plan		
	Be Aware of Registration Timelines		
Follow Academic Plan	Be Aware of Registration Processes		
	Be Aware of Troubleshooting		
	Describe Outside Obligations That Impact Schedule		
	Check In With Assigned or Faculty Advisors to Review or Modify Plan		
	Use Degree Audit to Monitor Progress		
Follow Success Plan	Retrieve Academic Plan		
	Re-Evaluate Needs for Support Services		
	Access and Utilize Legend		
	Utilize Student Email Account		
	Apply for All Eligible Certificates Throughout Enrollment		
	Identify & Differentiate Eligibility Requirements		
	Find & Use Updated Eligibility Guidelines		
	Describe Consequences for Not Following Guidelines		

Based on their interactions with student services staff, students will be able to...	In order to meet this outcome, students must take the following steps...	Aligned department level activities that teach to these steps...	How do you know these activities were successful? Consider: <ul style="list-style-type: none"> • Post event surveys • Attendance • Student stories • Staff reports • Data dashboards • Hobson's reports
	Assist Student with Maintaining Eligibility (as needed)		
Engage with College Community	Re-Evaluate Support Needs Based on Current Situation		
	Describe Guidelines/Limitations to Support		
	Find Resources to Address Changing Needs		
	Identify Campus Life Opportunities		
	Engage in Peer Support		
	Locate Student Focused Spaces		
	Access Student Success Network in Legend		
	Celebrate Milestones		
	Describe Needs/Wats		
	Identify Rights & Responsibilities		

Broad Outcome: **Exit**

Please map your individual activities based on division outcomes. Please list N/A as needed.

Based on their interactions with student services staff, students will be able to...	In order to meet this outcome, students must take the following steps...	Aligned department level activities that teach to these steps...	How do you know these activities were successful? Consider: <ul style="list-style-type: none"> Post event surveys Attendance Student stories Staff reports Data dashboards Hobson's reports
Complete LWTech Credential	Participate in Mandatory Advising Process	1. <i>(example): Completes 1st quarter Success Plan</i> <i>(Does this activity serve all students or specialty pops)</i> <input type="checkbox"/> All <input type="checkbox"/> Special Pops	1A. <i>(example): % of Success Plans completed in Legend</i>
	Follow Graduation Processes & Deadlines		
	Pick Catalog Year		
	Use Degree Audit		
	Submit Online Graduation Form		
	Apply for All Eligible Certificates & Degrees		
Celebrate LWTech Credential	Submit Online Commencement Form		
	Participate in Completion Celebration Activities		
Engaged in Employment or Additional Education	Apply Job Search Skills		
	Identify On-Campus & Off Campus Resources		
	Identify Steps for Transfer		
	Identify Funding for Additional Education		
	Complete Steps for Industry Licensing and Certification		
	Use LWTech Online Job Board		

Analysis:

1. Based on the mapping above, what gaps are present for your Department?
2. What interventions would resolve these gaps? Please prioritize this list.
3. What activities is your department engaged in that don't map to division outcomes? Please either propose additional outcomes that match to these activities or justify retaining these activities without an associated outcome.
4. Please list your draft goals for the upcoming year.
5. Please list next year's departmental budget requests based on this assessment process. Please include: college discretionary budget and/or personnel requests, student activities fee, student tech fee.

Choose Year - Division Level - Student Services Outcomes & Assessment - **Access**

<i>Based on interactions with student services staff, students will be able to:</i>	<i>Data to be used in Division level Assessment</i>	<i>Baseline compared to Long Term Goal(s)</i>	<i>Actual Data</i>	<i>VPSS Synthesis of department level assessments to include:</i> <ul style="list-style-type: none"> • <i>Successes</i> • <i>Opportunities</i> • <i>Impact of changes</i> 	<i>Description of planned changes for next year</i>
Apply for Admission	<ul style="list-style-type: none"> • Yield rates • Number of contacts within Radius 			In WFD blah blah, similarly in TRlo blah blah,	
Register for Classes	<ul style="list-style-type: none"> • Enrollment targets • Full Yield 	Baseline: 96% of state allocation Goal: 105% of state allocation	17/18 – 96% 18/19- XX%		
Pay for Classes	<ul style="list-style-type: none"> • Drop for non-payment list 				
Declare Major/Program of Study	<ul style="list-style-type: none"> • Number of undecided students 				
Have Academic Plan on File	<ul style="list-style-type: none"> • Report in Legend • Degree Planner (later) 	Determine if report is available in Legend			
Have a Success Plan on File	<ul style="list-style-type: none"> • Report in Legend 				

Description of Department compared to Division opportunities and successes related to Access:

-

The work of Access relates to Mission Fulfillment:

-

Choose Year - Division Level - Student Services Outcomes & Assessment - **Navigate**

<i>Based on interactions with student services staff, students will be able to...</i>	<i>Data to be used in Division level Assessment</i>	<i>Baseline compared to Long Term Goal(s)</i>	<i>Actual Data</i>	<i>VPSS Synthesis of department level assessments to include:</i> <ul style="list-style-type: none"> <i>Successes</i> <i>Opportunities</i> <i>Impact of changes</i> 	<i>Description of planned changes for next year</i>
Register for Classes	<ul style="list-style-type: none"> Persistence & Retention Reports 				
Follow Academic Plan	<ul style="list-style-type: none"> Currently, we do not have a way to measure this 				
Follow Success Plan	<ul style="list-style-type: none"> Legend reports 				
Engage with College Community	<ul style="list-style-type: none"> Event attendance SENSE data 				

Description of Department compared to Division opportunities and successes related to Navigate:

-

The work of Navigate relates to Mission Fulfillment:

-

Choose Year - Division Level - Student Services Outcomes & Assessment - **Exit**

<i>Based on interactions with student services staff, students will be able to...</i>	<i>Data to be used in Division level Assessment</i>	<i>Baseline compared to Long Term Goal(s)</i>	<i>Actual Data</i>	<i>VPSS Synthesis of department level assessments to include:</i> <ul style="list-style-type: none"> • <i>Successes</i> • <i>Opportunities</i> • <i>Impact of changes</i> 	<i>Description of planned changes for next year</i>
Complete LWTech Credential	<ul style="list-style-type: none"> • Number of graduation applications 				
Celebrate LWTech Credential	<ul style="list-style-type: none"> • Attendance at Commencement 				
Engaged in Employment or Additional Education	<ul style="list-style-type: none"> • 3-year data from state • Transfer data from state 				

Description of Department compared to Division opportunities and successes related to Exit:

-

The work of Exit relates to Mission Fulfillment:

-

Budget Prioritization:

Based on the info above, the following themes have emerged and will inform our division budget request priorities:

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Analysis of success/usefulness of this tool:

Student Services Leadership Goals (drawn from the description of planned changes above)

	Activities	Responsibility	Alignment	How will we know the activity was successful?
Access				
Navigate				
Exit				

SP = Strategic plan. Example SP-G2S4 = Strategic Plan, Goal 2, Strategy 4
VPSS = Vice President of Student Services. Example VPSS-G1 = Vice President of Student Services, Goal 1