

Sample SLO Assessments for Student Support Services

Admissions and Records

1. Number of petitions involving policies, deadlines and regulations
2. Survey of students regarding forms and applications
3. Survey of students regarding web access
4. Student satisfaction survey

Assessment Center

1. Student satisfaction survey
2. Student awareness of service survey
3. Percentage of first-time students taking placement test in first semester

Counseling

1. Student satisfaction survey
2. Student awareness of service survey
3. Needs assessment by population segments of interest
4. Comparison of success outcomes between students who received counseling services and those who did not (may include subgroups such as students on probation)
5. Pre/post assessment of student self-advocacy behavior

DSPS

1. Student satisfaction survey
2. Number/percentage of DSPS students who attain terminal goal

EOPS/CARE

1. Number/percentage of students who attain & complete their educational goal(s) without being on probation
2. Number/percentage of students who evaluate their SEP with counselor
3. Student satisfaction survey

Financial Aid

1. Decrease in college's default loan rate by X%.
2. Percentage of students who applied and received financial aid
3. Percentage of students who were eligible to receive financial aid but did not apply
4. Student satisfaction survey
5. Student awareness of service survey

Health Center

1. Student satisfaction survey
2. Student awareness of service survey
3. Number/percentage of students who used the services including the mental health care service

Safety/Security Office

1. Number/percentage of permits purchased
2. Number of parking citations
3. Survey and/or focus group study on student needs and safety perception
4. Number of complaints/incidents related to parking, smoking, and vandalism

Student Activities Office (Associated Student Governance Group)

1. Student satisfaction with workshop and presentations
2. Attendance at committee meetings
3. Increase/decrease in student membership in clubs, organizations, student government, etc.