Assessment in Student Services

1. Gather Data
2. Interpret Evidence
3. Inform Stakeholders
4. Make decisions based on evidence
5. Implement Methods to deliver Outcomes

Mission/Values
Goals
Vision
Key Questions

• What are we trying to do and why?
• How well are we doing it?
• How do we know?
• How do we use information to improve or celebrate our successes?
• Do the improvements we make contribute to our intended end results?
Purpose

- Assessment of outcomes is NOT research.
- Its purpose is to observe the end result of doing – how well are we accomplishing that which we say we are
- It is intended to inform decision for improvement and resource reallocation
- It helps us tie efforts to institutional strategic initiatives and performance indicators
Importance of Assessment in Student Services

• To demonstrate our contributions to institutional mission and goals
• To demonstrate our contributions to institutional priorities
• To assist in informing the prioritization of our time and other resources
Goals are what we Value

- They are broad general statements of what the outcome should be.
- They are related to the mission and goals of the college.
- They are evaluated by measuring outcomes related to the goals.

For Example...
- To provide quality service.
- To provide responsive services.
- To provide excellent customer service.
- To expand our services.
When we develop goals

• Are they meaningful?

• Are they important?

• Are they related to our mission and goals?

• Can we develop appropriate outcomes so measurement is possible?
When we develop Outcomes

- They should be detailed and specific
- They should use active verbs
- They focus on the end result of our efforts
- They must align with the goal