



Santiago Canyon College



Student Services SLO Homepage

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History of Student Services Assessment

Statement of Assessment Standards

Student Services Student Learning Outcomes (SLOs) and Service Area Outcomes (SAOs)

In the spring of 2006, the Division of Student Services began to establish and implement a comprehensive timeline and framework for the establishment of student learning outcomes (SLOs) within every department and program. These assessment efforts have been utilized in guiding, assessing, and improving all student services departments and programs.

To date all student services programs have defined expected student learning outcomes for their areas; identified appropriate assessment methodologies for their expected student learning outcome; and have completed full cycles of assessing student learning outcomes (refer to [2007-2008](#), [2008-2009](#), [2009-2010](#), [2010-2011](#), [2012-2013](#), [2013-2014 SLO Reports](#), [2013-2014 SAO Reports](#), [2014-2015 SLO/SAO Reports](#) and [2016-2017 SLO/SAO Reports](#)). Note: Formal SLO/SAO assessment did not occur in 2011-2012 or 2015-2016; given that Triennial Program Reviews were submitted that year.

In an effort for continuous quality improvement of our learning outcome framework and in conjunction with the Office of Institutional Research and Effectiveness we produced the document: "[Statement on Standards of Assessment Practice for Student Services Programs](#)" (spring 2012) which affirms that assessment of student services at Santiago Canyon College meets each of the following criteria:

1. identification of at least one student learning outcome for each program
2. use of direct and indirect assessment methods
3. current and specific assessments of record for SLOs on file
4. a regular, explicitly stated cycle of assessment for all programs on file
5. reports of assessment results and action plans on file

The five criteria stated above represent the threshold for assessment practice in student services for the institution. They enable the institution to describe a common core of learning to external stakeholders and agencies. The college invites and encourages faculty and staff to engage in outcomes assessment practices that go beyond the threshold established by the criteria.

In order to expand on the quality work undertaken to date in SLO assessment, Service Area Outcomes (SAOs) were developed beginning in the 2013-2014 academic year. Currently, all student services units develop at a minimum one Service Area Outcome (in addition to one Student Learning Outcome) and have begun the process of developing a multi-year approach in outcome assessment identification that includes mapping of their program/student outcomes with institutional outcomes/goals. A [template](#) was developed to document each area's SLO/SAO.

Implementation of assessment plans and SLO/SAO measurement will continue on an-going basis; this systematic assessment cycle ensures that we (1) implement our identified learning outcomes and Service Area Outcomes and identify methods to gather data, (2) interpret the results or evidence of our assessment and (3) that program goals, activities, and outcomes will be evaluated on an on-going basis to ensure that decisions for program improvement, planning, budgeting, etc. be shaped by the results of our assessment.

For additional information, please contact Syed Rizvi, Vice President of Student Services at rizvi_syed@sccollege.edu or (714) 628-4886.



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