Student Services Mission and Student Learning Outcomes

MISSION: To provide access, guidance and support to all students and members of the community in order to achieve their academic, career, and personal goals.

Student Learning Outcomes: In developing Student Services SLO’s the unit heads organized what the student should know and do from our services. The following is the list of activities grouped by categories.

Category 1: Student Services Activities—Know and Use Resources

- Identify on-campus resources that can support their learning
- Use online career and employment resources
- Know what financial aid
- Who is eligible for aid
- What type of aid is available
- How money is disbursed
- How to apply for scholarship

STUDENT WILL BE ABLE TO:

- Use and knowledge of resources

Category 2: Student Services Activities—Apply, enroll and pay

- Entering college
- Financial aid and scholarship applications
- To know semester deadlines
- To submit a correct and completed application by the published deadline
- Know when to apply for aid
- To be able to register through the UH Portal

STUDENT WILL BE ABLE TO:

- Complete an application form
- Navigate the on-line service

Category 3: Student Services Activities—Decision Making Academic & Career

- To become aware of their interests, values, and skills as related to their career choices
- To create a resume, cover letter, fill out job application form, locate a job and interview tips
STUDENT WILL BE ABLE TO:

• Know options and realize consequence of choices
• Think critically to make sound decisions

Category 4: Student Services Activities-Personal Growth and Responsibility

• Attendance and meeting deadlines
• Responsibilities of receiving aid (min. GPA, earn all credits, max time)
• To achieve personal and professional growth through involvement and participation in campus activities, clubs and organizing activities.
• To develop teamwork, organizations, communication, leadership and life skills to prepare them to become responsible citizens in the community.

STUDENT WILL BE ABLE TO:

• Take personal responsibility for their education
• Value civic responsibility

Wednesday, March 05, 2008 Meeting Results:

The student will be able to:

1) Identify and use Student Services resources.

Assessment method—

a) Review satisfaction surveys, e.g. CCSSE and each unit’s student satisfaction surveys in the use of the services. (In addition, the units will add in a question that will ask the student about the usage of on-line services for SLO #3)

b) Compare, by semesters, the number of student using each resource.

2) Complete an application form.

Assessment method—

a) Compare, longitudinally the number of applications received along with the number of applications processed and awarded.

3) Navigate on-line student services sites.

Assessment method—
a) For OAR, examine the number of students passing the on-line orientation assessment activity.
b) Each unit has a generic email that students are able to communicate with, examine the number of students who communicate through email and the type of their inquiries they have.

4) Select a major or career path.

Assessment method—

a) Analyze the number of students who declared their majors to non-declared students.
b) Review the number of students who identified their Ed Goals through Banner

5) Demonstrate personal responsibility for their education.

Assessment method—

a) Contrast the number of students maintaining a 2.0 GPA with the number of students on Warning, UAP and Academic Probation (FA).