

Date: Mon, 20 Sep 2004 08:30:52 -0700

Subject: Mendocino College--Student Services Outcome Survey

Mendocino College's research director, Craig Hayward, and the Dean of Student Services, Oscar DeHaro, present a short posting on the use of a student survey instrument to aid in the identifying of relevant learning outcomes in student services. You can access a powerpoint presentation at a URL cited at the bottom of this posting. If you have additional survey instruments that you wish to highlight here send me an email at rgabrine@ccsf.edu

Bob Gabriner, Learning Assessment Listserv Moderator

Student services staff collaborated with institutional research to create an instrument that could be used to assess student learning outcomes that are relevant to student services. Accreditation standards recently adopted by WASC require that student services be able to demonstrate the type of student learning that is occurring as a result of student interaction with student services. The Student Services Learning Outcomes Survey (SSLOS) was developed at Mendocino College to answer this need for learning outcomes assessment.

The presentation details the collaborative process of identifying relevant learning outcomes and developing the instrument. As of fall 2004, the instrument has been piloted on 233 students and useful information has already been gathered and shared. Additionally, further refinements to the instrument came about as a result of the process of administration, analysis and dialogue surrounding the results. Another administration and analysis of a larger sample of students will occur in the regular fall 2004 semester.

Learning was assessed in three general areas: Regulatory knowledge (e.g., transferability of classes); Procedural knowledge (e.g., how to use the web to access schedules); and Spatial knowledge (e.g., where to go to access services). Students who had attended more semesters at Mendocino College were more likely to answer regulatory, procedural and spatial questions correctly. The SSLOS additionally assessed student satisfaction with components of Student Services and it assessed Affective Academic Self-Efficacy.

A PowerPoint describing the SSLOS assessment process and results is available at:

<http://207.62.188.27/researchweb/Student%20Learning%20Outcomes/Forms/AllItems1.aspx>

For further questions contact Craig Hayward, Director of Institutional Research, Mendocino College at: chayward@mendocino.cc.ca.us

Robert S. Gabriner, Dean
Office of Research, Planning and Grants
City College of San Francisco
50 Phelan Avenue
San Francisco, CA 94112
(o) 415-239-3014
(f) 415-239-3010