

# JSU Academic and Student Support Services Guide for Developing and Reporting Outcomes

## SACSCOC Requirement 8.2c – Academic and Student Services

*The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results for academic and student services that support student success.*

- Units within this group provide direct support to faculty and students as related to their educational programs, indirect support for student learning, or a specific co-curricular mission that supports the college experience
- If the unit has programming or instruction for students, outcomes may be similar to those used in educational programs
- When the outcome is not related to learning, it may be more of a satisfaction-type outcome such as quality of service
- Outcomes should be clearly defined and measurable
- Plans should consist of at least 2 outcomes

## Documenting Outcomes

### Plan Development

- Outcome
  - Specific and measurable goal of student learning and/or quality of service provided.
  - What do students “learn” from your office
    - Types of behaviors?
    - Using resources?
  - In what specific areas should students be satisfied with service?
    - Issue resolved after first contact?
    - Satisfactory communication?
- Method of Measurement
  - Measure of Success or Goal
  - What is considered as unit “success” or “satisfaction”?
    - X% of students will rate our xxxxx service as xxxxxx
    - X% of students will score a xxxxx on xxxxxx
  - Description of the assessment measures used to collect information
    - What instrument will you use to collect data?
    - Satisfaction survey or other way of measuring satisfaction?
    - Programming outcome exam or assessment?
    - Check with OIRE about survey opportunities.

### Yearly Reporting (Results and Use of Results)

#### Results

- Provide the outcome from your survey or other target in the corresponding year “Results and Use of Results” section. (Keep data on file)

#### Use of Results (assess/evaluate)

- If the outcome was not met, address what changes should be made for improvement to occur.
- If the outcome was met, discuss how work will continue to maintain the target expectation.

***The Office of Institutional Research and Effectiveness is available to provide group consulting in the development and reporting of your outcomes. Please contact Mandy Abernathy at [abernathy@jsu.edu](mailto:abernathy@jsu.edu) to schedule a time.***