SACS COC

Student Outcomes – 8.2
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Topics

Expectations for Standards

8.2.a Student outcomes: educational programs

8.2.b Student outcomes: general education

8.2.c Student outcomes: academic and student services

Pointers for writing narratives and compiling evidence in support of compliance for these three standards.

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Standard 8.2
Student Outcomes

8.2. The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results in the areas below….

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Identify Expected Outcomes

- Student Learning (8.2.a, 8.2.b, maybe 8.2.c)
  - Describe what is intended that students will be able to think, know, or do as a result of their educational experiences
- Operational: Performance (8.2.c)
  - Describe the level of performance of an operational aspect of a program or office
    - Customer satisfaction
    - Quality of work
    - Timeliness of a product or process
- Operational: Task (8.2.c)
  - Describes tasks or processes that support an operational aspect of a program or office

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Standard 8.2a
Student Outcomes: Educational Programs

8.2. The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results in the areas below:

a. <u>Student learning outcomes</u> for each of its educational programs

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Examples of Assessment Methods:
Direct Evidence of Student Learning

- Capstone experiences such as research projects, presentations, exhibitions, performances
- Other written work or performances (embedded assignments using rubrics)
- Scores on final exams or selected exam questions in key courses (not the course grade)
- Portfolios of student work
- Scores and pass rates on licensure/certification exams or other standardized tests that assess key learning outcomes
- Ratings of students by field-experience supervisor
- Student reflections on values, attitudes, and beliefs (essays not self-report surveys)

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Sampling of Programs - Standard 8.2a
Student Outcomes: Educational Programs

- Representation mindful of institution's mission
- Valid cross-section of programs that includes
  - All schools/divisions
  - All levels
  - Mixture of accredited and non-accredited programs
  - Mixture of online and face-to-face programs
  - Off-campus instructional sites/branch campuses
- Rationale/compelling case as to appropriateness of sample

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Standard 8.2b
Student Outcomes: General Education

8.2. The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results in the areas below:

b. <u>Student learning outcomes</u> for collegiate-level general education competencies of its undergraduate degree programs.

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Standard 8.2b
Student Outcomes: General Education

- Sampling does not apply due to limited number of competencies
- Ok for subset of competencies to be assessed in any given year
- Collegiate-level general education competencies → assessment within developmental courses not appropriate
- Though data may be collected at the course level, analysis should include the aggregation and reporting of results at outcome/competency level.

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Standard 8.2c
Student Outcomes: Academic and Student Services

8.2. 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 in the areas below:

c. Academic and student services that support student success.

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Standard 8.2c
Student Outcomes: Academic and Student Services

- Sampling typically not used

- Student learning outcomes *not required*, but *may be appropriate* for some areas (e.g., library, writing centers, wellness program)

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Identify Expected Outcomes

- Student Learning (8.2.a, 8.2.b, maybe 8.2.c)
  - Describe what is intended that students will be able to think, know, or do as a result of their educational experiences
- Operational: Performance (8.2.c)
  - Describe the level of performance of an operational aspect of a program or office
    - Customer satisfaction
    - Quality of work
    - Timeliness of a product or process
- Operational: Task (8.2.c)
  - Describes tasks or processes that support an operational aspect of a program or office

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**Examples Of Assessment Measures**
Standard 8.2c
Student Outcomes: Academic and Student Services

• Usage of programs, services, and facilities
• User satisfaction
• Needs assessment of users
• Complying with professional standards
• Benchmarking with other institutions
• Cost effectiveness
• Strategic plan accomplishments
• Student learning outcomes
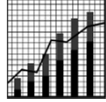
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8.2: Key Compliance Components
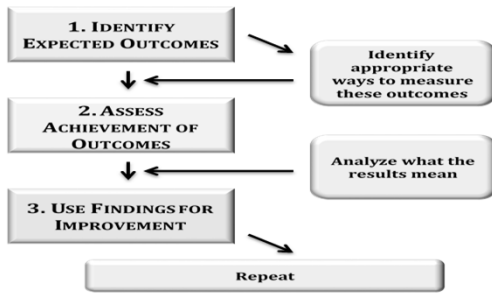
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Common Problems
Standard 8.2 Student Outcomes

Mismatch between outcome, assessment method, and results (e.g. outcome stated in percentage, but results reported as averages; outcome is about student learning but results reported as actions taken but no indication of student learning)

Over-reliance on indirect assessment of student learning (8.2.a, 8.2.b) and on tasks for academic and student services (8.2.c)

Improvements are vague plans or overuse of "continue to monitor because no improvement is needed." 15

Pointers on Writing Narratives and Compiling Evidence
Standard 8.2 Student Outcomes

Make your case and make it easy for the evaluator

Provide some compelling examples in narrative

If evidence includes lengthy pdf report
- Number pages
- Create bookmarks for easy navigation between programs, years, etc.
- Use header/footer to distinguish years and/or programs

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Your Questions?

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