Assessment Plans and Outcomes
Student Affairs
San Francisco State University

Spring 2010

The Division of Student Affairs at San Francisco State University launched its inaugural assessment program in April 2009. Prior to that date, units within Student Affairs had focused primarily on individual program improvement efforts. In preparation for the WASC Capacity and Preparatory Review scheduled for March 2011, Student Affairs shifted the focus and began a deliberate effort to bring student learning outcomes to the forefront. The move from a student satisfaction/program improvement model to a student learning outcome-based model resulted in this document which describes the assessment plans that were developed and implemented within Student Affairs units during the 2009-10 academic year.

To begin this effort, Student Affairs directors received a two-day training program conducted by Lori Varlotta, Vice President for Student Affairs, California State University Sacramento. The training program helped Student Affairs directors understand the basics of assessment:

- Aligning the department mission with the missions of the Student Affairs Division and the University. In some cases, the departments needed to craft new mission statements.
- Identifying the two to three overarching planning goals to broadly frame their work during the upcoming years.
- Articulating at least three significant student learning outcome and/or program outcomes to achieve for students who participate in their programs or utilize their services.

Directors were asked to develop instruments and collect data to measure the student learning that occurred. As might be expected in an inaugural effort at identifying measurable outcomes, some instruments and assessment approaches proved to be more valuable than others. The second cycle of developing and measuring outcomes will be greatly improved based on the experience gained in 2009-10. The foundation for evidence-based decision making and outcome-based assessment will be used to create more robust assessment plans for the next cycle in 2010-11.

The following report details the assessment plans created by each unit in Student Affairs. For specific questions about the outcomes associated with a certain program area, please contact the Director identified as the contact person for that particular department. Assessment plans for the following Student Affairs departments are included:

- Athletics
- Campus Recreation
- Career Center
- Disability Programs and Resource Center
- Educational Opportunity Program (EOP)
- Financial Aid
- LEAD (Leadership, Engagement, Action, Development)
- Registrar’s Office
- Student Health Services
- Student Outreach Services
- Testing Center
- Undergraduate Admissions
- University Housing
Mission Statement

The Testing Center serves University students, faculty and staff by coordinating and administering educationally required tests, to include accurate and timely scoring, recording, reporting, test registration and payment process and test results used for admission (undergraduate and graduate); diagnostic and course placement tests; and tests for credit, certification and graduation requirements.

Rationale

The Testing Center helps students to learn by assisting in their testing experience of on-line registration to take tests in a timely manner and to pay for tests appropriately. By carrying out these functions effectively, the Center helps the University in its mission to attract, retain and graduate a diverse student body.

Planning Goals

Goal 1: To provide students with accurate information regarding required tests and efficient way to register for tests.

Goal 2: To provide all students, including international students, with timely methods to register for placement tests.

Goal 3: To allow students to register and pay online for local test administrations conveniently and securely.

Student Learning Outcomes and Program Objectives

Student Learning Outcome (SLO) #1

SF State applicants will learn how to register for the EPT/ELM test administration at the closest CSU test site to where the student applicant lives. The number of Fall 2010 applicants from out-of-area who incorrectly register for the test(s) at SF State, but can test to a closer site than SF State will decrease by 10% compared to the Fall 2009 admissions cycle, as demonstrated by the number of phone calls requesting to change a student’s test registration to a different CSU Testing Center in the one or two weeks prior to the test administration.

Rationale:

Currently some parents and students are purchasing airline tickets and hotel accommodations to test at SF State when the student applicant could test at a closer CSU and not spend money by testing at a distant location.

Measures:

The number of phone calls requesting to change a student’s test registration to a different CSU Testing Center in the one or two weeks prior to the test administration will decrease by 10%.

Results:

The results of this Student Learning Outcome is being extended because we did not have a Spring 2010 admissions cycle and therefore the data we have collected is not reflective of the rationale, measures and
goal of a 10% reduction of test takers who incorrectly register at SFSU for the placement exams. The number of Fall 2010 test takers is higher due to the fact of no Spring 2010 admissions to SFSU. We will continue to monitor and implement this outcome again for Fall 2011.

Conclusions:
We anticipate having a Spring 2011 admissions cycle and will attempt to implement this outcome in Spring 2011 for students applying for Fall 2011.

Student Learning Outcome #2

SF State international students will learn to register for the EPT/ELM by the test registration deadline. We will create a separate EPT/ELM registration link only available to international students. When this objective is achieved, the number of international students who register online, rather than walking into the SFSU Testing Center during fall international student orientation to register for the EPT/ELM will increase by 10%.

Rationale:
Currently international students walk into the SFSU Testing Center to register for the EPT/ELM after the registration deadline. We have to order testing materials two weeks before the test date.

Measures:
The on-line test registration count of international students will increase by approximately 10% by the test registration deadline.

Results:
We have implemented the on-line registration for international students but will not know the final results until after the August 2010 EPT/ELM test administration when the international students arrive at SFSU.

Conclusions:
We monitor the August registration numbers to see if there is a substantial increase in the number of international students who register. We monitor the registration system throughout the semester and the Office of International Programs appears to have been a delay in sending the test registration link to the international student population. We hope to have the Office of International Programs send this information to students in Spring 2011 at an earlier date.

Program Objective #1

The accepting of cash payments for Saturday testing programs for students who forgot to pay prior to the test date will be eliminated by January 1, 2010 by having a laptop available on Saturdays so students can use a credit card to pay for a specific test.

Rationale:
Providing a secure method for collecting money for Saturday testing programs and not accepting cash payments will help assure that funds are recorded properly and efficiently.

Measures:
After April 1, 2010 there will be no cash payments to deposit into the Testing Center’s account at the Bursar’s Office on the Monday following the test administration.

Results:
The Testing Center no longer accepts cash/check payments for the majority of our Saturday tests or whenever the Bursar’s Office is closed. The Testing Center has made computers available whereby students can pay on-line for the specific day of test they are registered for, but have not yet paid the fee.
**Conclusions:**
The exception to this requirement is for test candidates who are not registered at SFSU and do not have a student ID number. We are working to create a system whereby non-students will be able to create an ID number. In addition, we have begun to send email admission tickets for our local exams and this has increased the payment of test fees prior to the test administration day. Overall, we have very few students who need to use a computer on Saturday to make test fee payments.