AOC Summary of Student Support Services Assessment Review

On November 23, 2009, the Assessment Oversight Committee (AOC) conducted an assessment review of Student Support Services (SSS). Mr. Bernie Bernhardt presented the report. He explained the mission and student learning outcomes for SSS. He noted that SSS are federally funded over a five-year cycle, and that the new proposal for the next five year cycle is due in December. He also noted that the results of surveys they administer to students and their tutors are consistently strong. On a Likert scale of 1-5, where 1 is highest, the total averages from student surveys in fall 2008 and spring 2009 are around 1.5. The total averages from tutor surveys are around 1.3.

The AOC commended Mr. Bernhardt on the work SSS is doing and their efforts to assess and make changes based on assessment. The assessment report was good. The committee asked for electronic copies of Bernhardt’s report, and he quickly complied.