

## **STUDENT LEARNING OUTCOMES EDUCATIONAL SUPPORT PROGRAMS**

**Educational Support Programs (ESP)** is an administrative unit consisting of four university programs (Disability Support Services, Educational Opportunity Program, Student Support Services, and the Student Learning Center) whose main goal is to assist in the retention of all undergraduate students, with a special emphasis on providing support for students from non-traditional populations.

The learning objectives and outcomes for each program within ESP are as follows:

### **Disability Support Services**

#### **1. Learning Objectives:**

DSS serves students with disabilities by creating an accessible environment and by responding to individual needs. The prime avenue for creating an accessible environment is through the provision of accommodations such as note takers and scribes; reader services; exam accommodations (extended time, etc.); sign language interpreters, mobility assistance; assistive technology, etc. The intent of these services and accommodations is to facilitate classroom and content learning for the students receiving them. It is also expected that students receiving services through DSS will be active participants in their own academic experience. Accordingly it is a learning objective that students participate in the process of determining and implementing reasonable accommodations. If the accommodation needs to be modified, it is the student who should inform the faculty and DSS staff.

#### **2. Outcome Indicators:**

- Actual usage of services by students
- Annual satisfaction survey
- Interaction and feedback from students, faculty, and staff
- Academic success of students ie.) satisfactory course completion and degree attainment

### **Educational Opportunity Program/Student Support Services**

#### **1. Learning Objectives:**

The goal of EOP/SSS is to retain and graduate low-income, first-generation college students by offering support services designed to assist them in overcoming the many obstacles that a new educational and social environment may present. The objectives are primarily explicit and focus on both individual and group needs.

- Provide an understanding of the university environment (ie.) policies and procedures, etc. and how the student fits within this framework.
- Assist individual students to take responsibility for their own educational success.
- Encourage the acceptance of seeking and receiving help. Students must seek out the resources that are available to assist them.
- Encourage students to form connections with students who are from similar backgrounds in order to provide personal support and reinforce the concept that they are not alone.

## **2. Outcome Indicators:**

- Student/adviser contacts
- Academic progress reports (and feedback from faculty and staff)
- Involvement in tutoring, supplemental instruction
- Involvement in student clubs and organizations
- Reduction in number of students on academic probation
- Increase in persistence and graduation rates

## **Student Learning Center**

### **1. Learning Objectives:**

The Student Learning Center offers study skill development, tutorial programs, learning assistance workshops and supplemental instruction workshops with the explicit objective of helping students gain academic subject competence and the implicit objective of helping students to be self-directed, independent, life-long learners.

### **2. Outcome Indicators:**

- Actual student usage of tutorial and workshop attendance
- Tutor/Tutee assessment of subject competence and involvement in the learning process.
- Grade Outcomes
- End-of-Semester student satisfaction surveys