Q. What are SLOs?
A. SLOs are “Student Learning Outcomes,” what students are able to do after completing a course, program, or degree at our colleges.

Q. What does this have to do with Student Services?
A. The college’s goal is to improve students’ success not only in their courses, but in their entire experience here. Educated students do more than pass classes. They are able to navigate the campus, take advantage of our services and resources, and understand educational and career options.

Q. Aren’t we doing this already simply by providing services?
A. That’s what SLOs are all about. The process of identifying what we want students to be able to do helps us become more aware of the significance of our work and how we can improve. After we spell out the skills and experiences we want students to have, we can develop a rubric for assessing to what extent they have attained them.

Q. Who determines SLOs?
A. Our Academic Senates at Evergreen Valley College and San Jose City College defined the General Education SLOs, skills expected of our graduates. On the course level, faculty define discipline-specific SLOs during the routine process of updating course outlines. In Student Services, faculty members determine SLOs for Student Services.

Q. How can we determine whether students get what we want them to get?
A. Working together, begin by listing the minimum that defines a successful student’s behavior after using your service. For example, will s/he know where to get a financial aid check, when it is available, what s/he needs to do to maintain that aid, where to go for questions, etc.? As a starting point, you might want to refer to the material already developed at http://doweb/research/FTKWeb/student_services.htm.

Q. Why have SLOs recently been emphasized so much?
A. SLOs matter on the most practical level because Accreditation mandates that every California community college develop SLOs and ways to assess their attainment. On a more philosophical level, SLOs matter because they help us define what we are about. Every person on this campus is employed in contributing to our students’ education.

Q. What and how is this going to happen?
A. Each supervisor will determine how to create and/or revise SLOs in an area. This might include a conversation about the kind of experience you want students to have
when they interact with your department and a way to measure whether their experience matches the goal you’ve set.

Q. What happens to Student Services SLOs after they are determined?
A. Each department can decide whether to survey all students they serve or sample some of the students they serve during a semester. Results may be shared by department leaders with student services staff members.

Q. Where can I get help?
A. The Teaching and Learning Center is here for you!