

8.2.c Student outcomes: academic and student services

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 for academic and student services that support student success.

Compliance Judgment: In Compliance

Rationale

Educational and student support services are distributed across the organizational structure [of the University of South Carolina Aiken and fall under the supervisory responsibility of the Executive Vice Chancellor for Academic Affairs, the Vice Chancellor for Business and Finance, the Vice Chancellor for Information Technology, the Vice Chancellor for Enrollment Services and the Vice Chancellor for Student Life and Services. Regardless of the administrative unit, the support services have as their primary purpose support for student learning and student welfare, regardless of instructional delivery mode or the location of the student.

Each unit participates in ongoing assessment activities and articulates in an annual Program Review its goals and objectives, multiple measures of outcomes, analysis of findings, and how findings are used to make improvements. Strategic changes or suggestions for improvements based upon collected data that require additional allocation of resources are carefully examined. A web-based platform called Task Stream provides the means through which administrators and appropriate committees can receive a report on categories of requests (e.g., facilities requests, personnel requests, or technology requests). Senior administrators then prioritize budgetary requests and assign funding based upon the availability of financial resources.

The assessment measures most frequently used by academic and student support units are results of internal and external audits, counts of clients served, timeliness of service delivered, and results of customer service surveys. Across the

institution, the National Survey of Student Engagement (NSSE) data have been used to evaluate and improve upon the quality of services provided. USC Aiken has consistently received high ratings from seniors on the quality of academic support and social support as measured by NSSE. Compared to a national average of 70% approval, 74% of USC Aiken seniors indicate they were pleased with the support provided by the institution to help students succeed academically. Further, 70% of seniors indicate “quite a bit” or “very much” to the question of how much the institution provided support for the student to thrive socially. This value exceeded the National average of 62% on this NSSE measure.

As shown in Table 8.2.c, each academic and student support service unit has an assessment plan that specifies outcomes, unit level strategies to achieve outcomes, and assessment measures. Assessment data are collected and analyzed and actions are proposed to effect improvements.

Table 8.2.c – Academic and Student Support Assessment Reports

Career Service ^[1]	Children Center ^[2]	Counseling & Disability Services ^[3]
Distance Learning ^[4]	Etherredge Center ^[5]	Financial Aid ^[6]
Help Desk ^[7]	Honors Program ^[8]	Housing ^[9]
Instructional Services ^[10]	International Services ^[11]	Leadership Programs ^[12]
Library ^[13]	Orientation ^[14]	Recreation & Wellness ^[15]
Registrar ^[16]	Research Excellence ^[17]	Ruth Patrick Science Education ^[18]
Sponsored Research ^[19]	Student Affairs ^[20]	Student Health ^[21]
Student Organizations ^[22]	Successful Transition & Readiness ^[23]	Veterans & Military Student Success ^[24]

Supporting Documentation

1. [Career Service Assessment Report](#)
 2. [Children Center Assessment Report](#)
 3. [Counseling & Disability Services Assessment Report](#)
 4. [Distance Learning Assessment Report](#)
 5. [Etherredge Center Assessment Report](#)
 6. [Financial Aid Assessment Report](#)
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7. [Help Desk Assessment Report](#)
8. [Honors Program Assessment Report](#)
9. [Housing Assessment Report](#)
10. [Instructional Services Assessment Report](#)
11. [International Services Assessment Report](#)
12. [Leadership Programs Assessment Report](#)
13. [Library Assessment Report](#)
14. [Orientation Assessment Report](#)
15. [Recreation & Wellness Assessment Report](#)
16. [Registrar Assessment Report](#)
17. [Research Excellence Assessment Report](#)
18. [Ruth Patrick Science Education Assessment Report](#)
19. [Sponsored Research Assessment Report](#)
20. [Student Affairs Assessment Report](#)
21. [Student Health Assessment Report](#)
22. [Student Organizations Assessment Report](#)
23. [Successful Transition & Readiness Assessment Report](#)
24. [Veterans & Military Student Success Assessment Report](#)