

SAOs as a Research Process

1 | Question

Determine a question your student service area is interested in answering.

Example Questions:

- *Are there gender gaps in degree attainment?*
- *Does student academic performance improve after attending a (student success, financial aid, transfer) workshop?*
- *How does student self-scheduling of a counseling appointment affect no-show rates?*

2 | Methods and Design

- What SAO data is necessary to answer the research question?
- Do my current SAOs and 3-year-plan give me these data?
- *If not, you may consider updating your SAOs or revising your 3-year assessment plan.*

3 | Data Collection

- Communicate the 3-year assessment plan to department personnel.
- Assess planned SAOs.
- Record numerical data and store in Excel, eLumen, or other electronic service.

4 | Data Analysis

- Organize relevant data into tables and/or graphs (run eLumen reports if applicable)
- Send data to department personnel before group discussion.

5 | Discussion

- Meet annually to discuss SAO results
- Summarize SAO data and your interpretation in Program Review
- Determine the *Question* for next year, and return to Step 1