

Student Services Scorecard

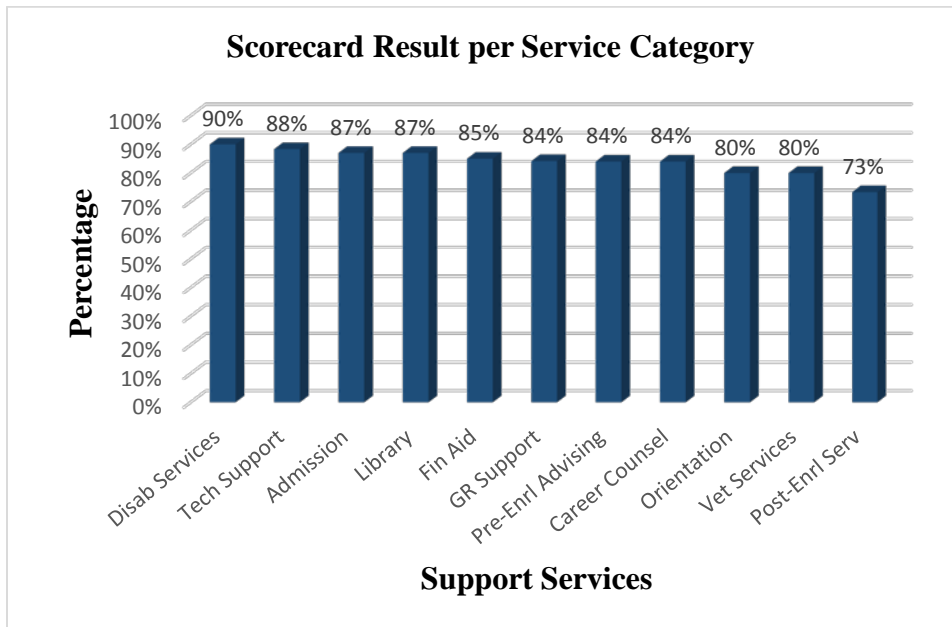
Description

The scorecard instrument included 11 categories of services: admission, financial aid, pre-enrollment advising, veteran services, career counseling, post-enrollment services, orientation, library, disability, technology support, and graduate support services. Each category included several criteria with three possible choices: exemplary service (2 points), the service is available (1 point), and limited or no service (0 pts). The scorecard had 5 criteria for admission support services for 100 maximum attainable points; 2 criteria for financial aid support services for 40 possible points, 5 criteria for pre-enrollment advising for 100 points, 2 criteria for veteran support services for 40 points, 5 criteria for career counseling for 100 points, 4 criteria for orientation for 80 points, 9 criteria for post-enrollment support services for 180 points, 5 criteria for library support for 100 points, 4 criteria for disability services for 80 points, 3 criteria for technical support services for 60 points, and 7 criteria for graduate support services for 140 points.

Results

The State University System achieved an 80% or better on most of the student service categories. Overall, the universities are providing equivalent services to their distance learning students. The category with the highest score was access to disability services at 90%, while the area with the lowest score was post-enrollment services at 73% of the maximum attainable score (see Figure below).

State University System (SUS) Overall Scorecard Results as a Percentage of the Maximum Attainable Score



Recommendation

To re-administer the Student Services Scorecard in two years to track improvement in providing student support services for online students. For institutions to effectively improve support service requires time for planning and implementation. Two years will provide time needed for the state universities to develop and begin to implement needed strategies for support of online students.