

## **F. Student Support Services**

**The DCP provides support and services that help students maximize their potential for success in the program.**

### **2. Effectiveness**

A broad-based commitment to student services supports the program's educational goals and promote the comprehensive development of students as doctors of chiropractic/chiropractic physicians. Student services support all learning activities in the context of the DCP's mission and chosen educational delivery system. **The DCP provides student support services in ways that meet the needs of each of its student populations and evaluates the effectiveness of these support services through processes designed to promote continuous improvement. Measures and thresholds for student support services are set and tracked by the DCP.**

### **DCP Narrative (excerpt):**

With the assistance of the university's Office of Institutional Planning and Effectiveness (OIPE), the Office of Student and Academic Support (OSAS) annually conducts two university-wide surveys. The first is the Student Satisfaction Survey, which is administered to all students each February. Additionally, prior to the conclusion of each trimester, OSAS distributes a Graduate Exit Survey to all pending graduates. These two instruments are combined to evaluate the effectiveness of student support services on campus from the students' perspective.

DCP students' specific responses to these surveys are disaggregated and distributed to the Dean of the Doctor of Chiropractic Program, who reviews the outcomes with program leadership, including faculty chairs, to determine DCP-specific action steps.

Low-performing items are presented to the Institutional Effectiveness (IE) Committee for analysis during the next bi-annual [Outcomes Review meeting \(ATCH F2a\)](#) (held on the second Tuesdays in March and September). Personnel from the departments with any such items are invited to attend this meeting in order to provide insight into any factors that may have influenced the survey results. Based on this collaborative analysis, the IE Committee may, at its discretion, [make recommendations for additional analysis or action steps \(ATCH F2b\)](#). These recommendations are sent to the department head in writing and require a written update within 90 days.

In addition, the DCP Annual Institutional Effectiveness Report documents the department's progress toward the achievement of its objectives linked to the strategic plan. Each year, DCP leadership collaborate with university and program personnel to complete this report, which requires the DCP to reflect on departmental/program outcomes, analyze related data, discuss any impact factors, and identify necessary action steps as well as additional resources that may be needed to achieve annual objectives. This results in the DCP IE Report, which is published each July.

### **Documentation:**

[ATCH F2a: Minutes, March 2021 Outcomes Review Meeting](#)

[ATCH F2b: OIPE Recommendation to OSAS, March 2021](#)

**Consider:**

1. For which component(s) has the DCP provided adequate evidence? (select all that apply)
  - a. None
  - b. The DCP ... evaluates the effectiveness of student support services through processes designed to promote continuous improvement
  - c. Measures and thresholds for student support services are set [by the DCP]
  - d. [Measures and thresholds for student support services] are tracked by the DCP
2. What additional evidence could the DCP have included to provide evidence of this component/these components?

To complete the Polling questions during the Workshop:

Web: respond at [pollev.com/cceusa106](http://pollev.com/cceusa106)

or

Text: CCEUSA106 to 22333