Online Student Services Scorecard

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Developing the Scorecard

Florida Colleges

Florida Universities
Design Logic

- Balance
- 11 major categories
- 49 different quality indicators
- 0-2 point scale
• Admissions (5)
• Financial Aid (2)
• Preenrollment Advising (5)
• Veteran Services (2)
• Career Counseling (5)
• Orientation (4)
• Postenrollment Services (9)
• Library (5)
• Students with Disability Services (4)
• Technology Support (3)
• Graduate Student Support (7)

Focus Areas
The Scorecard as a Tool

Florida Atlantic University Implementation

1. Begin introspection on student services
2. Initiate internal conversation
3. Identify areas of improvement
4. Spark creative solutions
5. Implement action plan
6. Result - evidence of due diligence
Texas State University Implementation

The Scorecard as a Tool

1. Adopt Scorecard
2. Receive Approval for Scorecard Implementation
3. Adjust Scorecard to Fit Texas State’s Needs
4. Conduct Administrative Review of Services
5. Departments Conduct Self Analysis of Their Services
6. Results – Conduct 3 Gap Analyses