

Program SAO Summary Evaluation Form

Division: Student Services
Semester Assessed: Fall 2019
Lead Evaluator: Joanne Hinojosa

Program: EOPS/CARE
Next Assessment: Fall 2020
Participants:

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Service Area Outcome Statement	Students who visit the department and meet with a counselor in the office will be satisfied that they received help; that they received high quality service; and had a professional/supportive interaction with the counselor and staff.
Strategic Initiatives aligned with the SAO.	<input checked="" type="checkbox"/> Access <input checked="" type="checkbox"/> Student Success <input type="checkbox"/> Facilities <input checked="" type="checkbox"/> Communication, Culture, & Climate <input type="checkbox"/> Leadership & Professional Development <input checked="" type="checkbox"/> Effective Evaluation and Accountability
SAO Assessment Tool	Program Review Process: Student Satisfaction Survey <i>The survey asked students to rate their experience, using a Likert Scale, with regards to EOPS/CARE services. Survey also asked students to respond YES or NO to questions regarding their experience with EOPS/CARE faculty and staff. If any answer is NO, students were asked to explain why. Additionally, there were open-ended questions regarding 1) skills students feel they improved or developed while in EOPS, 2) two reasons the students feel a student education plan is important, 3) other services the students would like to see provided by the program, and 4) any other comments or suggestions the student would like to provide.</i>
Criteria – What is “good enough”? Rubric	EOPS/CARE Program faculty and staff decided that receiving 95% of responses with positive feedback is “good enough.”
What are the results of the assessment? Are the results satisfactory?	Number of transactions: Seventy-nine responses were anonymously submitted and received, and 71 of the 79 responses were submitted as complete. The other eight responses were incomplete or illegible, and could not be considered. Results: <ul style="list-style-type: none"> • 83% or 59 respondents rated their overall experience with EOPS/CARE as excellent • 14% or 10 respondents rated their overall experience with EOPS/CARE as good

	<ul style="list-style-type: none"> • 3% or 2 respondents rated their overall experience with EOPS/CARE as average • 0% or 0 respondents rated their overall experience with EOPS/CARE as needs improvement or poor <p>The total percentage of responses with positive feedback is 97%, therefore, the results are satisfactory.</p>
<p>Were trends evident in the outcomes? Are there gaps?</p>	<p>For the most part, students expressed positive remarks and commended individual faculty and staff for their service and support. In terms of gaps, few students (n=9) indicated they would like to see the program offer childcare assistance as well as meal vouchers to all EOPS students, and not only for CARE students.</p>
<p>What content, structure, strategies might improve outcomes?</p>	<p>EOPS/CARE obtained meal vouchers from SSSP that counselors were able to issue to EOPS students experiencing food insecurity. Additionally, faculty and staff increased referrals to the on-campus pantry called the Valley 360 Resource Center which provides food, clothing, hygiene and baby items to SBVC students.</p>
<p>Will you change evaluation/assessment method or criteria?</p>	<p>No, there are no plans to change the evaluation/assessment method or criteria at this time.</p>
<p>Evidence of Dialogue (Attach representative samples of evidence)</p>	<p><i>Check any that apply</i></p> <p><input type="checkbox"/> E-mail Discussion with <input type="checkbox"/> FT Faculty <input type="checkbox"/> Adjunct Faculty <input type="checkbox"/> Staff</p> <p>Date(s):</p> <p><input checked="" type="checkbox"/> Department Meeting. Date(s): October 11 and November 8, 2019</p> <p><input type="checkbox"/> Division Meetings. Date(s):</p> <p><input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs)</p> <p>SLO Dialogue focused on:</p>
<p>Will you rewrite the SAOs?</p>	<p>No. In addition to this SAO, however, EOPS will develop a new SAO to evaluate the new student orientation process, which all new students are required to complete during their first semester of participation.</p>

Response to program outcome evaluation and assessment?
How were/are results used for program improvement?

- Professional Development Intra-departmental changes
- Curriculum action Requests for resources and/or services
- Program Planning /Student Success

EOPS/CARE faculty and staff will continue to develop and/or refine the delivery of services utilizing student feedback. Additionally, faculty and staff will participate in local or state meetings, conferences and trainings, to gain ideas from other colleges and their best practices.