Program SAO Summary Evaluation Form

Division/Program: Assessment Semester Evaluated: Spring 2014 Next Evaluation: Fall 2014		Lead Evaluator: Marco Cota Participants: Arleen Delgado & Carol Brown
Service Area Outcome Statement		**1.** Students who visit and/or participate in assessment will be satisfied that they received high quality service; had professional/supportive interaction with the staff, and understood the assessment process. (SI- 1.1,2.1, 2.2, 6.1)
Strategic Initiatives aligned with the SAO.		☒ Access ☒ Student Success ☐Facilities ☒ Communication, Culture, & Climate ☐Leadership & Professional Development ☒Effective Evaluation and Accountability
SAO Assessment Tool		Student satisfaction survey
Criteria – What is "good enough"? Rubric		90% good; indicate that they received quality services and understood assessment process.
What are the results of the assessment? Are the results satisfactory?		79 surveys- 23 male; 40 female; 16 did not indicate gender: 91% rated the overall service good; 99% rated the staff courteous and professional. 81% understood the process (18% did not answer the question).
Were trends evident in the outcomes? Are there gaps?		Overall students are satisfied with the service they received. Student's comments were positive.
What content, structure, strategies might improve outcomes?		To sustain good outcomes we will continue to follow the College's mission statement to provide access and support to students that will foster academic success. We will also continue to develop and build on our strengths and keep a welcoming, courteous and professional environment.
Will you change evaluation and/or assessment method and or criteria?		No current change is planned
Evidence of Dialogue (Attach representative samples of evidence)		*Check any that apply* ☐E-mail Discussion with ☐FT Faculty ☐Adjunct Faculty ☐Staff Date(s): Ⅹ Department Meeting. Date(s): March, April, May ☐Division Meetings. Date(s): ☐Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs)
Will you rewrite the SAOs		NO

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 Participate in staff development/conferences that enable us to continue to provide excellent service to students and to support their academic success.