Program SAO Summary Evaluation Form

Division/Program: Veterans Resource Center/ Student Services Semester Evaluated: Spring 2015/Sum 2015 (will post data at the end of summer 2015) Next Evaluation: Spring 2016	**Lead Evaluator: Jason Alvarez** **Participants: Gilbert Galvez, Alfredo Fierros, Alfredo Folgar, Christina Salazar, Rebecca Cisneros, Reginald Campbell**

Service Area Outcome Statement	Student will become more proficient with online CCC Apply registration process.
Strategic Initiatives aligned with the SAO.	☒ Access ☒ Student Success ☐Facilities ☐Communication, Culture, & Climate ☐Leadership & Professional Development ☐Effective Evaluation and Accountability
SAO Assessment Tool	Assessment surveys, personal interviews and direct student contact.
Criteria – What is "good enough"? Rubric	Rubric criteria are based on 80% criteria satisfaction rating.
What are the results of the assessment? Are the results satisfactory?	
Were trends evident in the outcomes? Are there gaps?	
What content, structure, strategies might improve outcomes?	To sustain our outstanding rating faculty and staff must constantly train on the CCC Apply registration process.
Will you change evaluation and/or assessment method and or criteria?	No.
Evidence of Dialogue (Attach representative samples of evidence)	*Check any that apply* ☐E-mail Discussion with ☐FT Faculty ☐Adjunct Faculty ☐Staff Date(s): ☐Department Meeting. Date(s): ☐Division Meetings. Date(s): ☐Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs) SLO Dialogue focused on: Ensuring that are satisfaction surveys, personal interviews and direct student contact are meeting/exceeding the needs of our students.
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 The results will be used to tailor our training and customer service satisfaction surveys.