Source: https://www.valleycollege.edu/about-sbvc/campus-committees/outcomes/sao/index.php

Service Area Outcomes

Outcomes Handbook ›

Service Area Outcomes (SAOs)

What can students do as a result of visiting your area?

SAOs are unique for each program, and that's the point! What makes your program unique? What special service can you offer to students? SAOs help provide evidence that your work is effective. They show where improvement is needed. They connect your work with the mission of our college.

Where can I find my SAOs?

There is a master list of SAOs below. Please remember that changes in SAOs need to be updated through the Accreditation and Outcomes Committee's processes. This is to ensure that SAOs follow the rubric approved by the Student Services Cabinet and the Accreditation and Outcomes Committee. Any area that goes through the Program Review process should have SAOs.

Where can I find Operational Verbs for Writing an Outcome?

SAOs begin with a verb that describes actions that can be observed, confirmed, and assessed. These verbs are crucial in defining learning outcomes and assessment criteria, ensuring that learning objectives are clear and measurable. In essence, operational verbs help to define what students are expected do or achieve.

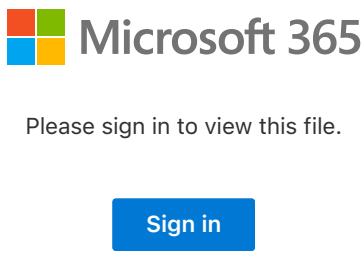
Here is a **Taxonomy for SBVC Operational Verbs for Outcomes** for writing SAOs.

Master SAO List

Below is a master list of area SAOs. Use the SAOs listed here for your area and website publications. This list will be updated whenever your area's SAOs are updated.

To use the sheet below, scroll down to the name of your program. It's designed as an Excel table. You can use the arrow next to "Area" to alphabetize the list or customize the way it's sorted to find your course. There should be multiple SAOs for most programs.

Note: You may need to sign into your Office 365 account to fully view this link. Your username and password is the same as what you use for Canvas and WebAdvisor. Click here if you want to download an Excel file with all of the current SAOs.



SAO Summary Evaluation form:

- PDF
- Word Document

Please submit completed forms to your manager and the Outcomes Faculty Lead, Angela Vogel, so they can be updated on our webpage.

San Bernardino Community College District does not discriminate on the basis of age, color, creed, religion, disability, marital status, veteran status, national origin, race, sex, sexual orientation, gender identity or gender expression.
Complaint Procedure

Copyright © 2026 San Bernardino Valley College
701 South Mount Vernon Avenue, San Bernardino, CA 92410

