

Program SAO Summary Evaluation Form

Division/Program: Financial Aid Semester Evaluated: Spring 2017 Next Evaluation: Spring 2018	Lead Evaluator: Ernesto Nery Participants: Fermin Ramirez, Samuel Trejo, Maria Trujillo
Service Area Outcome Statement	Students will increase their knowledge and submit their FAFSA application by the March 2 nd deadline.
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	Student surveys
Criteria – What is “good enough”? Rubric	Previous Program SAO indicated that the department strives to increase positive remarks to 90% by the next evaluation period. Although 85% provided positive remarks, there is more room for improvement within all aspects of the department.
What are the results of the assessment? Are the results satisfactory?	The department made available surveys at the front counter for the Spring 2017 term. We received 74, of which the results were as follows: 83% indicated the application process was Excellent, 83% agreed that the office hours are Excellent, 85% indicated that overall experience in the financial aid office was Excellent
Were trends evident in the outcomes? Are there gaps?	The trends are that students are familiar with the application process and are aware of where to receive assistance through the process of applying for financial aid.
What content, structure, strategies might improve outcomes?	To improve our services, the financial aid will determine additional ways to reduce student wait time at the counter and reduce the time it takes to process financial aid paperwork to ensure students receive their financial aid payments in a timely manner.
Will you change evaluation and/or assessment method and or criteria?	No change is planned at this time. Surveys will be distributed to students so that we can continue to assess and enhance the program through the feedback provided.
Evidence of Dialogue (Attach representative samples of evidence)	<i>Check any that apply</i> <input checked="" type="checkbox"/> E-mail Discussion with <input type="checkbox"/> FT Faculty <input type="checkbox"/> Adjunct Faculty <input checked="" type="checkbox"/> Staff Date(s): ongoing <input checked="" type="checkbox"/> Department Meeting. Date(s): <input type="checkbox"/> Division Meetings. Date(s): ongoing <input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs) SLO Dialogue focused on: Feedback and the SAO Evaluation and the results of the surveys.
Will you rewrite the SAOs	NO
Response to program outcome evaluation and assessment? How were/are results used for program improvement.	<input type="checkbox"/> Professional Development <input type="checkbox"/> Intra-departmental changes <input type="checkbox"/> Curriculum action <input type="checkbox"/> Requests for resources and/or services <input checked="" type="checkbox"/> Program Planning /Student Success Continue to provide workshops to students. Work collaboratively with other departments to continue providing services to students to assist them in reaching their educational goals.