Program SAO Summary Evaluation Form

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| Division**/**Program: Admissions & RecordsSemester Evaluated: Spring 2015 Next Evaluation: Spring 2016 | **Lead Evaluator**: April Dale-Carter  **Participants**: Veada Benjamin, Andrea Booker-Guantes, Melissa Carmell, Raquel Villa, Sylvia Romo, Julie Ulloa |
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| Service Area Outcome Statement | Students will become more self-sufficient with learning how to use the Admissions and Records online systems such as: Webadvisor, online transcripts and the SBVC email account. |
| Strategic Initiatives aligned with the SAO. | Access  Student Success Facilities Communication, Culture, & Climate  Leadership & Professional Development Effective Evaluation and Accountability |
| SAO Assessment Tool | Admissions and Records Student Survey |
| Criteria – What is “good enough”?  Rubric | Rubric criteria are based on 85% criteria satisfaction rating. |
| What are the results of the assessment? Are the results satisfactory? | The overall ratings in the online add/drop process was 98% of students understand how to add/drop utilizing webadvisor. 47% of students said yes they know and understand how to order transcripts online. 90% of students surveyed have logged in to their SBVC student email account |
| Were trends evident in the outcomes?  Are there gaps? | The noted trends show a significant increase in the number of students that utilize webadvisor compared to the number of students that are familiar with the online transcript. There is also a significant change in the number of students logging in and checking their SBVC email account.  Yes, there are gaps. Students are more familiar since webadvisor is used more often for various processes including financial aid and educational plans. Transcript requests on the other hand normally occur during transfer or graduation. |
| What content, structure, strategies might improve outcomes? | Increase the rating in the areas of online transcripts and utilize the online fastpass appointment during peak times. |
| 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 & SAOs)  SAO Dialogue focused on: Ensuring that are online process surveys and direct student contacts 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 improve our student online programs. |