

Program SAO Summary Evaluation Form

Division/Program: Financial Aid Semester Evaluated: Spring 2015 Next Evaluation: Spring 2016	Lead Evaluator: Amber L. Gallagher 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	The department believes that receiving 85% of surveys with positive remarks is good enough for the department. We strive to increase positive remarks to 90% by the next evaluation period.
What are the results of the assessment? Are the results satisfactory?	The department handed out 631 surveys and we received 628, of which the results were as follows: 40.85% were male, 59.11% were female and .04% did not indicate their gender. 86.71% of students indicated they were aware of the March 2 nd priority deadline.
Were trends evident in the outcomes? Are there gaps?	This is the first set of data collected on the awareness of the March 2 nd deadline. However, the analysis of the survey’s received indicates that an acceptable amount of students are aware of the priority deadline.
What content, structure, strategies might improve outcomes?	In order to continue with improving services to students with the best services possible, the Financial Aid Office will continue looking at trends and creative ways to provide more communication about the services available to students. The department will strive to provide the utmost customer service to students.
Will you change evaluation and/or assessment method and or criteria?	No change is planned at this time. This is the second semester students submitted surveys. We will continue to asses 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): April 17, 2015 <input type="checkbox"/> Department Meeting. Date(s): <input type="checkbox"/> Division Meetings. Date(s): <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.