

Program SAO Summary Evaluation Form

Division/Program: Student Services/Outreach & Recruitment Semester Evaluated: Spring 2014 Next Evaluation: Fall 2014	Lead Evaluator: Marco Cota Participants: Clyde Williams. Anita Moore
Service Area Outcome Statement	Enhance the overall awareness and knowledge of prospective students regarding academic and support services available at SBVC.
Strategic Initiatives aligned with the SAO.	<input checked="" type="checkbox"/> Access <input checked="" type="checkbox"/> Student Success <input type="checkbox"/> Facilities <input type="checkbox"/> Communication, Culture, & Climate <input type="checkbox"/> Leadership & Professional Development <input checked="" type="checkbox"/> Effective Evaluation and Accountability
SAO Assessment Tool	Student Survey
Criteria – What is “good enough”? Rubric	90% good; indicate that they received quality and pertinent information pertaining to their goals, and understood the academic and support services available.
What are the results of the assessment? Are the results satisfactory?	227 surveys- 77 male; 150 female; 94% rated the overall service good; 95% rated the staff courteous, professional, and knowledgeable. 93% understood the educational opportunities available and the enrolment process.
Were trends evident in the outcomes? Are there gaps?	Overall students are satisfied with the information and services they received. Student’s comments were positive
What content, structure, strategies might improve outcomes?	Continue to inform and educate prospective students regarding SBVC’s academic and support services available as well as the enrollment process. We will also continue to develop and build on our strengths, and provide concise and current information in a professional manner.
Will you change evaluation and/or assessment method and or criteria?	Not at this time
Evidence of Dialogue (Attach representative samples of evidence)	<i>Check any that apply</i> <input type="checkbox"/> E-mail Discussion with <input type="checkbox"/> FT Faculty <input type="checkbox"/> Adjunct Faculty <input type="checkbox"/> Staff Date(s): <input checked="" type="checkbox"/> Department Meeting. Date(s): February, March, April <input type="checkbox"/> Division Meetings. Date(s): <input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs)
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 staff development and team building that enables us to provide excellent service to prospective students.