

## Program SAO Summary Evaluation Form

Division/Program: Veterans Resource Center/ Student Services Semester Evaluated: Spring 2014 Next Evaluation: Fall 2014	<b>Lead Evaluator: Eupeterson Lewis and Kathryn Marmolejo</b> <b>Participants: Darell, Gilbert, Claudia, Jeremy, Alfredo Fierros, Alfredo Folgar, Christina, and Jose.</b>
Service Area Outcome Statement	Student will become more proficient with online CCC Apply registration process.
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 type="checkbox"/> Effective Evaluation and Accountability
SAO Assessment Tool	Assessment surveys, personal interviews and direct student contact.
Criteria – What is “good enough”? Rubric	Rubric criteria are based on 80% criteria satisfaction rating.
What are the results of the assessment? Are the results satisfactory?	The overall rating in the online CCC Apply registration process was 100% satisfaction. These results exceeded the basic criteria satisfaction rating.
Were trends evident in the outcomes? Are there gaps?	The noted trends were significant reduction in the wait time for the usage of facility computers. There was also a noted reduction in the time required to complete the application process. These reductions allowed faculty and staff the opportunity to provide better customer service.  No noted gaps in this process.
What content, structure, strategies might improve outcomes?	To sustain our outstanding rating faculty and staff must constantly train on the CCC Apply registration process.
Will you change evaluation and/or assessment method and or criteria?	No.
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 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: Ensuring that are satisfaction surveys, personal interviews and direct student contact 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.	<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  The results will be used to tailor our training and customer service satisfaction surveys.

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Service Area Outcome Statement	Students will become more proficient with online VONAPP registration processes.
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 type="checkbox"/> Effective Evaluation and Accountability
SAO Assessment Tool	Assessment surveys, personal interviews and direct student contact.
Criteria – What is “good enough”? Rubric	Rubric criteria are based on 80% criteria satisfaction rating.
What are the results of the assessment? Are the results satisfactory?	97% of students taking the survey found that the VONAPP process for registering was smooth and seamless transitional process. They noted that the quick access and the availability to a computer in the resource center was the key in making their experience a good one. In addition, a knowledgeable and patient staff to navigate them through the difficult areas was also an added asset. 2% of the students express no opinion and 1%, expressed dissatisfaction with the process. The 97% overall rating provide us with a satisfactory result. Is evident in the outcome.
Were trends evident in the outcomes? Are there gaps?	The noted trend is that more students are relying on the on the VONAPP online registration process in order to apply for benefits.  The noted gaps are that due to heavy usage of the website it can make connectivity slow or non-existing.
What content, structure, strategies might improve outcomes?	Our plan to address our deficiencies is to continually train and educate staff in the changes in the VA educational system. In addition, to insure all computers have access and the necessary software to improve the enrollment process.
Will you change evaluation and/or assessment method and or criteria?	No plan changes to evaluation process.
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Service Area Outcome Statement	Student will become more self-sufficient with applying for and accessing their EBenefits account, and how to use EBenefits online access portal.
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 type="checkbox"/> Effective Evaluation and Accountability
SAO Assessment Tool	Assessment surveys, personal interviews and direct student contact.
Criteria – What is “good enough”? Rubric	Rubric criteria are based on 80% criteria satisfaction rating.
What are the results of the assessment? Are the results satisfactory?	The overall rating for the online EBenefits registration process was 100% satisfaction. These results exceeded the basic criteria satisfaction rating.
Were trends evident in the outcomes? Are there gaps?	This process made it easier for staff and faculty to access military/veteran education benefits. This service area had a direct impact on CCC Apply registration process, FAFSA and VONNAP application process. In addition, it saved on faculty and staff man hours and significantly reduced the process time.  No noted gaps in this process.
What content, structure, strategies might improve outcomes?	To sustain our outstanding rating faculty and staff must stay current on the processes and procedural changes in the EBenefits portal.
Will you change evaluation and/or assessment method and or criteria?	No.
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 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: Ensuring that are satisfaction surveys, personal interviews and direct student contact are meeting/exceeding the needs of our students.

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Response to program outcome evaluation and assessment? How were/are results used for program improvement.	<p><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</p> <p>The results will be used to tailor our training and customer service satisfaction surveys. In addition, we will use this service area outcome process to measure the accessibility and functionality of our entire enrollment process.</p>