

From: [Lee, Dirkson C.](#)
To: [Huston, Celia J.](#)
Subject: Re: Question
Date: Thursday, April 30, 2020 10:20:39 PM

Hi Celia,

Thank you for your email. I hope that you and your family are safe and well. Concerning your inquiry, the Writing Center assesses SAOs every semester. We have regularly maintained a high level of student satisfaction based on the data collected from the surveys. However, in terms of responding to student needs and improving our services, in our surveys, we have a qualitative component in which students can provide feedback in the form of comments. In the past, one request that was brought up a number of times was the need for more drop-in spots. As a center, we worked it out so that drop-in spots were more strategically placed throughout the tutors' schedules, thus accommodating for more students who did not have appointments. We have had fewer requests for drop-in spots as a result of this response.

This is just one instance of how the Writing Center has used SAO data and other measures to improve services.

I hope this helps.

Sincerely,
Dirkson

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San Bernardino Valley College maintains a culture of continuous improvement and a commitment to provide high-quality education, innovative instruction, and services to a diverse community of learners. Its mission is to prepare students for transfer to four-year universities, to enter the workforce by earning applied degrees and certificates, to foster economic growth and global competitiveness through workforce development, and to improve the quality of life in the Inland Empire and beyond.

From: Huston, Celia J. <chuston@sbccd.cc.ca.us>
Sent: Thursday, April 30, 2020 5:54 PM
To: Lee, Dirkson C. <dlee@sbccd.cc.ca.us>
Subject: Question

Hi Dirkson,

I know you've been faithfully been collecting SAOs/SLOs for years, thank you. Can you think of an example where you've used the results as a basis for improvement?

Thanks Much, Celia

Celia J. Huston, M.L.S, Ph.D.
Academic Senate President
Faculty Lead, Accreditation
Professor, Library and Learning Resources