

**San Bernardino Valley College**  
**Service Area Outcomes (SAO) Assessment Plan**

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|---|--|---|----------|
| <b>Mission:</b> San Bernardino Valley College provides quality education and services that support a diverse community of learners. |  | <b>Lead Evaluator:</b> April Dale-Carter<br><b>Participants:</b> Veada Benjamin, Julie Ulloa, Raquel Villa, Linda Molina, Cecilia Galindo<br>Melissa Carmel, Steven Silva |          |
| <b>Semester Evaluated: Spring 2014</b>  | <b>Program:</b> Admissions and Records   | <b>Date</b>   | 05/01/14 |
| <b>Service Area Outcome #1</b>  | Students will become more self-sufficient with learning how to use the Admissions and Records online systems such as: CCCapply, webadvisor, online transcripts and FastPass appointments |   |          |
| <b>Strategic Initiatives aligned with SAO</b>   | Access Student Success Facilities Communication, culture, & Climate Leadership & Professional Development Effective Evaluation and Accountability  |   |          |
| <b>SAO Assessment Tool</b>  | A&R Student Survey   |   |          |
| <b>Criteria – What is “good enough?”<br/>Rubric</b>   | To be completed summer 2014  |   |          |
| <b>What are the results of the assessment? Are the results satisfactory?</b>  | To be completed summer 2014  |   |          |
| <b>Were trends evident in the outcomes? Are there gaps?</b>   | To be completed summer 2014  |   |          |
| <b>What content, structure, strategies might improve outcomes?</b>  | To be completed summer 2014  |   |          |
| <b>Will you change evaluation and/or assessment method and or criteria?</b>   | To be completed summer 2014  |   |          |
| <b>Will you rewrite the SAOs</b>  | To be completed summer 2014  |   |          |
| <b>Response to program outcome evaluation and assessment? How were/are results used for program improvement</b>                     | To be completed summer 2014  |   |          |