

# Program SAO Summary Evaluation Form

Division/Program: EOPS/CARE Semester Evaluated: Spring 2014 Next Evaluation: Fall 2014		<b>Lead Evaluator: Maria Del Carmen Rodriguez</b>  <b>Participants: Rosemary Chavez, Tamala Clark, Treesa Oliver, Rosita Moncada, JoAlice Hunter, Maribel Cisneros</b>
Service Area Outcome Statement	1. Students who visit the department and meet with a counselor in the office will be satisfied that they received help; that they received high quality service; and had a professional/supportive interaction with the counselor and staff. <i>Strategic Initiative 1: Access; 2: Campus Culture &amp; Climate; 4: Partnerships</i>	
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 95% of surveys with positive remarks is good enough for department. It would be great to receive 100% of positive remarks; however, there will be room for improvement and enhancement of services provided to students.	
What are the results of the assessment? Are the results satisfactory?	The department handed out 100 surveys and we received 97 surveys of which the results were as follows:  54 females and 30 males and 13 did not indicate their gender  98% indicated that our services are excellent and 2% indicated services were good  EOPS/CARE staff 97 indicated that staff is courteous; prompt in responding to their questions and overall experience is positive.	
Were trends evident in the outcomes? Are there gaps?	Students provided positive comments regarding services and staff. They did provide additional feedback in services they would like to see in the future such as: scholarship information; more counselors on Fridays.	
What content, structure, strategies might improve outcomes?	In order to continue with our services and providing our students with the utmost of delivery of services, must continue looking at trends and creative ways to provide more services to students. The department will also continue to motivate the staff to go “above and beyond and in addition to” our students.	
Will you change evaluation and/or assessment method and or criteria?	No change planned at this time.  Spring 2014 was the first semester our students submitted the surveys. We will continue to assess and	
Evidence of Dialogue (Attach representative samples of evidence)	<i>Check any that apply</i>  X Department Meeting. Date(s): March, April and May 2014  SAO Dialogue focused on: Met as a group to discuss the results of the surveys and how can the department continue providing a positive environment for our students.	
Will you rewrite the SAOs	NO	

Response to program outcome evaluation and assessment? How were/are results used for program improvement.

- ☐ Professional Development   x   Intra-departmental changes  
☐ Curriculum action   ☐ Requests for resources and/or services  
☒ Program Planning /Student Success

Continue staff development, which includes, but not limited to training, departmental and divisional meetings; workshops and conferences.