

Program SAO Summary Evaluation Form

Division/Program: EOPS/CARE Semester Evaluated: Spring 2015 Next Evaluation: spring 2016	Lead Evaluator: Maria Del Carmen Rodriguez Participants: Rosemary, Tamala, Treesa, Rosita, JoAlice, Maribel, Keenan
Service Area Outcome Statement	<i>1. Students will have improved/developed a skill as a result of being part of the EOPS/CARE program</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 94 surveys of which the results were as follows: 30 males, 57 females and 6 did not indicate their gender 90% indicated they have developed or improved a skill since being part of the EOPS program. Skills included: time management; study skills; organizational skills and how to communicate with a counselor and have an effective counseling session.
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: printing services, meal vouchers
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 2015 was the second semester our students submitted the surveys. We will continue to assess and enhance the program through the feedback provided.
Evidence of Dialogue (Attach representative samples of evidence)	<i>Check any that apply</i> <input checked="" type="checkbox"/> Department Meeting. Date(s): January, February, March 2015 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 to provide workshops, techniques and work collaboratively with other departments to continue enhancing students' skills.