

Program SAO Summary Evaluation Form

Division/Program: Student Services/Financial Aid Semester Evaluated: Spring 2014 Next Evaluation: Fall 2014		Lead Evaluator: Marco Cota Participants: Rocio Delgado, Maria Trujillo
Service Area Outcome Statement	1. Students who visit and/or participate in assessment will be satisfied with the service they received and positive interaction with the staff. (SI- 1.1,2.1,2.2)	
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	Student satisfaction survey	
Criteria – What is “good enough”? Rubric	85% good; indicate that they received quality services and understood application process.	
What are the results of the assessment? Are the results satisfactory?	54 surveys- 12 male; 36 female; 6 did not indicate gender: 87% rated the overall service good; 81% rated the staff courteous and professional. 83% understood the process	
Were trends evident in the outcomes? Are there gaps?	Need to enhance customer service. Need to increase student awareness and overall knowledge regarding financial aid.	
What content, structure, strategies might improve outcomes?	Need to provide staff with professional development/training opportunities to enhance customer service. Need to expand and provide student workshops to enhance overall knowledge and understanding of financial aid.	
Will you change evaluation and/or assessment method and or criteria?	No current change is planned	
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 checked="" type="checkbox"/> Department Meeting. Date(s): March, April, May <input type="checkbox"/> Division Meetings. Date(s): <input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs)	
Will you rewrite the SAOs	SAOs will be assessed to determine whether they need to be rewritten.	

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

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

Participate in staff development/training opportunities to enhance customer service that will foster excellent service to students and to support their academic success. Provide informational student workshops that will enrich the students overall knowledge and understanding pertaining to financial aid.