



# SAOs in Student Services

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# Objectives

- Provide an overview of the current SAO process
- Outline goals for future processes
- Obtain feedback



# Why do we have SAOs?

We write, assess, and evaluate Service Area Outcomes to:

- Highlight what we do well
- Improve our programs and services for students and user groups
- Increase dialogue about the quality of our programs and services
- Collaborate with colleagues
- Discuss best practices
- Satisfy accreditation requirements

# Who has SAOs?

All Student Services and Administrative Services departments or programs that participate in Program Review independently, or as part of a larger area, should have SAOs.



# How often are SAOs assessed?

- Currently...
- Ideally, SAOs are assessed *at least* annually
  - We need to establish a formal process in writing



# Recommended Processes

## SAO Establishment

- New SAOs should be emailed to the SLO Faculty Lead
  - Cc their manager

## SAO Assessment

- SAOs should be assessed at least once per year
  - Some areas may benefit from once per semester
  - Results should be emailed to their manager and the SLO Faculty Lead, then posted to the Outcomes webpage
- Assessment results are used in Program Review

# Recommended Processes

## Analyze SAO Data

- Use the SAO assessment data to make meaningful changes in your areas
- Highlight what works

## SAO Evaluation

- Program Review ensures that your area has SAOs
- Evaluate the effectiveness of your area's SAOs
- Accreditation and Outcomes Committee draft review cycle

# Goals



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- Streamline processes across campus
- Regularly report assessment data
- Make informed decisions about our programs and services
- Support your programs and services with data and evidence



# Desired Feedback

- Mapping SAOs – what makes sense?
- Outcomes Handbook
- Draft of SAO Rubric
- Draft of SAO Review Cycle

# Resources

- The Accreditation and Outcomes Committee
- The Program Review Committee
- The SLO Faculty Lead
  - Workshops
  - Handouts
  - One-on-one meetings
- Outcomes webpage (soon)



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*additional thoughts?*

