

Program SAO Summary Evaluation Form

Division/Program: Scholarship Office Semester Evaluated: Fall 2013 and Spring 2014 Next Evaluation: Spring 2015		Lead Evaluator: Joseph Nguyen Participants: Foundation Office and campus community
Service Area Outcome Statement	Students who visit and /or participate in assessment will be satisfied with the scholarship information and positive and helpful service they receive from the Scholarship Office.	
Strategic Initiatives aligned with the SAO.	☒ Access ☒ Student Success ☐ Facilities ☒ Communication, Culture, & Climate ☐ Leadership & Professional Development ☐ Effective Evaluation and Accountability	
SAO Assessment Tool	SBVC Scholarship Satisfaction Survey	
Criteria – What is “good enough”? Rubric	90% Good or the best rating and 90% indicate that they would use our service again.	
What are the results of the assessment? Are the results satisfactory?	81 surveys conducted with 40 male and 41 female students (10.4% Asian, 19.5% Black, 22.1% White and 48.1% Hispanic) 98% rated the overall service good. 96% rated quality of scholarship materials good. 92% rated the availability of scholarship materials good. 90% rated scholarship website and scholarship workshops good. 91% rated the SBVC online scholarship application good and 92% rated the Scholarship Award Ceremony good.	
Were trends evident in the outcomes? Are there gaps?	Overall students are very satisfied with the information and service they received. Several students have provided comments and they are all very positive.	
What content, structure, strategies might improve outcomes?	Continue to improve on the current internal application process and expand more on the external scholarships. Working closely with the Foundation Office to reengineer the internal scholarship disbursement process.	
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> ☐ E-mail Discussion with ☐ FT Faculty ☐ Adjunct Faculty ☒ Staff : Ongoing discussion with Foundation office staff throughout the academic year ☐ Department Meeting. Date(s): ☐ Division Meetings. Date(s): X ☐ Campus Committees. Date(s): Ongoing discussion with Scholarship Chair Person throughout the academic year	
Will you rewrite the SAOs	We will continue with this SAO throughout the next academic year	
Response to program outcome evaluation and assessment? How were/are results used for program improvement.	☐ Professional Development x ☐ Intra-departmental changes ☐ Curriculum action x Requests for resources and/or services ☒ Program Planning /Student Success	