

Program SAO Summary Evaluation Form

Division/Program: Admissions & Records Semester Evaluated: Spring 2014 Next Evaluation: Fall 2014	Lead Evaluator: April Dale-Carter Participants: Veada Benjamin, Julie Ulloa, Raquel Villa, Linda Molina, Cecilia Galindo Melissa Carmel, Steven Silva, Margaret Gonzales
Service Area Outcome Statement	Students will become more self-sufficient with learning how to use the Admissions and Records online systems such as: Webadvisor, online transcripts and FastPass appointments
Strategic Initiatives aligned with the SAO.	<input checked="" type="checkbox"/> Access <input checked="" type="checkbox"/> Student Success <input type="checkbox"/> Facilities <input type="checkbox"/> Communication, Culture, & Climate <input type="checkbox"/> Leadership & Professional Development <input type="checkbox"/> Effective Evaluation and Accountability
SAO Assessment Tool	Admissions and Records Student Survey
Criteria – What is “good enough”? Rubric	Rubric criteria are based on 85% criteria satisfaction rating.
What are the results of the assessment? Are the results satisfactory?	The overall ratings in the online add/drop process was 89% of students understand how to add/drop utilizing webadvisor. 50% of students said yes they know and understand how to order transcripts online. 32% of students surveyed understand and aware if the FASTPASS online appointment system.
Were trends evident in the outcomes? Are there gaps?	<p>The noted trends show a significant reduction in the number of students that utilize webadvisor compared to the number of students that are familiar with the online transcript and fastpass appointments.</p> <p>Yes, there are gaps. Students are more familiar since webadvisor is used more often for various processes including financial aid and educational plans. Transcript requests on the other hand normally occur during transfer or graduation.</p>
What content, structure, strategies might improve outcomes?	Increase the rating in the areas of online transcripts and online fastpass appointment we must publicize these online options more frequently.
Will you change evaluation and/or assessment method and or criteria?	No.
Evidence of Dialogue (Attach representative samples of evidence)	<p><i>Check any that apply</i></p> <input type="checkbox"/> E-mail Discussion with <input type="checkbox"/> FT Faculty <input type="checkbox"/> Adjunct Faculty <input type="checkbox"/> Staff Date(s): <input type="checkbox"/> Department Meeting. Date(s): <input type="checkbox"/> Division Meetings. Date(s): <input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SAOs) SAO Dialogue focused on: Ensuring that are online process surveys and direct student contacts are meeting/exceeding the needs of 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 Intra-departmental changes
- Curriculum action Requests for resources and/or services
- Program Planning /Student Success

The results will be used to improve our student online programs.