

## Program SAO Summary Evaluation Form

Division/Program: Counseling Semester Evaluated: Spring 2014 Next Evaluation: Fall 2014	<b>Lead Evaluators: Ailsa Aguilar-Kitibutr, Psy.D.; Jamie Herrera; Debbie Orozco</b>  <b>Participants: Gina Curasi; Frank Dunn; Laura Gomez; Patricia Jones; Jeanne Marquis; Felipe Salazar; Andre Wooten; Maribel Cisneros; Ramiro Hernandez; Richard Long; Gilbert Maez; Maria Maness; Desiree Martin; Deana Silagy; Joyce Smith; Carlos Solorio; Veronica Valdez-Flynn</b>
Service Area Outcome Statement	Students will identify areas of strengths of the counseling services availed as well as components of services where their needs are not meet. Students will rate their satisfaction level on the services received.
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	Counseling Services Satisfaction Questionnaire
Criteria – What is “good enough”? Rubric	At least 75% of student surveyed would have rated 4 “Mostly Satisfied” to 5 “Highly Satisfied” on the variables measured.
What are the results of the assessment? Are the results satisfactory?	The questionnaire will be administered in fall 2014. The instrument is in its final stages of content analysis and will be administered to a pilot group in summer for reliability and validity testing.
Were trends evident in the outcomes? Are there gaps?	It is expected that the study will identify further the strengths in the services provided and areas of improvement. The identified gaps will be used for innovations in counseling approaches to foster student success and credible image of the Department.
What content, structure, strategies might improve outcomes?	It is projected that the following -- clarity in services being offered, maximum use of counseling sessions including follow-up services, excellent counseling relationship, relevant and meaningful assistance to students will promote outcomes improvement.
Will you change evaluation and/or assessment method and or criteria?	Since this is a new area being measured no major change in the method of evaluation except some refinements in the questionnaire and use of statistical treatment.
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 7; April 4; May 5, 13, 20 <input type="checkbox"/> Division Meetings. Date(s):  <input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SLOs)  SLO Dialogue focused on: themes and components to be measured to provide specificity and global measure, questionnaire items, and Likert rating scale
Will you rewrite the SAOs	No; however, the questionnaire may be modified and possibly the use of multivariate statistical analysis will be applied.

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

Continued training on counseling processes and information updates including the use of SBVC technology will be conducted. Changes in the delivery system may be effected.

Additional supplementary materials to enhance counseling services as well as improvement of the Counseling Department facility may be necessitated. The results will be used as indicator in the achievement of one of the annual goals of the department. The results will be used as a guide in the succeeding academic year's departmental goals.