

CurricuNet Meta Template for Service Areas Outcomes (SAOs)

(Substitute here the name of your program - semester/year)

This form is for used by all Student Services personnel who are working on Student Learning Outcomes (SLOs) or Service Area Outcomes (SAOs). Please complete the following sections at the beginning of the semester. Once the assessment has been completed, finish the entire form and submit it to your Division Assessment Coordinator (Marty Zielke).

Faculty/Staff/Administrator Name: _____

Program/Unit being assessed: _____

Year and Semester: _____

Which SLO/SAO is being assessed: __SAO #_____

SLO/SAO Title:

SLO/SAO description:

Assessment Method:

Assessment Method Title:

(What assessment method will you use? (Survey, focus group, etc

Assessment Method Description:

Describe in detail. If survey, list the specific question(s) being asked that align with the SLO. Please also attach a copy of the method at the end of this document.)

Criteria for Success:

(What are your criteria to consider the students' or employees' answers show your program is successful? How many or what % of positive/correct answers do you expect them to mark to show your unit has met the outcome? Example: 60% of satisfaction survey questions should be marked as "agree" or "strongly agree" to consider this program/unit is meeting students/staff expectations of service quality. Or, students/staff must answer correctly 75% of the questions regarding their SEP to decide they have learned how to reach their present career goal.

Once data has been collected with surveys or other method, complete the following questions:

How many students/users utilized your service this semester? _____

How many students/users answered the survey/data source? _____

How many met your expectations? _____

Results:

(What were the results of the assessment? Give primarily numerical data, such as N = x, percent of positive results, etc.)

Evaluation:

(What is your evaluation of the results? Analyze the data to tell others what the numbers above mean)

What issues/gaps/problems were identified?

(Where does your program need to improve, or needs help in order to improve?)

What actions can be taken to address these gaps/issues?

(Who or what needs to improve: personnel training, manpower, uneven work distribution, systems missing to aid work flow, need for agreed-upon rules, budget issues, administration, etc.)

When will you next assess this SLO? (Must be within the next three years)
