

**CurricuNet Meta Template –  
Service Areas Outcomes (SAOs)**

This form is for use 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 to your Division Assessment Coordinator or supervisor and it will be entered into a SAO temporary file. Once the Student Services platform is created in CurricuNet Meta all data will be entered into it.

Faculty/Staff/Administrator Name: \_\_\_\_\_

Program/Unit being assessed: \_\_\_\_\_

Year and Semester: \_\_\_\_\_

Which SLO/SAO is being assessed: \_\_\_\_\_ (SLO #)

SLO/SAO Title and description:

\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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?)

Ex: 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? \_\_\_\_\_

What were the results of the assessment?

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What is your evaluation of these results?

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What issues/gaps/problems were identified? Where does your program need to improve?

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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.

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

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