

Discovering and Drafting SAOs

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Service Area Outcome (SAO)

SAOs identify what the student services and administrative units intend to accomplish or achieve in support of student learning. It is a statement about what a student will experience, receive, or know as a result of a given service.

Service Area Outcome (SAO)

- SAOs are written in a way that will allow the department to assess and improve the processes they use and/or the services they provide.
- These outcomes are measurable, meaningful, and contribute to a cycle of assessment.



Accrediting Commission for Community and Junior Colleges (ACCJC) Accreditation Standards

Standard 2: Student Success (2.4, 2.7, 2.9)

2.7. The institution designs and delivers equitable and effective services and programs that support students in their unique educational journeys, address academic and non-academic needs, and maximize their potential for success. Such services include library and learning resources, academic counseling and support, and other services the institution identifies as appropriate for its mission and student needs. (ER 15, ER 17)

Accrediting Commission for Community and Junior Colleges (ACCJC) Accreditation Standards

Standard 2: Student Success

- Review Criteria:
 - The institution systematically collects and analyzes disaggregated data to evaluate the effectiveness of its support services and learning support resources in supporting equitable student success and uses the results for planning and improvement.
- Sources of Evidence Could Include:
 - Documentation/evidence of how the institution evaluates the effectiveness of its student support services and library/learning support resources (program review metrics, disaggregated data, institution-set standards and/or similar **program outcomes related to student success outcomes**)



The Importance of SAOs

- The most important aspects of the service area are articulated.
- Provides an opportunity for the department to determine if student needs are being met.
- The department can assess the level of success students achieve through utilizing the service area.

The Importance of SAOs

- Ensures that there is an ongoing effort to improve the services provided to students
- Allows the department to see service area strengths, weaknesses, opportunities, threats, and triumphs.



SAO Rubric

AREA:		
SAO:		
OUTCOMES CRITERIA	YES	NO
SAO is student-focused		
SAO uses action verbs from Bloom's Taxonomy*		
SAO is measurable		
SAO is aligned with <u>SBVC</u> Mission and the EMP Strategic Directives		



SAO Writing – Step 1

- Step 1
- Brainstorming for the top two aspects of service provided to students by the program area.
 - Be detailed
 - Be specific
 - Be concise

SAO Writing – Step 2

- Step 2
- Align the services selected with the SBVC Mission and EMP-Strategic Directives
- A list will be provided.

SAO Writing – Step 3

- Step 3
- Select an Active Verb that speaks to how the student will interact with the service provided.
- A list will be provided that is adapted and modified from Bloom's Taxonomy and Adelman's Active Verb for Student Learning Outcomes Articulation.

SAO Writing – Step 4

- Step 4
- Select a measure that provides evidence that the student learned from the service provided.

SAO Measures

Assessment Methods and Criteria

- **Assessment** (Self-Assessment, Exams/Quizzes/Tests, etc.)
- **Interview** (Entrance/Exit, Program Participation, etc.)
- **Observation** (Individual Participation, Group Participation, Staff Observation, Task/Skill Completion, etc.)
- **Report** (Participation Tracking, Problem Resolution, Cost Effectiveness, Content Analysis, Focus Group, etc.)
- **Survey** (Satisfaction, Perceived Learning, etc.)
- **Written Document** (Application, Reflection, Learning Summary, Complaint Ticket, Praise Ticket, etc.)

SAO Writing – Step 5

- Step 5
- Putting it all together with a simple sentence formula.
- “Students will” + Active Verb + One Aspect of Service (+ “from” + Service Area or Service Area Personnel) + “through” or “by” + “completing” + Measure.

