Program SAO Summary Evaluation Form

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| Division**/**Program: Admissions & RecordsSemester Evaluated: Spring 2019 Next Evaluation: Spring 2020 | **Lead Evaluator**: April Dale-Carter  **Participants**: Veada Benjamin, Sylvia Romo, Julie Ulloa |
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| Service Area Outcome Statement | Students will become more self-sufficient with completing the matriculation process after receiving the welcome email. |
| Strategic Initiatives aligned with the SAO. | Access  Student Success Facilities Communication, Culture, & Climate  Leadership & Professional Development Effective Evaluation and Accountability |
| SAO Assessment Tool | Evaluating the number of students applied to the number of students that complete the online orientation |
| Criteria – What is “good enough”?  Rubric |  |
| What are the results of the assessment? Are the results satisfactory? | Based on the data collected for Fall 2017, Spring 2018 and summer 2019. The data shows that the number of students that complete the admissions application and then the online orientation drops 50% in 2 of the 3 terms evaluated. |
| Were trends evident in the outcomes?  Are there gaps? | Not fully evaluated. Based on the data we can see that there are approximately 6000 students that did not complete the online orientation.  We know and understand there are a variety of factors that discourages students from completing the process…family obligations, jobs, not understanding the process, etc |
| What content, structure, strategies might improve outcomes? | We have modified the welcome letter in an attempt to outline the matriculation process in a clear and concise manner. Realizing that some of the other factors that prevent students from completing the matriculation process it out of our control. |
| Will you change evaluation and/or assessment method and or criteria? | Yes we are considering other methods to evaluate why students do not complete the matriculation process. In collaboration with the On Board team we are looking into this. |
| Evidence of Dialogue  (Attach representative samples of evidence) | *Check any that apply*  ☐E-mail Discussion with ☐FT Faculty ☐Adjunct Faculty Staff Date(s):  ☐Department Meeting. Date(s): ☐Division Meetings. Date(s):  ☐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 | Possibly, to focus on the over all needs of our students. The goal is to have a short survey sent after services completed. |
| 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. |