

## Michael Schwarz

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**From:** Michael Schwarz  
**Sent:** Tuesday, April 03, 2018 12:17 PM  
**To:** Amanda Ingold; Andi Schreiber; Cindy Balero; Dayna Barbero; Donna Reed; Frances DeNisco; Jeff Lawes; Jill Oliveira; Jim Gioia; Joel Gagnon; Kent Gomez; Kimberly Burks; Kisha Turner; Michelle Gonzales; Michelle Zapata; Nessa Julian; Pauline Trummel; Sean Day; Sean Prather; Todd Steffan  
**Cc:** Elizabeth David; Sylvia Rodriguez; William Garcia; Nessa Julian  
**Subject:** SAO Liaison - update and request

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Flagged

Greetings SAO team,

It's time to work on our SAOs! I'm writing today because you are identified as a point-person for your Student Services Area and/or Learning Community. My role as SAO liaison is to help you navigate the process of developing SAOs and assessments, collecting and analyzing data, and refining your SAOs and/or the service provided based on the results.

What is expected of us with regard to SAOs, you may ask? Here is some information from today's Flex Day presentation covering SAOs:

- Minimum one SAO per area.
- Each SAO - "assess every three years minimum." This means to assess the students on the outcome identified by the SAO.

Again, both of the above represent minimum standards to help us get started. When all is said and done, my hope is that with \*meaningful\* SAOs, you will choose to exceed them. Many of you already do!

To achieve these objectives, a process was recommended during today's Flex Day event. (I can help with each of the following steps!)

- Develop SAO.
  - [Bloom's Taxonomy](#) verbs recommended. Clear, specific, observable, measurable, open to description and common understanding.
- Design a way to measure learning / service area outcome.
- Collect and analyze data; discuss; enter into eLumen.
- Determine refinements to SAO (if any) based on outcomes data.
- Develop, modify, and/or review the service, based on the assessment

So, what next? I would like to meet with each of you individually, for one hour, during the remainder of Spring semester, to consult and assist with your program's SAOs, wherever you are in the process. I request that you reply to this e-mail with available dates and blocks of time for us to collaborate on this important work! I look forward to hearing from you, and working with you, very soon.

Best regards,  
Mike