I. SERVICE AREA OUTCOMES

Review of academic years 2012-13 and 2013-14

A. SAO Assessment Review

Review your program’s SAO assessment results through spring 2014 and respond to the following questions.

1. Discuss how assessment results indicate success in provision of student services. Identify results that indicate a need for improvement.

   Coordinator tab > View Results > Assessments by Program > Select Terms > Return > Report.

2. Discuss changes made in how your program provides services based on assessment data.

   To see what, if any, changes to pedagogy were proposed, Coordinators can view the narratives written by instructors after entering student scores. These are called Setting Analyses. To view Setting Analyses: Coordinator tab > Define Contexts > Click your area > Context Analysis > Select a term. Any improvements entered for that term will be written right there. Select another term for other improvements that might have been entered.

   If the Coordinator has already synthesized the narratives in the Setting Analyses, he or she can access the Context Improvement Plans. To view Context Improvement Plans: Coordinator tab > Add Analysis > Select a Term > View Plan. Follow these same steps to access the Program Improvement Plan...if one has been completed by the Coordinator.

3. As a result of your assessment data, give an example of how your program has changed the way it provides guidance to students who use your program’s services, if applicable.

   If any examples have been described in eLumen, follow the instructions in #2 above.