

# Service Area Outcomes (SAOs)

Michael Schwarz

Counselor / Instructor

SAO Liaison Spring 2018

# Student Services SAOs

- There are 17 areas within Student Services that have SAOs
  - Of these, 9 are coordinated by Classified Professionals, and 8 are coordinated by Faculty
- Today's example: Counseling Department SAOs
  - SAO Development
  - Assessment
  - Closing the Loop

# Counseling Department SAOs

- Development
  - Model: “Users of the services will (do something) to (do something else)”  
(Source: Hartnell College)
  - Three areas selected to develop outcomes
    - Counseling Appointment / Student Educational Plan
    - New Student Program Planning / Orientation
    - Probation Workshops / Student Interventions
  - A total of 8 SAOs developed across these three areas

# Assessment (2017): Program Planning SAOs

- Three SAOs were assessed by survey of incoming Early Admission Students:
  - As a result of attending a program planning session, students will articulate an initial educational goal (i.e., Certificate, Degree, Transfer).
  - As a result of attending a program planning session, students will demonstrate knowledge of the number of units required for their educational goal(s).
  - As a result of attending a program planning session, students will select the appropriate GE pattern or the certificate's list of courses required for their educational goal(s).



# SAO #3 Survey Question Results (2017)

Please rate the following statements based on the Early Admissions (EA) group program planning session:

Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Response Count
<b>I know which General Education (GE) pattern to follow for my educational goal.*</b>	<b>86</b>	<b>116</b>	<b>51</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>261</b>
I know where to find the list of courses required for my major or certificate.	105	103	41	1	3	1	254

**\*About 77% (202/261 students) Strongly Agree or Agree with this statement**

# Discussion and Program Review

- Results were discussed at Counseling Faculty Meetings
- The following was included in Program Review:
  - “Counseling faculty wrote and assessed new Student Area Outcomes for the 2016-2017 academic year concerning the effectiveness of New Student Orientation and Program Planning... Approximately 1 out of 4 students attending counseling “program planning” sessions reported being unsure of which general education pattern they would need to use to obtain their educational goal. **The assessment results from this SAO supports the idea that the Counseling Program should be rethinking the way it orients new students.**”

# Closing the Loop

- The Counseling Department decided to maintain the SAO in its current form. However...
- Spring 2018: An expanded program planning format is being piloted for Early Admission Students at the local high schools within Psychology-Counseling 25, Transition to College course
- PCN 25 students will be assessed via survey, in addition to traditional Early Admission program planning students, to determine if offering Program Planning in this way will positively impact SAO results



- Certificate of Achievement
- AA/AS Degree
- AA/AS Degree AND Transfer to a 4 year university
- Transfer
- I don't know yet.

2. Please rate the following statements based on the Early Admissions (EA) group program planning session:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
I know which General Education (GE) pattern to follow for my educational goal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know where to find the list of courses required for my major or certificate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* 3. How many units are required for transfer or AA degree completion?

- 40
- 50
- 60
- 70

Done

# Closing the Loop (continued)

- Assessment of Survey Results
  - Early Admission Program Planning
  - Psychology-Counseling 25 Program Planning
- What have we learned?
  - Has improvement on the SAO been observed in the new Program Planning format?
- How do we move forward?
  - SAO and other student success data
  - Discussion and Program Review
  - Resource advocacy