De Anza College Service Area Outcomes (SAOs)
Friday, September 18, 2009
College Opening Day, 1:00 – 4:30 pm
Student Services and College Services Preparation Information

<u>**Tentative Timeline:**</u>

- 1:00 – 2:30 p.m. **all** of **Student Services & College Services** meet in <u>Conference Rooms A/B</u>
  to learn about Service Area Outcomes (SAOs)

- 2:30 – 4:00 p.m. **break-out groups** meet in <u>Conference Rooms A/B</u>
  to work on area-specific Outcomes and Assessments.

- 4:00 – 4:30 p.m. **all groups** reconvene in <u>Conference Rooms A/B</u>
  to report on the groups' progress & briefly wrap up

Note: Some Student Services areas need to work on both SLO (curriculum) and SAO (non-curricular). A decision will have to be made prior to opening days or during the morning sessions as to which Outcomes will be worked on during the afternoon.

<u>**Prior**</u> **to September 18, the role of Student Services & College Services Administrators is to:**

- o **Strongly encourage all employees in your areas to attend the Opening Day afternoon sessions and ask attendees to bring their work calendars.** Emphasize the "team" approach and that *all* employees are directly or indirectly considered professional educators regardless of classification (faculty, classified, administration).

- o **If it seems more appropriate for groups in your areas to meet in their work area, please arrange for an appropriate afternoon meeting place.** Remind those groups leaving Conference Rooms A/B that we will reconvene at 4:00 p.m.

- o **During the 2:30-4:00 p.m. session, assistance will be available in Conference Rooms A/B** for the break-out groups working on developing SAO statements, in case groups have questions, concerns, or comments.

<u>**Sept 18 and beyond,**</u> **the role of Student Services & College Services Administrators is to:**

- o **Continue to emphasize that the SLO/SAO process will be used in future Program Reviews, decision-making, and resource allocation.** We are accountable to the accreditation commission (ACCJC) for the quantity and quality of our SLO/SAO efforts.

- o **Continue to emphasize the importance of documentation.** For accreditation purposes we must be able to show hard evidence (meeting agendas and notes/minutes, SAO statements, assessment methods and timelines, etc.) of college-wide engagement in the SLO/SAO assessment process.

Questions? Please contact Jim Haynes at <u>haynesjim@deanza.edu</u>

De Anza College

SERVICE AREA OUTCOMES
(SAOs)

The SAO Goal for 2009-10:

2009-10 is our initial year for the completion of some SAO/assessment cycles. The goal is to have every Student Services area and College Services area that currently conducts Program Reviews complete at least **ONE** full SAO/assessment cycle by June 2010.

In order to assure we reach this goal, each area must:

- o Establish an SAO Team and select a team leader and team note taker.

- o Determine a calendar for the SAO team to meet that is appropriate to your work area (time and space).

- o Develop a timeline for meeting the June 2010 deadline that is appropriate and attainable for your area and the services you provide.

- o Identify the resources your area will need to succeed: Trainings, workshops, time/space, SAO coordinator assistance, etc.

- o Document everything your area does related to SAO/assessment and communicate with the SAO coordinator your accomplishments, concerns, and needs.

Student Service areas currently conducting Program Reviews: (Source -SSBPT website)
Adapted Physical Education, Admissions & Records, Articulation & Transfer, Assessment Center, Athletics, Career Center, Counseling Center, Disability Support Services, Educational Diagnostic Center, EOPS, Financial Aid, Health Services, International Students, Outreach, PUENTE, Student Activities, Student Success and Retention Center, Transfer Center

College Services areas currently conducting Program Reviews: (Source -FERBPT website)
Bookstore, Budget Analyst, Budget and Personnel, Cashiering, Child Development Center, Custodial Services, Dining Services, Evening Coordinator, Facilities Rental, Grounds Operations, OTI Accountant, Payroll, Personnel, Postal Services, Printing Services, Professional Workforce & Development, Student Accounts, Technical Resources Group

Questions? Please contact Jim Haynes at haynesjim@deanza.edu