Student Service Area Outcome
Assessed Summary

<table>
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<th>Student Service Area Outcome: (SAO)</th>
<th>Assessment for SAO:</th>
<th>Assessment Method and Completion Date:</th>
<th>Assessment Result:</th>
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<td>Students will be able to demonstrate and understand major activities of program staff that contribute to overall student experience.</td>
<td>Survey will be given.</td>
<td>A survey was given in October of 2011.</td>
<td>The survey found that 71% of our students understand the process of Academic Counseling. It also found that 98% understood that DSP&amp;S can provide test proctoring for extra time to take exams in class.</td>
<td>Although once a student is in our program they are very satisfied with the services we provide but our marketing practices scored low in our survey. The numbers show that 20% of our students find out about us through word of mouth. None found us on a bulletin board or poster and only 5.3% learn about us from their instructor. This will be our focus to come up with a strategic plan for marketing the DSP&amp;S program.</td>
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</tbody>
</table>
Directions for Completing the Service Area Outcome Assessed Summary

**Top part of sheet**
- Fill in the requested information at the top of the page. Assessment year is the year the SAO was assessed. The implementation year the following year where you plan to implement the results.

**Service Area Outcome (SAO)**
- Fill in the service area outcome that is being assessed.

**Assessment for SAO**
- Indicate the form/survey used to assess the SAO.
- Attach a copy of the form used to assess the SAO.

**Assessment Method and completion date:**
- Enter the method, date or time of the year when the assessment tool was completed.

**Assessment Result:**
- Indicate the finding of the assessment completed.

**ANALYSIS OF RESULTS:**
- Indicate the results and plan of action.