

**ASSESSMENT RETREAT**  
**February 2, 2012**

**#5 – SERVICE AREA OUTCOMES WORKSHEET**  
**11:10 a.m. – 12:30 p.m.**

- What we have learned from our assessments about
  1. How well are we achieving our SAOs?  
We continue to assess the quality of our programs using the SSAO form.
  2. What improvements have been made?  
Each department has determined what challenges students are encountering and how we can improve those challenges.
  3. What is the plan for completing assessments?  
The SSAO will eventually be revamped to match the current SLO design.
  4. What is the action plan to implement recommendations for improvement?  
Student services will work together in designing the new SSAO online program.
- Develop a plan for additional assessments and posting

**Directors and coordinators of all departments that offer services to students will develop a timeline of meetings to discuss and design the online program for SAO's.**