Date and Semester: 2013-14 Fall Semester

Department and Unit: Administrative Services

Responsible Person: Ken Takeda/Karina Weatherly

<table>
<thead>
<tr>
<th>Institutional SLOs: (ILOs)</th>
<th>Check Box(s) Below</th>
<th>Select from the list below all institutional learning outcomes (ILOs) integrated to this area (select all that apply). For additional SAO information: <a href="http://www.wlac.edu/slo">http://www.wlac.edu/slo</a></th>
</tr>
</thead>
</table>
|                           |                   | A. Critical Thinking  
|                           |                   | B. Communication  
|                           |                   | C. Quantitative Reasoning  
|                           |                   | D. Self-awareness/Interpersonal Skills  
|                           |                   | E. Civic Responsibility  
|                           |                   | F. Technical Competence  
|                           |                   | G. Cultural Diversity  
|                           |                   | H. Ethics  
|                           |                   | I. Aesthetics  

| SAOs (Service Area Outcomes): | Check Box(s) Below | List the SAOs and select at least one to assess.  
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>X 1. Purchase Orders created by Administrative Services will be processed in a timely manner.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3.</td>
<td></td>
</tr>
</tbody>
</table>

* Assessing which number(s) from the above list?  

<table>
<thead>
<tr>
<th>Service Area Indicators</th>
<th>Check Box(s) Below</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Surveys</td>
<td></td>
</tr>
<tr>
<td>2. Work Orders</td>
<td></td>
</tr>
<tr>
<td>3. Site Visits</td>
<td></td>
</tr>
</tbody>
</table>

Please Describe:  

X 4. SAP ZLAC Report, 7/1/13 – 12/20/13

Rating/Rubric Scale: Describe the criteria for each rating.

X Satisfactory turnaround time equals five business days or less from creation to first printing for at least 90% of all Purchase Orders for the period analyzed.
Samples:
Submit any supporting documentation to Todd Matosic, WLAC SLO Coordinator. Attach to this form or email as attachments to: matosit@wlac.edu College mail box #169A or Office CE 213, Phone # 310 287-4213

Report of Data:
Describe sample size and range of data collected here:
SAP ZLAC REPORT, 7/1/13 – 12/20/13

Exceeded criterion: 93% of Purchase Orders during the sample period were processed in five days or less.

Plan of Action:
What changes can be made to address these implications? (e.g. changes to the unit, workflow, communication and facility.)?
What resources are needed to address these changes?

If Applicable:
For the next time this assessment is performed, what changes need to be made to the SAO, service area indicators, rubric/criteria to achieve better results?

Resources:
View samples on the WLAC SLO website:
http://www.wlac.edu/slo

For additional information contact:
Todd Matosic (310) 287-4213 / CE-213 matosit@wlac.edu

SAO Assessment Tool Approved 9/13/11