



Administrative Services Service Area Outcomes (SAOs) Development and Assessment Plan

The Administrative Services Division has developed, reviewed, and assessed Service Area Outcomes (SAOs) to foster an environment on campus whereby students are able to study and learn in a setting conducive to student learning.

The departments in the Administrative Services Division are as follows below:

1. Bookstore
2. Business Office
3. Plant Facilities (Grounds)
4. Plant Facilities (Maintenance)
5. Plant Facilities (Operations)
6. Information Technology
7. Personnel and Payroll
8. Purchasing
9. Office of Vice President of Administrative Services

All of these departments collaborated in July 2011 during a two-day workshop specifically designed for the SAO development and assessment process. Each department created a SAO that could be measured; each SAO is aligned with the college-wide institutional learning outcomes (ILOs).

All departments administered a common survey and used individual rubrics for measuring these outcomes. Numerous departments in Administrative Services have already made changes to current operations based on this data. Moving forward, department meetings will include increased dialogue and collaboration on data gathering and assessment. Moreover, the departments plan to create additional, measurable SAOs to assess.

Currently, the department is using surveys as its main instrument for assessment, but other indirect forms of assessment are in discussion. Each semester, areas will address newer outcomes as they are created.

Administrative Services is also using department meetings to collaborate on the creation of an additional ILO. This outcome will become part of the existing 9 ILOs and will more directly address the operations they're engaged in on campus, leading to the satisfaction of our students and ultimately increased student success.