SAO Creation Model
The purpose of the assessment process is to improve your unit's service/ outcomes

Mission and Goals	Intended Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
College Mission/ Strategic Plan drives College Goals drive Division Plans drives Unit Goals Unit Goals drive	What will your area provide, improve, or decrease? **OR** What will customers* be satisfied with, receive, or understand? Examples: • WSCH efficiency • Staff productivity • Student ease of services • Efficient and effective communication • Effective use of technology • Customer Service to community • Waste • Training *Students *Employers *Community	What are the specific assessment tools that will establish the degree or extent of what is to be achieved? Assessment tool/ measurement examples: • GavDATA information • Banner or other data informational tools • CCC Scorecard • ARGOS reports • Satisfaction Surveys •	Summarize your findings, determined by your identified assessment tool and criteria for success	What do the data tell us about our process: • Goals • Objectives • Means of assessment • Criteria for Success • Implementation Process • Data collection and analysis What do the data tell us about our service improvement: • What, if anything, do we need to do at the department or unit level to improve our service? • What resources are necessary?

Service Area Outcome	Intended Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
Promote the use of technology to support data-driven decisions	Provide college-wide trainings on different technology platforms, including Gavilan-specific and statewide systems.	1. Track GavDATA unique users monthly 2. Count trainings (how many, what department, number of attendees). 3. Survey workshop attendees immediately post workshop and one month hence Starting Data: 1. 17 users 2. 0 trainings 3. 0 surveys/ 0 surveys		

SAO Creation Model
Academic Division Example

Service Area Outcome	Intended Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
Improve Faculty Efficiency	Increase divisional instructional efficiency from 185 to 220 by 2021-22 academic year	WSCH/FTEF assessed at the end of each semester		

SAO Creation Model
Athletics Example

Service Area Outcome	Intended Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
Increase support for our athletic teams	Increase community support of Gavilan Sports teams by 20 percentage points by the2020-21 academic year	Number of tickets sold at each home sporting event		

SAO Creation Model
Academic Division Example

Service Area Outcome	Intended Objectives	Means of Assessment and Criteria for Success	Summary of Data Collected	Use of Results
Promote the use of technology to support faculty teaching and learning	Expand the variety of training opportunities in advanced technology, online and accelerated teaching strategies afforded faculty	Count the number of categories of training opportunities and online and accelerated teaching strategies afforded faculty. Count the number of faculty attending external trainings Count the number of faculty attending internal trainings Count the number of faculty sharing out/ training other faculty information learned by attending conferences.		

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Example

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