

**EL CAMINO COLLEGE**  
**Service Area Outcomes (SAO) Assessment Plan**

Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.

<b>Unit</b>	Institutional Research & Planning	<b>Date</b>	5/31/2013
<b>SAO</b>	<b>Synthesize Institutional Research data with local information and professional experience to develop a more complete picture.</b>		
<b>Participants</b>	IR data users (faculty, administrators, staff)		
<b>Assessment Plan</b> (Include metrics to be collected)	<b>Results/Actions Taken</b>		
<p>Outcomes for SAO #2 will be evaluated through a client feedback process implemented in 2012 with continuous data collection planned.</p> <p>Currently, an insufficient number of responses have been collected for reliable analysis, so data collection will continue through late summer.</p> <p>Client feedback should also enhance the qualitative assessment of SAOs #1 and #3.</p>	<p><b><u>Results:</u></b></p> <p>Pending results of client feedback survey (data collection continues through summer 2013). In summer/fall 2013, IR will analyze and report results from this data utilization survey for its program review.</p> <p><b><u>Actions Taken:</u></b></p> <p>Data collection is underway. Based on the low number of responses received so far, IR may explore adopting models from other colleges that require clients to indicate how previous IR reports were used before future requests are filled. Such a policy would help both verification of SAO fulfillment and progress on institutional effectiveness.</p>		

3/18/2013