

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

Unit	Admissions and Records	Date	May 2014
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SAO #2	Students will be provided quality customer service
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Participants	Richette Bell Chester Fredd Angela Boyer Felecia Hatten Rosa Ledesma Ranesha Stewart
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Assessment Plan (include metrics to be collected)	Results/Actions Taken
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<p>During the Spring 2014 semester students, staff and faculty will be offered the opportunity to submit a customer satisfaction survey. Surveys will be emailed to students, staff and faculty. They will also be placed on the Admissions counter.</p>	<p><u>Results:</u></p> <p>Survey results will be reviewed to determine:</p> <ol style="list-style-type: none"> 1. Student perceptions of the Admissions Office 2. If students understand the role of the Admissions Office 3. If students understand the services provided and offered by the Admissions Office 4. Areas where the Admissions Office can improve services to students 5. If efficient service is being provided 6. Staff training and development needs 7. Additional services that need to be provided to students 8. Services that the Admission Office no longer needs to provide 9. Quality of service provided to students, staff, and faculty <p><u>Actions Taken</u></p>
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