

SLO report: 2014-2018

2018/02/08

1.Division	2.Service	3.Semester (Fall and Spring only)	4.Year	5.F:Face-to-face; O:Online; H:Hybrid	6.SAO assessed	7.ILO linkage	8.How was SAO assessed	9.# and % of students meeting SAO	10.What you tried new and worked well to meet SAO	11.What you need to change next time to meet SAO
Office of Continuing Education	Continuing Education/ PCATT	FY	2017	F	SAO 1: Overall satisfaction of courses taken.	2, 3, 5	Survey, question "Overall, were you satisfied with this course?" (survey participants who responded positively/survey participants)	457/460=99.3%	Offered Security+ courses to meet the demand of customer requests.	Continue to perform course evaluations and follow-up on results and comments
Office of Continuing Education	Continuing Education/ PCATT	FY	2017	F	SAO 2: Overall satisfaction of training facilities.	2, 3, 5	Survey, question "Please rate the following area: Classroom (lab) facilities" (survey participants who responded positively/survey participants)	454/465=97.6%	Maintained and cleaned classrooms, Upgraded equipment and furniture.	Continue to set aside budget monies for capital improvement
Office of Continuing Education	Continuing Education/ PCATT	FY	2017	F	SAO 3: Overall satisfaction with registration process.	2, 3, 5	Survey, question "Please rate the following area: Registration process" (survey participants who responded positively/survey participants)	455/463=98.3%	Re-structured the Registration Office to fall under the supervision of a Coordinator	Work on communication of completed/uncompleted tasks.
Office of Continuing Education	Continuing Education/ PCATT	FY	2017	F	SAO 8: Overall satisfaction with instructor.	2, 3, 5	Survey, question "Overall, how would you rate the instructor?" (survey participants who responded positively/survey participants)	456/457=99.8%	Recruited quality instructors through advertising.	Investigate other recruitment strategies.
Office of Continuing Education	Continuing Education/ PCATT	FY	2016	F	SAO 1	2, 3, 5	Same as above	951/960=99.1%	Contacted the class interest list to notify students when a course is being offered.	Offer Security+ courses to meet the demand of customer requests.
Office of Continuing Education	Continuing Education/ PCATT	FY	2016	F	SAO 2	2, 3, 5	Same as above	954/966=98.8%	Created a staff check list for classroom prep for before and after a class.	Maintain and clean classrooms, Upgrad equipment and furniture.
Office of Continuing Education	Continuing Education/ PCATT	FY	2016	F	SAO 3	2, 3, 5	Same as above	935/957=97.7%	Re-wrote Registration procedures to reflect changes in the registration system. Implemented the use of an inter-office communication tool for work tasks	Re-structure the Registration Office to fall under the supervision of a Coordinator

Office of Continuing Education	Continuing Education/ PCATT	FY	2016	F	SAO 8	2, 3, 5	Same as above	951/955=99.6%	Performed Instructor training techniques workshops for Apprenticeship instructors.	Recruit quality instructors through advertising.
Office of Continuing Education	Continuing Education/ PCATT	FY	2015	F	SAO 1	2, 3, 5	Same as above	728/729=99.9%	Encouraged Faculty and Staff to learn new training topics.	Contact the class interest list to notify students when a course is being offered.
Office of Continuing Education	Continuing Education/ PCATT	FY	2015	F	SAO 2	2, 3, 5	Same as above	731/735=99.5%	Created a calendar of weekly events for custodial staff so they are aware of room usage.	Create a staff check list for classroom prep for before and after a class.
Office of Continuing Education	Continuing Education/ PCATT	FY	2015	F	SAO 3	2, 3, 5	Same as above	542/546=99.3%	Worked with Registration staff System wide to resolve online registration issues.	Re-write Registration procedures to reflect changes in the registration system. Implement the use of an inter-office communication tool for work tasks.
Office of Continuing Education	Continuing Education/ PCATT	FY	2015	F	SAO 8	2, 3, 5	Same as above	672/673=99.9%	Encouraged Faculty and Staff to develop skills through training.	Perform Instructor training techniques workshops for Apprenticeship instructors.