

Student Services SLO/SAO Assessment Cycle Template

PROGRAM/SERVICE AREA: Financial Aid

Academic Year: 2013-2014

Student Learning Outcome (SLO)	ILO (LCATs)	Means of Assessment	Assessment Timeline
A. Students will demonstrate a better understanding and knowledge of Financial Aid process by utilizing streamlined communication via email, web forms and WebAdvisor.	L1, L2, C1, C2, C3,A1, A2, A3, T1, T2	Data analysis (Not limited to FA~ link communication, Tracking letters, SAP Notifications and processing) internal reports and surveys if needed.	June 2014
B.			
C.			
Service Area Outcome (SAO)	SCC GOAL (from EMP)		
D. The Financial Aid Office will achieve efficiency through communications and automating processing of aid delivery to students it serves.	1, 3, 4, 6, 8, 9, 11, 12, 13, 15	Reports and Data Analysis	June 2014
E.			
F.			