

De Anza College
Service Area Outcomes (SAO)
 Draft 4/13/09

Service Area Outcomes Purpose:

The ongoing assessment of Service Area Outcomes is for the purpose of promoting and enhancing student success and improving program and institutional performance. The ongoing assessment of Service Area Outcomes is specifically linked to the De Anza College program review and the planning and budget processes.

Service Area Outcomes Defined:

The De Anza faculty, staff, and administration work in concert to define and assess Service Area Outcomes that are overarching, clear, and assessable statements that identify and define what a student or client is able to know, do, or feel at the successful completion of a specific program, activity, or process.

SLO vs. SAO	Student Learning Outcomes	Service Area Outcomes
Starts with these Documents:	Course Outline of Record & Institutional Core Competencies	Mission Statement(s) (District, College, Program)
Focus is on:	Course	Activity, Program, or Process
Who:	Faculty with administrative support and staff input	Staff, Faculty, Administration working in concert
Institutional Processes involved:	Curriculum Process & Program Review	Program Review

De Anza College
Student Learning Outcomes
 Academic Senate Adopted 2/9/09

Student Learning Outcomes Purpose Statement:

The purpose of Student Learning Outcomes is to establish and institutionalize cyclical processes and procedures developed and driven by De Anza faculty and staff to define and assess specific observable characteristics or outcomes that demonstrate evidence of learning that has occurred as a result of a specific course, program, activity, or process.

Student Learning Outcomes Defined:

Student Learning Outcomes are overarching, clear, and assessable statements that identify and define what a student is able to do at the successful completion of a specific course, program, activity, or process. These outcomes may involve a combination of knowledge, skills/abilities, and/or attitudes that display behavioral evidence that learning has occurred at a specific level of competency. Learning outcomes require a shift in perspective from what is taught to what is learned.

The ongoing assessment of learning outcomes is for the purpose of promoting and enhancing student learning and improving institutional and program performance. The ongoing assessment of learning outcomes is specifically linked to the De Anza College planning and budget process.