

New SLO's/SAO's for 2018-19 AY

Program:

SLO's/SAO's	Assessment Measures	Timeline
1. To increase customer service satisfaction	Customer Service training was provided via Community Education program. Provide additional training via CACCRAO conference and workshops. Online and paper surveys are being conducted.	2018 – 2019
2. Students will have the ability and knowledge to complete the College Connection form	Workshop will be provided twice a year. Assessment will be conducted after every workshop.	2018-2019
3.		
4.		
5.		