



Palo Alto College Student Success Student Learning Outcome/Service Area Outcome Assessment Plan

DEPARTMENT NAME: Student Financial Aid

Academic Year: 2018-2020

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
<p>Students will gain knowledge through online resources and workshops to support responsible and healthy financial behaviors and decisions to initiate and take charge of their finances.</p> <p><i>The intended outcome with SLO 1 and 2- is to help students make smarter choices with their money</i></p>	<p>Strategic Direction: Empowering Students for Success ILO: Personal Responsibility</p>	<p>Assessment- presentation evaluation survey given at end of each session.</p> <p>CashCourse and/or iGRAD (on-line financial literacy resources)</p> <p>Assessment- Student will select a financial literacy topic of choice to read- upon completion, survey will be given to student</p>	<p>Month of April</p>	<p>AD will present power point results to:</p> <ul style="list-style-type: none"> • VPSS • Dean of Student Service • SS Leads Tactical
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
<p>Students will be able to express their financial aid experience through customer service satisfaction survey.</p>	<p>Strategic Direction: Empowering Students for Success – address student’s unique interests and needs</p>	<p>Customer Satisfaction Survey</p>	<p>Bi-Annually</p> <p>Fall- October/November Spring February/March</p>	<p>AD will present power point results to:</p> <ul style="list-style-type: none"> • VPSS • Dean of Student Service • SS Leads Tactical



*ILOS are [Institutional Learning Outcomes \(General Education Assessment\)](#):

1. Communication Skills

2. Teamwork

3. Critical Thinking

4. Social Responsibility

5. Empirical and Quantitative Analysis

6. Personal Responsibility

[PAC Strategic Plan](#)

Strategic Direction 1: Empowering Students for Success

Strategic Direction 2: Creating and Sustaining a Culture of Inclusiveness

Strategic Direction 3: Celebrate and Share PAC Excellence

Strategic Direction 4: Targeting Our Resources for Success