



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

DEPARTMENT NAME: Business Office

Academic Year: 2018-2020

Department Mission: To promote payment options for tuition and fees by providing education to students. The Business Office will be a vital source in educating students to become personally responsible and empowering students for success.

What question are you trying to answer with the outcomes assessment?
Does the student understand the payment plan offered at the Business office, including the benefits and outcome?

Student Learning Outcome (SLO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
Students will understand payment options, specifically the payment plan offered.	Strategic Direction: 1 ILO: 6	Surveys will be available after signing up for the payment plan. BO will track number of student seen for payment plans.	After signing up for payment plan and at end of each semester all results will be reviewed	Assistant Bursar Weekly Meetings Tactical Leadership Meetings
Service Area Outcome (SAO)	PAC Strat. Direction and ILOs*	Means of Assessment	Assessment Timeline	Dissemination/ Communication of Results
Business Office will improve payment plan education to eliminate student debt.	Strategic Direction: 1 ILO: 6	Ask student after each payment plan, "do you have any questions about your payment plan?"/Point of Service Survey Track number of students who are on track with payments cycle and compare to prior year Track number of students who went through collections cycle and compare to prior year	Track payments made on payment plan due dates Full review at end of semester	Assistant Bursar Meetings Tactical Leadership Meetings



*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