### Student Service Area Outcomes - Los Angeles Mission College

<table>
<thead>
<tr>
<th>Unit: Child Development Center</th>
<th>Division: Student Services</th>
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<tbody>
<tr>
<td>Contact Name: Monica Moreno</td>
<td>Title: Director</td>
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<td>Assessment Year: 2014</td>
<td>Implementation Year: 2013-2014</td>
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#### 1) Service Area Outcomes (SAO) *(Define measurable outcomes; begin each outcome with a Bloom’s Taxonomy verb)*

1.1 [Define Outcome 1]
   - Student/parent will be able to demonstrate the understanding of the use of paystubs to determine eligibility.

1.2 [Define Outcome 2]
   - Student workers will be able to demonstrate the understanding of why preparing for a job interview is important.

#### 2) Related to Institutional Learning Outcomes (ILO) *(SAOs should be in alignment with ILOs)*

2.1 [Which ILO is Outcome#1 linked to?]
   - Information Competency

2.1 [Which ILO is Outcome#2 linked to?]
   - Written and Oral Communication

#### 3) Assessment Method *(Identify methods, instrument, materials for assessing each outcome)*

3.1 [How do/did you assess Outcome#1?]
   - Post enrollment survey will supply us with the information whether parents understood how their salary eligibility requirement is tied to enrollment into our program.

3.2 [How do/did you assess Outcome#2?]
   - Student workers will participate in a mock interview every semester. A written example interview question will be given and staff/colleagues will complete a critique sheet for each interviewee.

#### 4) Results of Analysis and Suggestions for Improvement *(Summarize the results of the collected and analyzed data)*

4.1 [Measurement result from 3.1]
   - The survey will determine if parents are indeed aware of the connection between salary eligibility requirements and enrollment.

4.2 [Measurement result from 3.2]
   - The exercise will allow the students to practice interviewing and will have a critique sheet to take with them.

#### 5) Implementation Plan / Response Plan *(Define processes and strategies to improve future performance)*

5.1 [Implementation plan for 4.1]
   - A handout will be given to the parent explaining why it is important to collect check stubs as well as verbally told why it is important for eligibility. A post survey will be given after enrollment.
5.2 [Implementation plan for 4.2]

Student workers are with us a maximum of 4 years. They will be able to see how progressively improve every semester.