### 1) Service Area Outcomes (SAO)
(Define measurable outcomes; begin each outcome with a Bloom’s Taxonomy verb [http://ecd.laccd.edu/blooms_taxonomy.htm](http://ecd.laccd.edu/blooms_taxonomy.htm)).

1.1 [Define Outcome #1]
   Students will be able to determine and meet all eligibility requirements for financial aid.

1.2 [Define Outcome #2]
   Students will apply by the March 2nd Cal Grant deadline and meet our Priority Date (May 1st) for processing and disbursing before the start of the Fall semester.

### 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.

2.2 [Which ILO is Outcome#2 linked to?]
   Information Competency.

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

3.1 [How do/did you assess Outcome#1?]
   In addition to currently employed forms and information resources utilized during federally-required Entrance Counseling, a pre-counseling and post-counseling survey of students’ understanding of key concepts regarding federal loans will be employed. Also, aggregate and individual loan borrowing amounts will be compared to student academic progress and success (degree/certificate).

3.2 [How do/did you assess Outcome#2?]
   Data from EDE and DEC/FAMS will be analyzed to determine percentages of total applicants who meet both deadlnes.

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

4.1 [Measurement result from 3.1]

4.2 [Measurement result from 3.2]

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

5.1 [Implementation plan for 4.1]
5.2 [Implementation plan for 4.2]