**Student Service Area Outcome**  
**Assessed Summary**

<table>
<thead>
<tr>
<th>Division:</th>
<th>Admissions and Records</th>
<th>Date:</th>
<th>4/19/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name:</td>
<td>Rosalie Torres</td>
<td>Implementation Year:</td>
<td>2010-2011</td>
</tr>
<tr>
<td>Assessment Year:</td>
<td>2009-2010</td>
<td>Contact extension</td>
<td>7612</td>
</tr>
</tbody>
</table>

(Attach the data used for the Service Area Outcome assessed.)

<table>
<thead>
<tr>
<th><strong>STUDENT SERVICE AREA OUTCOME:</strong> (SAO)</th>
<th><strong>ASSESSMENT FOR SAO:</strong></th>
<th><strong>ASSESSMENT METHOD AND COMPLETION DATE:</strong></th>
<th><strong>ASSESSMENT RESULT:</strong></th>
<th><strong>ANALYSIS OF RESULTS:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Students will be able to demonstrate the use of both the LAMC college website and the LACCD Student Information system for the following: access their registration appointment, add and or drop classes each semester and to access their personal information.</td>
<td>A Survey will be completed.</td>
<td>Admissions and records did a survey in May 2010.</td>
<td>Our survey showed that Mission college students are willing to use the online systems available to them. Admissions will conduct additional surveys and workshops to be aware of LAMC student needs.</td>
<td>Approximately half of the students surveyed preferred online delivery of information. Admissions did one workshop as part of Student Services day in May 2010 to show students how to use both the LAMC website and the LACCD Student Information system. More workshops will be provided. LAMC students were shown how to use this system both at our counter and over the phone via incoming phone calls.</td>
</tr>
</tbody>
</table>
Directions for Completing the Service Area Outcome Assessed Summary

**Top part of sheet**
- Fill in the requested information at the top of the page. Assessment year is the year the SAO was assessed. The implementation year the following year where you plan to implement the results.

**Service Area Outcome (SAO)**
- Fill in the service area outcome that is being assessed.

**Assessment for SAO**
- Indicate the form/survey used to assess the SAO.
- Attach a copy of the form used to assess the SAO.

**Assessment Method and completion date:**
- Enter the method, date or time of the year when the assessment tool was completed.

**Assessment Result:**
- Indicate the finding of the assessment completed.

**ANALYSIS OF RESULTS:**
- Indicate the results and plan of action.