Service Area Outcomes - Los Angeles Mission College

<table>
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<tr>
<th>Unit: Student Services</th>
<th>Division: International Student Program (ISP)</th>
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<tr>
<td>Contact Name: Georgia Estrada</td>
<td>Title: Director</td>
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<td>Assessment Year: 2009-2010</td>
<td>Implementation Year: 2010-2011</td>
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1) **Service Area Outcomes (SAO)** *(Define measurable outcomes; begin each outcome with a Bloom’s Taxonomy verb [http://ecd.laccd.edu/blooms_taxonomy.htm])*.

   1.1 [Define Outcome #1]
   
   International Students will successfully navigate the ISP website and follow the application procedures for approval of admissions to LAMC International Students Program.

   1.2 [Define Outcome #2]
   
   International Students will comprehend and put into practice the immigration regulations, procedures, District/College policies necessary to maintain “Status” for student success.

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

   2.1 [Which ILO is Outcome#1 linked to?]
   
   The capability of students to access the internet website for ISP using research methods to submit accurate and complete applications is in alignment with the Institutional Learning Outcomes of Information Competency.

   2.1 [Which ILO is Outcome#2 linked to?]
   
   Student ability to examine the parameters of the International Student Program to distinguish between relevant and irrelevant data using critical thinking in developing strategies to maintain status is in alignment with the institutional Learning Outcome of Problem Solving.

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

   3.1 [How do/did you assess Outcome#1?]
   
   Website hits along with the number of I-20’s issued to accepted students who submit complete and accurate applications demonstrates the ability to convey comprehensive and updated data via internet technology.

   3.2 [How do/did you assess Outcome#2?]
   
   An in-house survey of student satisfaction with ISP services will be made available to students for the Spring 2011 semester. The number of students following student education plans and completing satisfactorily the courses to complete major/transferring to universities measures ISP ability to impart knowledgeable and accurate information.

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 ISP currently demonstrates an increase of new abroad and transfer-in F1 Visa Students registered and enrolled at LAMC.

   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]
   
   The ISP regularly updates the information for the International Students Website with comprehensive printed data, and works with the Technology Services Department to modernize this website.

   5.2 [Implementation of plan for 4.2]
   
   ISP staff attends immigration related conferences and workshops for the most current and up-to-date immigration regulations and SEVIS Website information. Trained department staff members knowledgeable and accessible, will provide accurate information and assistance with a variety of services, to increase International Student satisfaction with services provided, assists students in scheduling regular counselor visits, and encourage students to seek personal advisement from ISP.