Service Area Outcomes - Los Angeles Mission College  
SAO Instruction form

<table>
<thead>
<tr>
<th>Unit: Student Services</th>
<th>Division: Adrian Gonzalez</th>
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<tbody>
<tr>
<td>Contact Name: Adrian Gonzalez</td>
<td>Title: Instructional Assistant, Assistive Technology</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 action verb)*

1.1 [Define Outcome #1]

Students will be able to demonstrate and understand major activities of program staff that contribute to overall student experience.

1.2 [Define Outcome #2]

Are broad, measurable expectations of program staff or process.

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

2.1 [Which ILO is Outcome#1 linked to?]* Written and Oral Communication*

Student will demonstrate the interactive of communication involving speaking, writing, listening and reading. Evidence will be the student’s ability to make clear, well-organized verbal presentation employing appropriate evidence to support the arguments or conclusions and to write a clear, well organized paper using documentation and quantitative tools when appropriate.

2.1 [Which ILO is Outcome#2 linked to?]* Information Competency*

Students will demonstrate information competency by combining aspects of library literacy, research methods and technological literacy. Includes consideration of ethical and legal implications of information and requires the application of both critical thinking and communication skills. Evidence will be the ability to find, evaluate, use, and communicate information in all its various formats.

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

3.1 [How do/did you assess Outcome#1?]

The assessment will be conducted in May 2011.

3.2 [How do/did you assess Outcome#2?]

The assessment will be conducted in May 2011.

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]

When a new student being process for DSP&S. A survey will be given after their appointment to see what we can improve and better served them.

5.2 [Implementation plan for 4.2]

Each student should understand what role of each DSP&S staff responsibility is. In order for DSP&S students to succeed in mainstream classes they first must understand what accommodations are available and what are their rights.