## Service Area Outcome Assessed Summary

<table>
<thead>
<tr>
<th>Service Area Outcome: (SAO)</th>
<th>Assessment for SAO:</th>
<th>Assessment Method and Completion Date:</th>
<th>Assessment Result:</th>
<th>Analysis of Results:</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Students will understand immigration regulations, procedures, District/College policies</td>
<td>ISP Transfer Request/Student Services Satisfaction Survey (attached)</td>
<td>Survey distributed upon International Student request for transfer completed at the end of semester. Data is collected and analyzed at the end of semester, June 2011</td>
<td>90% of students taking the survey felt satisfied with the services received in the International Student Program. 10% stated no opinion regarding ISP. 50% expressed in comments the need for increased online services.</td>
<td>Director will attend immigration related conferences and workshops and LACCD Foreign Student Advisor meetings for most current and up-to-date immigration related and District related information. Director will have regular meetings with staff to share information. Director will review and update current forms and create new service request forms for the LAMC International Student Website.</td>
</tr>
</tbody>
</table>

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