## Service Area Outcome
### Assessed Summary

<table>
<thead>
<tr>
<th>Division:</th>
<th>Veteran Affairs Program</th>
<th>Date:</th>
<th>07/25/2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name:</td>
<td>Georgia Estrada</td>
<td>Implementation Year:</td>
<td>2011-2012</td>
</tr>
<tr>
<td>Assessment Year:</td>
<td>2010-2011</td>
<td>Contact extension</td>
<td>7739</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th><strong>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 distinguish the Veteran Affairs Program is established as a “one-stop-shop” to help process Veterans Affairs (VA) Educational Benefits paperwork and to coordinate with other campus services.</td>
<td>Veteran Affairs Program Survey (attached)</td>
<td>Survey distributed with new and continuing student application packet, completed through-out semester. Data is collected and analyzed at the end of semester, June 2011</td>
<td>80% of students taking the survey felt that they received complete services in the Veteran Affairs Program. 20% sought other website sources for additional information.</td>
<td>Director will review current LAMC Veteran Student Website and update information, forms, along with other LAMC campus services as well as Department of Veteran Affairs URL links.</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.