Service Area Outcomes - Los Angeles Mission College

<table>
<thead>
<tr>
<th>Unit: Financial Aid Office</th>
<th>Division: Student Services</th>
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<tbody>
<tr>
<td>Contact Name: Dennis Schroeder</td>
<td>Title: Financial Aid Manager</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]
   Students will be able to understand and apply the LACCD Satisfactory Academic Progress (SAP) policy to their academic situation and circumstances.

   1.2 [Define Outcome #2]
   Students will be able to demonstrate the ability to complete and correct/update their FAFSA online through attendance at an on-campus FAFSA workshop.

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

   2.1 [Which ILO is Outcome#1 linked to?]
   Information Competency

   2.1 [Which ILO is Outcome#2 linked to?]
   Problem solving

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

   3.1 [How do/did you assess Outcome#1?]
   Session/Topic at our May (2011) Financial Aid Awareness event.

   3.2 [How do/did you assess Outcome#2?]
   By observation, currently, by Financial Aid Office staff working at the workshops and through information collected at the time of registration.

4) **Results of Analysis and Suggestions for Improvement** *(Summarize the results of the collected and analyzed data)*

   4.1 [Measurement result from 3.1]
   Event is yet to occur.

   4.2 [Measurement result from 3.2]
   A majority of students appear able to complete the FAFSA application process when attending a workshop. We expect to better match registered workshop attendees with incoming FAFSA information to confirm percentages completing their FAFSA and completing their FAFSA correctly the first time.

5) **Implementation Plan / Response Plan** *(Define processes and strategies to improve future performance)*

   5.1 [Implementation plan for 4.1]
   We expect that we will hold events at the start of each Fall and Spring semesters, where we can inform students about the SAP policy and how they can maintain progress at LAMC and within the LACCD.

   5.2 [Implementation plan for 4.2]
   We will be matching and analyzing incoming FAFSA information against the workshop attendees roll. We will analyze the quality of data being received and whether these students continue through the financial aid process with few issues, corrections, or concerns.