

**Los Angeles Valley College
Service Outcomes – Academic Affairs**

Department Name: Academic Affairs

Department Description: (Provide a brief description of the department.)
Academic Affairs supports the central mission, values, and goals of LAVC by providing support to academic departments, publishing accurate and timely curriculum documents, and enforcing policies and procedures for creating a successful learning environment.

Service Outcome	Evaluation Strategies
<ol style="list-style-type: none"> 1. With shared governance committees, manage college curriculum development processes and administer departmental program reviews. 2. Facilitate the development and production of the schedule of classes. 3. Support academic departments. 4. Field student and faculty complaints. 5. Produce timely and accurate publications. 	<ol style="list-style-type: none"> 1. Conduct annual review with checklist to track the organization and maintainence of curriculum changes approved by the Curriculum Committee. 2. Survey annually whether accurate minutes have been recorded and that course outline files are properly maintained. 3. Survey department chairs to determine whether they have been meaningfully mentored and evaluated. 4. Review annually whether AA is addressing student, faculty, and community complaints. 5. Collect and review comments from Enrollment Management Committee concernng timing and accuracy of publications.
<ol style="list-style-type: none"> 1. Demonstrate through customer service reliability, cooperation, and accuracy in the work environment. 2. Produce timely and accurate publications. 	<ol style="list-style-type: none"> 1. Track and measure the number of complaints that come to the office. 2. Conduct surveys of office visitors. 3. Quantify the user satisfaction with LAVC schedule and catalog publications.