

Los Angeles Valley College
Student Learning/Service Outcomes – Student Services

Department Name: Admissions and Records

Department Description:

The Office of Admissions and Records provides accurate, courteous and timely services to students. The department is an integral function of the institution. It provides registration, graduation and certification services. Additionally, Admissions and Records maintain the security of all permanent student records, academic records and class records.

Service Outcome	Evaluation Strategies
Admissions staff determines initial process implementation to refer students to the proper Matriculation services.	Audit records for accuracy. Program Review. Longitudinal study to determine effectiveness.
Admissions staff will inform students on the different services that are available to help them determine their goals.	Program Review Student Surveys
Admissions staff will guide students in the steps they need to advocate for themselves to receive mandated services.	Longitudinal study to determine effectiveness.
Admissions staff will process transcript requests, provide enrollment information, add/drops and or petition for special requests.	Longitudinal study to determine effectiveness. Audit records for accuracy. Program Review.
Admissions staff will assist students in completing documentation accurately.	Audit records for accuracy Longitudinal study to determine effectiveness.
Admissions staff will provide students online and in person application forms and materials informing them about the college.	Audit records for accuracy. Program Review.

Provide an implementation plan/timeline:

July 1, 2006-June 30, 2007

Ongoing