

**Los Angeles Valley College
Service Outcomes**

Area Name: Compliance Office

Area Description: The Compliance Office conducts workshops for faculty, staff and students on Student Grievance procedures, fair hiring processes, and non-discrimination policies and ethics. The Compliance Office handles resolutions and investigations of discrimination complaints and facilitates student grievance procedures. The Compliance Office also promotes a culture that embraces diversity on campus.

| Service Outcome | Evaluation Strategies |
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| Workshops on policies and ethics for faculty/staff and students and are conducted by the Compliance Office. Appointed participants in student grievance procedures and on hiring committees are trained by the Compliance Officer. | Evaluations from workshop participants are reviewed. |
| Student grievance and discrimination complaint procedures are conducted by the Compliance Office. | Procedures are documented by the Compliance Officer and reports are submitted to the College President for review. |
| Diversity in hiring is pursued through employee recruitment efforts, diversity of hiring committees and fair hiring committee procedures. | The Compliance Office monitors recruitment ads and results of recruitment efforts to determine whether advertising is appropriate and effective. Statistics on diversity of employees are maintained in the Compliance Office. |
| The Compliance Office supports the events and workshops of the College Diversity Committee to improve interracial and multicultural appreciation and dialogue. | Evaluations from participants are reviewed. |