

**Los Angeles Valley College  
Service Outcomes – President’s Office**

**Department Name:** President's Office

**Department Description:** (Provide a brief description of the department.)

The President's Office serves as the starting point and ending point for interactions with all college constituencies as well as the district and the community. Individuals seeking information or resolution to a problem are assisted and directed to the appropriate place to meet their service needs.

<b>Service Outcome</b>	<b>Evaluation Strategies</b>
Oversight and coordination of internal college processes and functions.	Daily "transaction" log sampling. Periodic surveys.
Manages college relationships with external entities (e.g. district, state, political, community).	Scope and number of contacts tracked from annual calendar. Focus group analysis conducted in conjunction with Educational Master Plan.
Support to the college community through -information and referral -complaint resolution -other support as needed	Service satisfaction survey results. Focus group analysis conducted in conjunction with Educational Master Plan.