

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

**Department Name:** Office of Research and Planning

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

**Mission Statement:** The Los Angeles Valley College Research Office’s mission is to provide high quality research to the campus community and the public. The Research Office provides information, data, research, analysis, evaluation, and assessment for planning, goal-setting, and decision-making.

<b>Service Outcome</b>	<b>Evaluation Strategies</b>
Creating reports and surveys for campus leaders	Number of reports and surveys created each year as tracked with our “Research Database” report
Providing excellent customer service and accurate data and information	Responses to evaluation survey questions
Communicating data and other information about the college and the community	1) Number of presentations in meetings and/or workshops on an annual basis 2) Evaluation survey(s)

**Provide an implementation plan/timeline:**

During Fall 2006 we implemented our first program review evaluation survey where we asked our customers on campus to evaluate our services. We will continue to offer this survey on a 2-3 year cycle. The research database was created to track the number and types of projects that our office creates. This is an ongoing tracking system. We will need to develop a similar tracking process for our presentations.