Name of Program	Division	Author(s)
Admissions and Records	Student Services	Sylvia Rodriguez, Donna Best, Debbie Earney

INSTRUCTIONS:

1**.** This Program Planning Update covers the academic years 2012-2013 and 2013-2014.

2. The planning should be for the academic year 2015-2016.

3. Use the Save As feature in Word to save this template with your program name, so that you do not overwrite the original template. Please use your program's catalog rubric and this format when naming your document:

<div align="center">

Rubric PPU 15_16

e.g., ESL PPU 15_16

</div>

4. If the document displays in large type with only File, Tools, and View tabs at the top of the page, select **View, Edit Document**. You will then be able to type where it says "Click here to enter text" and you will be able to click on the check boxes to select them.

5. In each section, click in the box under the instructions and fill in your information. The box will expand as you type. If a section is not pertinent to your program enter N/A in the box; do not leave it blank.

6. When you have completed the form, run the spell-checker (**click inside the text in the first box**, then click on the Review tab and find Spell-Check in the far left corner of the ribbon).

7. Please address your questions to your Program Review Committee representatives or the PR Chair Karin Spirn. Concerns, feedback and suggestions are welcome at any time to PRC representatives or co-chairs.

8. Instructions for submitting your Program Planning Update will be available at the start of the fall semester.

I.   SERVICE AREA OUTCOMES

Review of academic years 2012-13 and 2013-14

A. SAO Assessment Review

Review your program's SAO assessment results through spring 2014 and respond to the following questions.

1. Discuss how assessment results indicate success in provision of student services. Identify results that indicate a need for improvement.

> During the Summer and Fall 2013 terms, Admissions and Records conducted two surveys to determine the level of student satisfaction with A&R policies and procedures. The first SAO survey assessed student ability to navigate the new waitlist system successfully and the second SAO survey assessed student knowledge of A&R deadline dates. A total of 53 students participated in both surveys.
>
> The results of the survey related to the waitlist SAO indicated that a majority of the respondents (83%) found it easy to locate waitlist information on the website. In addition, 89% understood the need to check Zone mail for waitlist notifications. Although 78% found it easy to navigate through the waitlist process, A&R will continue to evaluate this SAO. The SAO addressing waitlist procedures will be evaluated in an overall A&R survey to be conducted Fall 2014.

> The results of the survey related to the deadline dates SAO indicated that a majority of the respondents (100%) were aware of the consequences of missing various deadline dates. Furthermore, 82% of the respondents were aware that they were responsible for paying fees and tuition for courses dropped after the No Grade of Record date.
>
> Due to limited number of surveys, Admissions and Records will administer an online survey to determine students understanding of A&R procedures (including the waitlist and deadline dates.)

2. Discuss changes made in how your program provides services based on assessment data.

> No changes needed, however, Admissions and Records will work with the college's "website manager" to prominently display important A&R information (priority registration, deadline dates).

3. As a result of your assessment data, give an example of how your program has changed the way it provides guidance to students who use your program's services, if applicable.

> N/A

4. Did your program discover the need for additional resources (for AY 2015-16) based on the assessment results?   YES ☐   NO ☒

    If yes, please explain.

> Not at this time.

B. SAO Process

1. Describe how your program reaches consensus when writing service area outcomes for the entire program.

    This is a one person program   ☐

> The Admissions and Records staff members meet with the Dean of Enrollment Services to discuss and reach consensus regarding survey questions and format of survey. The Program Review "leads" meet with the A&R staff both informally and during regular staff meetings to define SAOs and review assessment results.

2. Describe how your program reaches consensus when developing and evaluating assessments for service area outcomes.

    This is a one person program   ☐

> The Admissions and Records staff members meet with the Dean of Enrollment Services to reach consensus in the development and evaluation of assessments for SAOs. The Program Review leads meet with the A&R staff both informally and during regular staff meetings to discuss and reach

consensus in the development and evaluation of SAO's.

3. What methods does your program use for documenting SAO related discussions? Check all that apply.

Program emails   ☐

Program meeting minutes/agendas   ☒

Blackboard/other website   ☐

Other (please describe)   ☒

> The Program Review leads take extensive notes during Program Review meetings with the Dean of Enrollment Services and during regularly scheduled Admissions and Records Staff meetings. Program Review and SAO discussions are included in the A&R Staff meeting agendas and in the notes taken during those meetings.

II.   PROGRAM ANALYSIS

Review of academic years 2012-13 and 2013-14

Review the student data provided by the Office of Institutional Research and any additional data your program has collected. Then respond to the sections below.

A.   Data Review

If applicable, summarize any *changes* in your program's data since the Annual Program Review of 2011-12 or observed significant trends that will affect program planning or resource requests.

NOTE: Only include changes that affect student learning, program planning or resource requests.

> N/A

B.   Human Resources

1. Have there been changes in the number of full-time or part-time faculty associated with your program since the Annual Program Review of 2011-12? If yes, briefly describe the changes.

> N/A

2. Have there been changes in the number of full-time or part-time classified staff associated with your program since the Annual Program Review of 2011-12? If yes, briefly describe the changes.

> Effective August 2014, the evaluator position was increased from 0.5 to 1.0 through the college's Resource Allocation Committee to address SSP mandates. In addition, a part-time Admissions and Records position was approved. Funding for the position is through the Student Success and Support Program (SSSP). We are currently in the process of re-defining the role of this position to best meet SSSP funding guidelines.

3. If applicable, describe how the changes indicated in 1 and 2 have impacted the student experience?

> The part-time Admissions and Records position has not yet been hired. However it is anticipated the individual will support efforts to enhance follow-up services for the Student Success and Support Program and support the Online Service Center.

C. Other information pertinent to the program

> The Admissions and Records program recognized the need for more computers to be available to help students use the online services offered by Admissions and Records instead of waiting in line at the window. In anticipation of even further increased usage of online services, the Admissions and Records program lobbied for and received approval for an Online Service Center - a designated large room containing 24 computers and a printer for student use. In June 2013, the Admissions and Records Office moved into the new Student Services and Administration (Building 1600) and began to utilize the new Online Service Center.
>
> In order to provide optimum assistance for students in the Online Service Center, the Admissions and Records office provides staffing during all hours the Admissions and Records Office is open. To best serve the student population, a full-time staff person should be hired to provide the support needed in the Online Service Center.

III. PLANNING

A. Planning Update

Summarize your program's plans, initiatives, and objectives accomplished since the Annual Program Review of AY 2011-12 (include accomplishments for the academic years 2012-13 and 2013-14).

> The Admissions and Records Office implemented new priority registration requirements in compliance with the Student Success and Support Program (SSSP). Admissions and Records worked with other Student Services departments and Chabot College to create a marketing campaign to notify students in a timely manner of the changes in priority registration to ensure that students would complete the three core services to achieve their optimum registration date.
>
> A priority registration alert flyer was mailed to over 7000 students in March of 2014. Brochures were made available in all Student Service departments identifying the Priority Registration Criteria Changes. A&R developed an SAO around the mandated implementation of the SSSP mandate, especially with regard to the priority registration requirement. The SSSP SAO states, "Students are able to complete the 3 Core Services; Assessment, Orientation and Student Education Plan (SEP) in accordance with the state mandated Student Success and Support Program to achieve an earlier priority

registration date." A&R will create a survey to assess student understanding of the priority registration system.

The Online Service Center opened in June 2013 to provide students with access to Admissions and Records online services. Admissions and Records implemented the SARS tracking system in February 2014 to better assess the number of students seeking assistance in both the OSC and in A&R. Since implementation, approximately 4800 students have signed into the SARS tracking system at the OSC and A&R. Due to student unfamiliarity with SARS tracking at A&R, more education is needed to encourage students to sign into SARS for A&R services so that we can accurately capture the total number of students utilizing the program.

At the Online Service Center, students are able to fill out applications, complete online orientation, schedule an assessment appointment and register for classes. Students can also complete Financial Aid applications and all other Admissions and Records forms.

An Admissions and Records staff member is available in the Online Service Center to assist students and answer questions. The goal is to provide quality service to students, but due to budget limitations service is not at an optimal level. At this time, student assistants are primarily used to staff the Online Service Center. While student assistants are proficient, they do not have the in-depth knowledge and expertise of a dedicated A&R staff person.   A survey to assess the quality of services provided in the Online Service Center will be made available to students this Fall 2014.

B.   **Program Planning for AY 2015-16**

As appropriate for your program, please address each of the following areas. Describe your program's plans, initiatives, and objectives for the academic year 2015-16. Focus on how planning will impact student learning or the student experience at Las Positas College.

1. SAO assessments. NOTE: 100% of SAOs in your program should be assessed a minimum of once every two years.

    a. How does your program plan to use the results of the assessments for the continuous improvement of services to students and/or the improvement of student learning? Examples might include the following (Your responses may vary):
    - change a website
    - use technology differently
    - update the way an orientation is presented

    Continue to create SAO surveys related to student knowledge of and satisfaction with services provided at the Online Service Center and their overall experience at the OSC and A&R in general. Based on results of the assessment, the program anticipates the need for a full-time position directly supporting the Online Service Center. In addition, due to the SSSP mandates, we hope to demonstrate a need for a full-time evaluator position.

    b. Have your program's assessment results shown a need for new SAOs?
        YES ☒   NO ☐
        If yes, for what service areas will your program write new SAOs?

    | 1. | The Admissions and Records Office will be re-defining the SAO for the Online Service Center related to student knowledge of and satisfaction with services provided at the OSC as well as their experience with A&R in general. |
    | 2. | A new SAO will be developed to assess student knowledge of and satisfaction with |

> the DegreeWorks "degree audit system".

          c. What percentage of SAOs will your program assess in the next academic year (2015-16)?

> 100%

2. Curriculum (omitted – not applicable to non-instructional programs).

3. General Program Planning

   Use this area to describe any program plans, initiative, or objectives your program wishes to accomplish in 2015-16 and their impact on student learning or the student experience. Focus on what the plans are and how they are to be accomplished (not resources needed).

> One goal is to encourage students to use the Online Service Center primarily for Admissions and Records services. We need to determine how to change the existing culture so that students are as comfortable in the Online Service Center as they are seeking assistance from the Admissions and Records Office. A full time position for the Online Service Center needs to be developed to provide consistent, quality service for students. A full-time A&R staff person would be able to assist students with a variety of questions and help with all A&R related issues, thereby meeting our goal of creating a nurturing and teaching environment that will encourage students to primarily utilize the OSC.
>
> Another goal is to utilize the DegreeWorks "degree audit program" so students will also be able to track academic progress toward their educational goal. This effort aligns with the SSSP mandate related to increase SEPs. To increase functionality of the DegreeWorks program, transfer work from other institutions needs to be entered into Banner to provide students, counselors and evaluators a complete picture of coursework completed that meet college degree and certificate requirements. This is a new responsibility which is extremely technical and detail oriented and which requires a specific skill set. Admissions and Records does not currently have the means to provide this service for students. A transcript evaluator position needs to be developed to manage the accurate articulation of transfer coursework.
>
> In addition, a course articulation software program is needed to articulate courses from other institutions into the Banner program for use with DegreeWorks. This software will enable evaluators and counselors to research courses from other institutions for course to course equivalences. This information included in the DegreeWorks program will help students, counselors and evaluators with an accurate assessment of progress toward meeting an academic goal.

IV.   Resource Requests for AY2015-16

Complete all areas that apply to your program's resource needs for 2015-16 (**not all areas apply to all programs**).

For each request, in the rationale section:

- Describe how meeting this request will improve student learning or the student experience.

- Provide any data or evidence which supports this request.

A. Enrollment Management (omitted – not applicable to non-instructional programs).

B. Human Resources

For each request, describe how meeting this request will improve student learning or the student experience.

1. Request: New or replacement faculty position(s).

N/A

2. Rationale for faculty position request(s)s.

N/A

3. Request: Classified staff position(s) (for example, new or replacement classified staff position(s) or increasing classified hours/position level).

Our goal is to provide quality service to students but due to budget limitations service is not at an optimal level. Therefore, Admissions and Records would like to develop two new full-time positions. A full-time position for the Online Service Center needs to be developed to provide consistent, quality service for students. In addition, a full-time evaluator position needs to be developed to manage the accurate articulation of transfer coursework into the degree audit system. The Program will continue to request an increase of the part-time Administrative Assistant to full-time status to support the Dean of Enrollment Services. This position would provide needed support to projects such as the 320 State report, audit compliance requirements, program budget analysis, office schedule coordination (OSC & A&R), and other administrative type services provided by an Administrative Assistant II.

4. Rationale for classified staff position request(s).

At this time, student assistants are primarily used to staff the Online Service Center. While student assistants are proficient, they do not have the knowledge and expertise of an A&R staff person.   A full time position for the Online Service Center needs to be developed to provide consistent, quality service for students. A full-time A&R staff person dedicated to the OSC would be able to assist students with a variety of questions and help with all A&R related issues, thereby meeting our goal of creating a nurturing and teaching environment that will encourage students to primarily utilize the OSC. The SSSP mandates that students complete a Student Education Plan to be eligible for priority registration. The DegreeWorks degree audit system will help provide SEPs and allow students to track their progress toward their academic goals. At this time DegreeWorks functionality does not include courses from other institutions which results in an incomplete and inaccurate audit for students with transfer work. For DegreeWorks to be fully functioning, transfer courses need to be entered into Banner, which is a technical, detailed-oriented task. Admissions and Records requires a full-time evaluator position to be developed to manage the articulation of transfer coursework to provide students with a more accurate degree or certificate evaluation.

C. Financial

For each request, describe how meeting this request will improve student learning or the student experience.

1. Request: maintenance of, or increase in, existing program budget (e.g., for supplies, etc.)

Admissions and Records requests an increase in budget for staffing as indicated above.

2. Rationale for financial request(s).

Both of these positions would allow the program to continue to better meet student needs, in compliance with the SSSP mandates of the three core services of orientation, assessment and student education plan. The Online Service Center position would assist students with online orientation, signing up for assessment and completing an online degree audit. The Evaluator position would increase degree audit and SEP accuracy by facilitating the articulation of transfer work into the degree audit system. In addition, this would help students to better manage their academic careers by enabling them to check on their degree progress at any time. This will increase efficiency in completing degree and certificate requirements in a timely manner.

D. Technology (software only – discuss hardware in section E)

For each request, describe how meeting this request will improve student learning or the student experience.

1. Request: upgrade existing software or purchase new software.

Admissions and Records requests to purchase new course articulation software to use in conjunction with the DegreeWorks audit program.

2. Rationale for technology request(s).

A course evaluation software program is needed to articulate courses from other institutions into the Banner program for use with the DegreeWorks degree audit software as indicated in the Student Success and Support Program. This software will enable the DegreeWorks program to provide students with a more accurate degree or certificate evaluation.

E. Facilities, Equipment (include technology hardware), Supplies

For each request, describe how meeting this request will improve student learning or the student experience.

1. Request: Renovation or upgrade of existing facilities or new facilities.

N/A

2. Rationale for facilities request(s).

N/A

3. Request: Upgrading of existing equipment or purchase of new equipment.

N/A

4. Rationale for equipment request(s).

N/A

5. Request: new supplies

N/A

6. Rationale for supplies request(s).

N/A