

PROGRAM REVIEW UPDATE 2015-2016

Program: Admissions and Records Office

Division: Student Services

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Audience: Deans, Vice Presidents of Student Services and Academic Services, All Planning and Allocation Committees. This document will be available to the public.

Purpose: To document significant program accomplishments, plans and needs between Triennial Program Reviews. This update should provide a snapshot of your program.

Time Frame: This update should reflect on program status during the 2014-15 academic year. It should describe plans starting now and continuing through 2016-17.

Topics: The first section of this Program Review Update focuses on general program reflection and planning. The second and third sections focus on reflection and planning regarding Student Learning Outcomes.

Scope: While this Program Review Update does ask for some analysis of data, detailed data reports in the form of appendices should be reserved for the Triennial Program Review.

Instructions:

- 1) Please fill in the following information as completely as possible.
 - 2) If the requested information does not apply to your program, please write "No Changes Since the Program Planning Update."
 - 3) Send an electronic copy of this form to the Program Review Committee Chair and your Dean by _____.
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Part One: Program Snapshot

A. Have there been any significant changes to your program, your program's data or your program's needs since the previous Program Planning Update?

If there are any changes, describe the relevant information and its significance in the space below.

These changes might have originated from within the program or because of an external source (the institution or the state, for example). Possible sources of relevant information might include, but are not limited to, the following:

- Data generated by your program
- Data from the Office of Institutional Research
- CEMC Data
- Retirements
- State Mandates
- Labor Market Data

Admissions & Records continued to enhance its communication to students regarding priority registration changes and 3 core services completion to comply with the Student Success and Support Program (SSSP) guidelines. SSSP will have an ongoing impact on the program as new students and continuing students increase their understanding of the College's priority registration system/processes.

Federal mandates related to SULA which requires accurate and timely reporting of all students' majors and degrees. The federal government uses this information to track students' loan eligibility nationwide. Complying with this mandate required a thorough review of majors and degrees (with appropriate

corresponding CIP codes) offered by LPC. All student records were reviewed to ensure students were enrolled in official majors and corresponding degrees which are actively offered by the College. Both Financial Aid and Admissions & Records were significantly impacted by the workload required.

The College has expanded programs and services that require support from Admissions & Records. This includes:

- Middle College
- AJ ad-hoc course packets (requires manual application and registration processing)
- SSSP – The A&R staff are the initial point of contact for students who are informed of the core services required to maintain priority registration
- Increased audit accountability – Title V changes that require A&R to have the documentation needed to address any audit/compliance attendance accounting processes: repeat courses (ensuring courses meet Title 5 guidelines for apportionment), supplemental reports for high school students, and non-credit documentation to support the numbers submitted on the 320 report.
- Clearinghouse data submission reports – Reconcile discrepancies related to majors, social security numbers, and other data elements that may
- Veterans Post 9-11 registration, payments and account reconciliation
- Online Service Center with limited hours of availability

B. What objectives, initiatives, or plans from the 2014 Program Planning Update (PPU) have been achieved and how?

The program identified three initiatives for 2014-15 which will be carried forward through the 2015-16 academic year.

- 1) Encourage students to use the Online Service Center (OSC) – Admissions & Records is not adequately staffed to support an efficient and responsive Admissions and Records Office as well as a fully functioning Online Service Center.
- 2) DegreeWorks – Through SSSP funding, a project consultant was hired in fall 2015 to continue our efforts in implementing DegreeWorks. We have made considerable progress and currently counselors are testing the program for scribbling/coding errors (majors, degrees, certificates). EOPS will be the initial pilot program that will utilize the student education planning component of the DegreeWorks system.
- 3) Course Articulation software program – This initiative is Phase II of the DegreeWorks implementation and will continue through 2015-16.

C. What obstacles has your program faced in achieving objectives, initiatives, or plans?

The Admissions and Records Office has been short-staffed for many years. A restored 20 hour position was approved by the President (2013-14), but due to budget limitations, the position did not get funded and will continue to remain vacant until funding is restored.

The OSC currently operates with limited hours of availability due to limited staffing. With the OSC we have a great opportunity to create an environment where students can seek support and learn how to navigate our systems and processes. This will alleviate the current A&R staff having to provide coverage for both A&R and the OSC. Currently the Center is open with very limited hours which impacts student access to complete their admission, orientation, registration and their FAFSAs online. A full-time position has been requested through RAC. The employee will be primarily responsible for providing Admissions & Records support at the Online Services Center.

New federal mandates such as the Clearinghouse and Gainful Employment student data reporting that require ongoing data cleanup to ensure accuracy and compliance with the new regulations. This has impacted both A&R and Financial Aid.

One of our evaluators was temporarily reassigned to Assessment to address student needs for assessment. However, A&R currently only has 1 evaluator to serve our students and counselors. Consequently, processing timelines for graduation and/or evaluation have been adjusted to address the temporary loss of this evaluator.

In the past, the Admissions and Records Office received matriculation funding to support its operation. However, with the implementation of SSSP the program is no longer eligible to receive funding based on the SSSP guidelines.

D. What are your most important plans (either new or continuing) for next year?

- 1) Encourage students to use the Online Service Center (OSC) to increase access and enhance students' awareness of online services provided
- 2) DegreeWorks – Through SSSP funding, a fulltime DegreeWorks Coordinator position was approved. Hopefully, in spring 2016 we can continue momentum in implementing DegreeWorks to support our counselors, evaluators, and our students.
- 3) Work with the Webmaster in reframing the A&R pages to more effectively communicate important information to our students.
- 4) Course Articulation software program – This initiative is Phase II of the DegreeWorks implementation and will continue through 2015-16.

E. Do plans listed under question (D) connect to this year's planning priorities (listed below)? If so, explain how they connect.

Planning Priorities for 2015-16

- ***Establish regular and ongoing processes to implement best practices to meet ACCJC standards***
- ***Provide necessary institutional support for curriculum development and maintenance***
- ***Develop processes to facilitate ongoing meaningful assessment of SLOs and integrate assessment of SLOs into college processes***
- ***Expand tutoring services to meet demand and support student success in Basic Skills, CTE and Transfer courses.***

The initiatives align with the planning priorities that address ACCJC standards and meaningful assessment of SAOs.

F. Instructional programs: Did your program meet its program-set standard for successful course completion? _____

(This data can be found here: <http://goo.gl/y9ZBmt>)

If your program did not meet your program-set standard, discuss possible reasons and how this may affect program planning or resource requests.

G. How have students been impacted by the work of your program since the last Program Planning Update (PPU)?

Based on OIR, in 2014-15 we awarded our highest number of associate degrees and had our highest number of students transferring to CSU/UC in the College's history. We also awarded the second highest number of certificates. The Evaluators play a significant role in helping the College and the students achieve these goals. With the temporary assignment of one of the evaluators to Assessment, students will be impacted with processing delays in their evaluation petition. One evaluator cannot serve the current student population as well as maintain SSSP compliance in relation to transcript evaluation for SEP development. Data submitted to the Clearinghouse has been accurate and timely thereby avoiding the threat of loss of Title IV aid due to non-compliance.

The Office continues to provide the best quality of service to students, faculty and staff.

Part Two: SLO/SAO Assessment Review

Review your program's SLO assessment results for AY 2014-2015 and respond to the following questions.

A. Discuss how assessment results in at least one course in the program indicate success in student learning (OR) Discuss how assessment results of at least one SAO in the program indicate success in service to students.

For the Academic year 2014-2015, the A&R staff planned to develop a comprehensive survey for students to assess the online service center and A&R in general. Program staff researched various college student satisfaction surveys which addressed: access, navigation usage and quality of services. A&R was not able to finalize and administer this survey due to current workload, time constraints, and staffing issues. This SAO will be moved forward to 2015-16.

For 2015-16, A&R is currently administering an online and paper survey to students to assess their overall experience with services provided at the Online Service Center and to gauge their awareness of the Priority Registration changes and completion of the SSSP 3 Core Services. The results will help to improve services currently provided and/or to develop new SAOs to address student needs.

It is important note, that in the Fall 2014 Student Accreditation survey, 96% of those students who used our service were "satisfied" and "very satisfied" with the Admissions and Records Office.

B. Discuss assessment results that indicate a need for improvement.

It has been difficult for staff in A&R to set aside time to finalize the overall comprehensive survey. However, the office continues to administer point of service surveys to continually obtain feedback from students on the quality of services provided. Staff members and the Dean of Enrollment Services continue to meet on a regular basis to discuss development of survey questions, format of survey, and evaluation of SAO's.

C. Instructional Programs: For the course(s) listed in (B) above, discuss how your program, or someone in your program, made changes or plans to make changes in pedagogy as a result of SLO assessment results.

Non-Instructional Programs: For the areas(s) listed in (B) above, discuss how your program made changes or plans to make changes as a result of SAO assessment results.

Based on survey results and student suggestions, the Admissions and Records Office will make any necessary changes to better serve our students.

D. Instructional Programs Only: Give an example of a change in the number of units and/or lab hours based on assessment data, if applicable.

E. Instructional Programs: Discuss how distance education course assessment results compare to face-to-face courses, if applicable. (Respond to this question if your program has distance education courses.)

Non-Instructional Programs: Discuss how SAO assessment results for online services compare to face-to-face services, if applicable. (Respond to this question if your program provides services online.)

In Fall 2014, Student Accreditation survey results indicate 74% are “satisfied” or “very satisfied” with efficiency of course registration over internet using Class Web. Survey results also show 69% have the ability to use computers effectively. These results indicate that A&R must continually assess the effectiveness of its online systems and services. The fully functional Online Service Center would allow A&R to provide workshops and/or work one-on-one with students in helping to navigate our processes and systems more confidently.

Once the DegreeWorks degree audit system is implemented, Admissions and Records will eventually develop a new SAO to assess the student’s use and satisfaction with the system.

F. Did your program discover the need for additional resources (for AY 15-16 or 2016-17) based on the assessment results? YES X NO

If yes, please explain.

Online Service Center – A&R Assistant II (40 hours) The full-time position will be primarily responsible for providing Admissions & Records support at the Online Services Center. With the OSC we have a great opportunity to create an environment where students can seek support and learn how to navigate our systems and processes. This will alleviate the current A&R staff having to provide coverage for both A&R and the OSC. Currently the Center is open very limited hours which impacts student access to complete their admission, orientation, registration and their FAFSAs online.

Student Records Evaluator - The full-time position will be primarily responsible for the evaluation of incoming transcripts for transfer, degree, and certificate credit. To support our counselors and to address the SSSP mandate of comprehensive SEPs for students, *a full-time evaluator position is needed to provide upfront evaluation of transcripts (from other institutions) to ensure not only accurate placement, but an accurate assessment of courses needed for the student to complete their education goals.*

Admissions & Records Assistant II (20 hours) - The part-time position has been vacant for a number of years. Funding has not been restored since the budget cuts that occurred during 2011-12. Restoring the position will allow A&R to have additional evening coverage to support the College’s evening students and programs.

Part Three: SLO/SAO Continuous Improvement Process

A. SLO Planning through AY 2016-17

As appropriate for your program, please address each of the following areas. For each area, describe your program's plans starting now and continuing through the academic year 2016-17. Focus on how the program's SLO process will impact student learning or the student experience at Las Positas College.

1. SLO/SAO assessments: How does your program plan to use assessment results for the continuous improvement of student learning or services? (*NOTE: 100% of courses in your disciplines should be assessed a minimum of once every two years. Each program must assess at least 25% of its courses every semester. Programs with SAOs should assess at least 50% of their SAOs every year.*)

Examples might include (Your responses may vary.):

- changing number of units/lab hours
- changing pedagogy/curriculum
- changing assessments
- changing service hours
- changing modes of service delivery

At the end of the Fall 2015, the Admissions and Records Office will review the online and paper survey results. If we receive a limited number of surveys, we will administer the surveys again during the Spring 2016. We hope that the A&R II position will be approved so we can increase the hours of availability and provide the optimum level of service to our students in the Online Service Center.

2. Have your assessment results shown a need for new/revised SLO/SAOs? YES NO

If yes, complete the table below:

Estimated number of courses for which SLOs will be written or revised:	
Estimated number of SAOs that will be written or revised:	N/A

- a. What courses or SAOs will your program assess during this academic year (2015-16)?

For 2015-16, A&R is currently administering an online and paper student survey to assess their overall experience with services provided at the Online Service Center and to gauge their awareness of the Priority Registration changes and completion of the SSSP 3 Core Services. The results will help to improve services currently provided and/or to develop new SAOs to address student needs.

- b. Instructional programs only: In order to budget to pay part-time faculty to work on SLOs during the academic year 2015-16, estimate the number of part-time faculty in your program who are likely to participate in the SLO process in 2015-16.

Number of Part-Time faculty who will participate in the SLO process (creating, assessing or discussing SLOs)	
Fall 2015	
Spring 2016	