

Program SAO Summary Evaluation Form

Division/Program: Admissions & Records Semester Evaluated: Spring 2019 Next Evaluation: Spring 2020	Lead Evaluator: April Dale-Carter Participants: Veada Benjamin, Sylvia Romo, Julie Ulloa																								
Service Area Outcome Statement	Students will become more self-sufficient with completing the matriculation process after receiving the welcome email.																								
Strategic Initiatives aligned with the SAO.	<input checked="" type="checkbox"/> Access <input checked="" type="checkbox"/> Student Success <input type="checkbox"/> Facilities <input checked="" type="checkbox"/> Communication, Culture, & Climate <input type="checkbox"/> Leadership & Professional Development <input type="checkbox"/> Effective Evaluation and Accountability																								
SAO Assessment Tool	Evaluating the number of students applied to the number of students that complete the online orientation																								
Criteria – What is “good enough”? Rubric	<table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th colspan="2">Application Numbers</th> <th colspan="2">Orientation Numbers</th> </tr> <tr> <th><u>Term applied</u></th> <th><u>Number of applications</u></th> <th><u>Orientations completed</u></th> <th><u>Number of Orientations</u></th> </tr> </thead> <tbody> <tr> <td>Fall 2017</td> <td>3198</td> <td>Fall 2017</td> <td>2695</td> </tr> <tr> <td>Spring 2018</td> <td>9078</td> <td>Spring 2018</td> <td>4719</td> </tr> <tr> <td>Summer 2018</td> <td><u>4541</u></td> <td>summer 2018</td> <td>2826</td> </tr> <tr> <td>Total</td> <td>16817</td> <td>Total</td> <td>10240</td> </tr> </tbody> </table>	Application Numbers		Orientation Numbers		<u>Term applied</u>	<u>Number of applications</u>	<u>Orientations completed</u>	<u>Number of Orientations</u>	Fall 2017	3198	Fall 2017	2695	Spring 2018	9078	Spring 2018	4719	Summer 2018	<u>4541</u>	summer 2018	2826	Total	16817	Total	10240
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What are the results of the assessment? Are the results satisfactory?	Based on the data collected for Fall 2017, Spring 2018 and summer 2019. The data shows that the number of students that complete the admissions application and then the online orientation drops 50% in 2 of the 3 terms evaluated.																								
Were trends evident in the outcomes? Are there gaps?	<p>The noted trends show a significant decrease in the number of students that move from the admission process to the online orientation.</p> <p>Yes, we believe some of the gaps can be resolved by updating the welcome email with clearer next steps.</p>																								

<p>What content, structure, strategies might improve outcomes?</p>	<p>We have updated the welcome email to be more student friendly with live links and listing of support programs and the office locations.</p>
<p>Will you change evaluation and/or assessment method and or criteria?</p>	<p>Yes, the goal is to change the assessment method by utilizing data collected from the Q-Less system.</p>
<p>Evidence of Dialogue (Attach representative samples of evidence)</p>	<p><i>Check any that apply</i> <input type="checkbox"/> E-mail Discussion with <input type="checkbox"/> FT Faculty <input type="checkbox"/> Adjunct Faculty <input type="checkbox"/> Staff Date(s): <input type="checkbox"/> Department Meeting. Date(s): <input type="checkbox"/> Division Meetings. Date(s): <input type="checkbox"/> Campus Committees. Date(s): (ex: Program Review; Curriculum; Academic Senate; Accreditation & SAOs) SAO Dialogue focused on: Ensuring that are online process surveys and direct student contacts are meeting/exceeding the needs of our students.</p>
<p>Will you rewrite the SAOs</p>	<p>Possibly, to focus on the over all needs of our students. The goal is to have a short survey sent after services completed.</p>
<p>Response to program outcome evaluation and assessment ? How were/are results used for program improvement.</p>	<p><input type="checkbox"/> Professional Development <input type="checkbox"/> Intra-departmental changes <input type="checkbox"/> Curriculum action <input type="checkbox"/> Requests for resources and/or services <input checked="" type="checkbox"/> Program Planning /Student Success The results will be used to improve our student online programs.</p>

Description: (Provide an updated overview of your program/area. 225 Words Max)

Description:

The Admissions & Records is committed to providing comprehensive, student-centered service by enhancing enrollment services to empower and support a diverse community of learners as they work to achieve their goals. Our staff is dedicated to providing accurate and current information to prospective, new, returning, and continuing students regarding admission policies, we dadvisor,, and student education records.

Below is a list of some of the services we provide:

- Auditing
- Residency determination
- Evaluation of prior credit
- Evaluation of graduation requirements
- Updates in Tess for Course Equivalency
- Maintain the integrity of student academic records in perpetuity
- Processing of Grade Changes, Incompletes, Non-Traditional Credit (AP, CLEP, CBE, IB, DANES, Military Credit)
- Automated Prerequisite/Co-requisite drops
- Processing of AB705 Waivers
- Processing of add/drop
- Processing and archiving Positive Attendance Records
- Processing and archiving incoming transcripts
- Provide CSUGE/IGETC certification for outgoing transcripts
- Receive and process all out going transcript requests including online
- Late Add petitions
- Veteran’s Certification, Information, and Referral
- Online application, registration, and transcript request services
- Petitions for Academic Exception i.e. repeat a course, remove a grade, missed deadlines, etc.
- Eligibility determination of concurrently enrolled high school students
- Assistance with Foster Youth
- Acceptance of payment for enrollment and auxiliary fees.
- Adjudicating and processing petitions for academic exception
- Adjudicating and processing petitions for readmission
- Response to subpoenas in accordance with FERPA
- Communication with faculty and campus about important Admissions, Records, and Registration deadlines and processes

Table 1: Enrollment Status

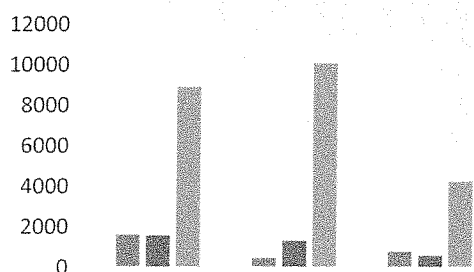
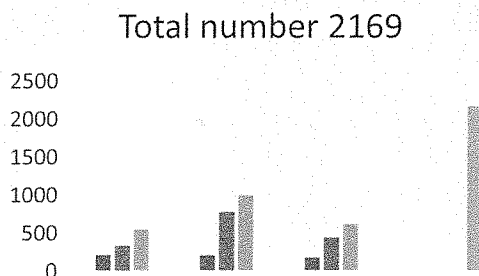


Table 2: Graduation applications evaluated



SAOs/SLOs/PLOs: (Summarize how the assessment of SAOs, PLOs and/or any SLOs that shows significant effect has influenced your goals. 200 Words Max)

The department is working on surveys and a tracking component for the 2019/20 Academic Year that will help in assessing the program.

Departmental/Program Goals: (Goals should be specific, measurable, linked to your data analysis, and reflected in the Action Plan section). Tie goals to the college.

More staff professional development participation was met. Evaluators continue to broaden and participate in more conferences, committees and trainings to promote growth.

Improve and streamline the pre-requisite clearance process to include AB705 requirements. (Automated Prerequisite/Co-requisite drop goal was met).

Improve technology services in A&R

Increase customer service efficiency

Challenges & Opportunities: (Challenges and opportunities should be reflected in the Action Plan. 200 words maximum).

Without the nonpayment drop process and outstanding fees incurred, students are unable to retrieve official transcripts and enrollment verifications

Staffing: funding issues and support are on-going challenges: Our secretary retired. We brought in a substitute and opened the position. The decision was made outside of this office to bring someone in from another department. She left and now we are without that support again.

Physical conditions: This office has had leaks from the ceiling causing discoloration to the tile. The carpet needs replacing and front Counter space is too high causing an unfriendly and unwelcoming environment is another challenge.

Opportunities for innovation and partnership abound

Action Steps	Department Goal	Necessary Resources to Complete	Target Completion Date
Distribute surveys to students to seek information on how to improve services. (Paper version,		Establish an electronic survey tracker and an automated way to track the traffic and reason for visits.	