PROGRAM REVIEW Fall 2018

Program: Admissions and Records
Division: Enrollment Services
Date: October 2018
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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.

Uses: This Program Review will be used to inform the campus and community about your program. It will also be used in the processes of creating Division Summaries, determining College Planning Priorities and allocating resources. A final use is to document fulfillment of accreditation requirements.

Time Frame: This Program Review should reflect on program status during the 2017-18 academic year. It should describe plans starting now and continuing through 2018-19. This document also provides the opportunity to describe more long-term plans (optional).

Sections: The first section of this Program Review focuses on general program reflection and planning. The second section has specific questions to be filled out by all programs this year. The third section is an SLO/SAO update. The fourth section is a review of curriculum. Only programs with curriculum need to complete Section 4.

Topics: A list of topics of particular interest to Program Review readers can be found here:
https://goo.gl/23jrxt
Help: Contact Karin Spirn: kspirn@laspositascollege.edu

Instructions:

1) *Please respond to each question as completely as possible.*
2) *If the requested information does not apply to your program, write "Not Applicable."*
3) *Optional: Meet with your dean to review this document before _____.*
4) *Send an electronic copy of this form to Karin Spirn and your Dean by _____.*

Links:

Program Review Home Page: https://goo.gl/XATgjJ
Fall 2017 Program Review Updates : https://goo.gl/pkv76m
Frequently Asked Questions: https://goo.gl/iIhRtt

Section One: Program Snapshot

No Significant Changes Option

☐

Contact person: _____

By marking an X in the box above, the writers of this Program Review indicate that there have been no significant changes to their program or their program's needs in the past year. In this case, programs may opt not to complete Program Review Section One: Program Snapshot. **Programs must still complete all other sections (as applicable).**

Please note: Choosing this option means that your program's information may not be included in the yearly Division Summary.

The No Significant Changes Option may only be used for two years in a row; after two years, programs must complete a full Program Review including the Program Snapshot. Our program's most recent Program Review was submitted in the following semester: Fall 20_____.

A. **Program Description: Briefly describe your program, including any information or special features of your program that will provide helpful context for readers of this Program Review.**

State mandates and the change in the funding formula for the college continue to have an on-going impact on the Admissions & Records Office.

*As the initial point of contract, the A&R staff encourages new, returning, and continuing students to complete the 3 core services (Online Orientation, Assessment, and Student Educational Plan) to achieve an earlier priority registration date as well as to gain a better understanding of the College's priority registration process and system.

* Next steps with Degreeworks involve college consideration of whether or not to implement automated awarding of degrees to students using the system.

*A&R continues to use SARS to identify and track the type of services students request from A&R. Data obtained will allow A&R to assess current utilization of services that could be redirected to the Online Service Center.

*A&R will continue to implement electronic transcript service during AY18-19.

The College continues to expand programs and services that require support from Admissions and Records Office:

*The Middle College Program for high school students began in Fall Semester, 2015 with 24 students. In 2016, the program increased to 56 students and this year, 2017, the program has 103 students enrolled.

*Audit compliance - the Admissions and Records Office works collaboratively with the District Office in responding to audit requests for enrollment/FTES documentation. The 320 report is submitted 4 times a year and requires proper documentation such as: repeat courses (ensuring courses meet Title V guidelines for apportionment), noncredit, and supplemental reports for high school students.

*Several times during the month, we receive an email notification from the National Student Clearinghouse regarding data submission reports that need to be thoroughly reviewed regarding discrepancies related to majors and other data elements. Reconciliation of these reports need to be processed on a timely basis (within 10 working days) due to federal mandates related to SULA (Subsidized Usage Limit Applies) rules.

*Throughout the semester, we continually received payment lists of Post 9/11 Chapter 33 payments. We also received payback letters from the Veteran's Coordinator. We enter these payments and reconcile any discrepancies in the veteran's account. The Veteran student population at Las Positas College continues to increase yearly.

*In September 2017, we started a special pilot program that offers free Math tutoring for High School students from the Livermore Valley Joint Unified School District. This requires more Admissions and Records support with applications and registration. Currently, there are 80 students enrolled. Since this is an open entry program, we continually process application packets and register students on a weekly basis. More workload is added to the A&R staff.

B. Changes to Program and Needs: Describe any significant changes to your program or your program's needs since the previous Program Review Update (Fall 2017).

Changes that A&R has experienced throughout the past year include:

Credential Solutions a new automated electronic transcript processing is in review for implementation. This will be a true student self-service transcript processing system. A&R hopes to launch the program in Spring 2019.

Applications are opening for the next 3 semesters on October 1, 2018. The workload for A&R related to this is unclear. It is essentially year round application processing. Updating degrees and majors in CCC Apply and ensuring their accuracy must be done more frequently, as things change from semester to semester.

Implementation of the Banner Recruit Module requires participation from an A&R staff and the Degree Works Coordinator. Ongoing into Spring 2019.

New leadership and staffing reorganization has happened, and those changes are being implemented.

New faculty agreement that allows for noncredit courses and instructors. Professional development around how to implement noncredit classes and integrate them into the A&R processes of the college.

Mark an X before each area that is addressed in your response.			Definitions of terms: https://goo.gl/23jrxt		
Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software	LPC Planning Priorities	X	Services to Students
Curriculum committee items		Financial/Budgetary	LPC Collaborations		SLO/SAO Process
Enrollment Management	X	Human Resources	Pedagogy	X	Technology Use
External Factors		Learning Support	Professional Development		

C. Reflection: What plans from the 2017 Program Review or any previous Program Reviews/Updates have been achieved and how? You may also describe achievements that were not planned in earlier Program Reviews.

1. Degreeworks launched in Spring 2018. Counseling uses the software as a tool to provide counseling services to students. A&R Evaluators are using the software to review the request for completion of degree/certificate requests. In essence, the software will assist to award degrees. Leadership taken by the Degree Works coordinator and counseling staff helped this occur.

2. A&R Re-organization happened. Personnel were reorganized, new leadership was put in place after retirements. The office continues to define job duty assignments in order to maintain quality service for the campus community and students.

3. A&R utilized the Online Services Center to a much larger extent. Strategies were developed on how to increase student use of the services in the center. Full time Online Services Center use was implemented, and during non-peak times, all A&R windows were closed and students were routed to the Online Services Center.

4. A&R continued to review and update the office website for clarity and accuracy of information. The updating of the website was assigned to one staff member, so as to streamline and create a better process for updates when they are necessary.

5. Need for an A&R Coordinator to align with other Student Services programs. This position will oversee the day to day operation of the A&R Office: A 50% time person has been assigned to this role. More time may be needed for this position, and the workload will continue to be evaluated.

Mark an X before each area that is addressed in your response.	Definitions of terms: https://goo.gl/23jrxt

X	Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software		LPC Planning Priorities	X	Services to Students
	Curriculum committee items		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Enrollment Management	X	Human Resources		Pedagogy	X	Technology Use
	External Factors		Learning Support		Professional Development		

D. IR Data Review: Describe any significant trends in your program's data from the office of Institutional Research and Planning. (Note: Not all Programs have IR data packets available; if your program does not have a data packet, you may note that in the response box). You may also discuss any other data generated for your program by the Office of Institutional Research and Planning.

IR Data packets are available here: http://www.laspositascollege.edu/research/progrev.php

Course Success Rates Dashboard can be found at the bottom of this page: http://www.laspositascollege.edu/research/outcomes.php

A&R does not have a data packet.

Mark an X before each area that is addressed in your response.				Definitions of terms: https://goo.gl/23jrxt			
	Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software		LPC Planning Priorities		Services to Students
	Curriculum committee items		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Enrollment Management		Human Resources		Pedagogy		Technology Use
	External Factors		Learning Support		Professional Development		

E. Other Data Review (Optional): Describe any significant findings based on other data regarding your program. Possible sources of relevant information might include, but are not limited to, the following:

- **Data generated by your program**
- **CEMC Data**
- **Labor Market Data**

No student survey was done for A&R in 2017-2018. The findings below suggest that A&R is successful and serving students, and does have some room to improve service, but it is not clear from the overall data in what areas this can be achieved.

Information provided by the Student Satisfaction Survey from October of 2016:

A&R has reviewed the Student Satisfaction Survey conducted by the IR office: 67% of students ranked their experience with A&R staff to be Satisfactory or Very Satisfactory.

Assistance provided by Admissions & Records staff (A&R) was rated by 66% of students surveyed as Satisfactory or Very Satisfactory.

74% of students surveyed had interacted with A&R, and 94% of the students were satisfied or Very satisfied with the service. Although only 32% of students had used the Online Services Center at that time, 95% were either satisfied or very satisfied with their experience there.

84% of students surveyed also said that they felt respected in the way that office staff treated them. We cannot define however, what amount of that statistic reflects A&R staff in particular.

A&R is creating an SAO around how to better gather and assess student data to reflect the student satisfaction more effectively.

Mark an X before each area that is addressed in your response.		Definitions of terms: https://goo.gl/23jrxt		
Community Partnerships/Outreach	Facilities, Supplies and Equipment, Software	LPC Planning Priorities	X	Services to Students
Curriculum committee items	Financial/Budgetary	LPC Collaborations	X	SLO/SAO Process
Enrollment Management	Human Resources	Pedagogy		Technology Use
External Factors	Learning Support	Professional Development		

F. **Impacts to Students (Optional): Discuss at least one example of how students have been impacted by the work of your program since the last Program Review Update (only if you did not already answer this in Questions B-E).**

Mark an X before each area that is addressed in your response.		Definitions of terms: https://goo.gl/23jrxt		
Community Partnerships/Outreach	Facilities, Supplies and Equipment, Software	LPC Planning Priorities		Services to Students
Curriculum committee items	Financial/Budgetary	LPC Collaborations		SLO/SAO Process
Enrollment Management	Human Resources	Pedagogy		Technology Use
External Factors	Learning Support	Professional Development		

G. Obstacles: What obstacles has your program faced in achieving plans and goals?

1. With the promotion of employees, there was a need for dedicated time to support training efforts. Professional development and training is an essential obstacle for A&R in AY2018-2019.

2. The Admissions and Records Office is still not eligible to receive SSSP funding based on the current guidelines.

3. Implications of the new statewide funding formula.

4. Staffing needs to meet increasing reporting demands and serve students effectively. There is additional workload left by an unfilled AR II position due to retirement that needs accommodated.

5. Due to safety issues, the Admissions and Records front counter windows/doors and the Online Service Center glass panels will need to be replaced with a more secure structure.

6. Storage room - Admissions and Records file room is inadequate to maintain our student records.

7. The Admissions and Records Office will need to reconfigure the office space. For example, more cubicles are needed with higher panels for security and privacy.

Mark an X before each area that is addressed in your response.				Definitions of terms: https://goo.gl/23jrxt		
	Community Partnerships/Outreach	X	Facilities, Supplies and Equipment, Software		LPC Planning Priorities	X	Services to Students
	Curriculum committee items	X	Financial/Budgetary	X	LPC Collaborations		SLO/SAO Process
	Enrollment Management		Human Resources		Pedagogy	X	Technology Use
X	External Factors		Learning Support	X	Professional Development		

H. Short Term Planning: What are your most important plans (either new or continuing) for next year? Describe plans starting now and continuing through AY 2018-19.

Utilize the Admissions and Records Online Service Center to its full potential. Develop strategies on how to increase student usage of its services. Assessment of last year's attempts to increase usage.

Continue to review and update the Admissions and Records webpage for clarity and accuracy of information.

Implement a new true self-service online transcript processing service with Credentials Solutions.

Revisit the High School Concurrent Enrollment program policy and procedures. Restrict High School concurrent enrollment and alight policies to Chabot college to the extent possible.

Continue to define the distribution of job duties and provide ongoing training to maintain quality service to our campus community.

More professional development in all areas of A&R for new and reorganized staff. New procedures, new state mandated requirements, and new technologies all need time to learn, and training in conjunction with IT, other college staff, and software providers.

Assess any outstanding SAOs that are currently unassessed in the eLumen system.

Mark an X before each area that is addressed in your response.				Definitions of terms: https://goo.gl/23jrxt		
	Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software		LPC Planning Priorities	x	Services to Students
	Curriculum committee items		Financial/Budgetary	x	LPC Collaborations		SLO/SAO Process
	Enrollment Management	x	Human Resources		Pedagogy	x	Technology Use
x	External Factors		Learning Support	x	Professional Development		

I. Long Term Planning (Optional): Please detail any long-term plans for the next 3-5 years. (Only if you have significant plans, such as implementation of a grant project, creation of long-term initiatives including those using restricted funds such as Equity or SSSP, construction and outfitting of a new building).

Develop real time chat support for Las Positas College students. (via Cranium Café or some other way)

Evaluate transfer of credit on the front end of a student cycle in a timely and effective manner for students. This business process will assist to help the counseling department to effectively advise students in their academics.

A&R supports the implementation of the new state mandated funding formula. Define the role of A&R in this implementation, and create processes in support of the college's funding.

Understand the impacts of year round CCC Apply implementation for A&R and create processes to make the process work efficiently for students and A&R Staff.

Create space in staffing schedules for effective and meaningful professional development training.

Mark an X before to each area that is addressed in your response.				Definitions of terms: https://goo.gl/23jrxt		
	Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software		LPC Planning Priorities	x	Services to Students
	Curriculum committee items		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Enrollment Management	x	Human Resources		Pedagogy	x	Technology Use
	External Factors		Learning Support	x	Professional Development		

Section Two: Current Topics (Required for All Programs)

A. **Educational Master Plan: A list of goals and strategies appears on page ii of the Educational Master Plan, which can be accessed here:**

   http://www.laspositascollege.edu/about/assets/docs/LasPositas_Ed_Master_Plan.pdf

   If applicable, describe how your program's upcoming plans reflect the goals described in the college's Educational Master Plan (your plans are described in Section 1, Questions H-I, or on a previous program review if you did not complete this year's Program Snapshot).

Admissions and Records Office plans and goals reflect Las Positas College Educational Master Planning goals in several specific ways. Here are some examples:

Goal A3, C4, D1: A&R is working to provide accessible supportive services for education planning, and student access to their transcripts through implementation of Degreeworks and self-service online transcripting. Also, the long term plan to develop real time support for students reflects these EMP goals, as does our long term goal to develop new processes around transfer credit evaluation in light of the new funding formula for community colleges.

Goal C3, D3, D4: A&R has plans to enhance professional development training to address the implementation of many new systems, and the rearrangement of responsibilities in the program due to retirements and staffing changes. Additionally, our long term goal to create scheduled time for training supports the EMP goals listed here.

B. **Program-Set Standard (Instructional Programs Only): Did your program meet its program-set standard for successful course completion? ____yes _____no**

   Program-set standard data can be found on this page:
   http://www.laspositascollege.edu/research/outcomes.php

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

N/A

C. **Facilities: Do you have any facilities needs that are currently unmet? If yes, please describe.**

1. Due to safety issues, the Admissions and Records front counter windows/doors and the Online Service Center glass panels will need to be replaced with a more secure structure.

2. Storage room - Admissions and Records file room is inadequate to maintain our student records.

D.

3. The Admissions and Records Office will need to reconfigure the office space. For example, more cubicles are needed with higher panels for security and privacy.

Professional Development

Section 87153 of California Education Code specifies the type of Professional Development activities that may be funded by the Community College Professional Development Program. You can review these activities here: https://goo.gl/w8sqBM

D1. Summarize the aspects of professional development that have been working well for your program. This might include the process of obtaining funds, the types of training your program members have been attending, etc.

Conference funding has been working well in conjunction with SSSP funds. On campus training and collaborations for training on the new software functionalities has been working well additionally.

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D2. Summarize any needs, desires and visions your program has regarding professional development, as well as any challenges.

More training is required due to new software, procedures and staff. Some new technologies that A&R can use more effectively and need more training on include:

Banner 9
Banner Recruit Module
SARS
SARS Messages
CCC Apply (in a year round format)
Cranium Café for online A&R services
Credentials Solutions for student support of the program
DegreeWorks
Omni Website content management system
Overall changing A&R processes and procedures
Communication skills
Team building skills
Leadership skills
Collaboration with other stake holders across campus

E. Program Suggestions (optional): What questions or suggestions do you have regarding the Program Review forms or process?

N/A

Section Three: SLOs/SAOs (Required for All Programs)

A. In the box below, copy and paste your "Plans for Analysis of SLO/SAO Data" from last year's Program Review. This plan can be found in the 2017 Program Review Section 1 Question L.

(If discussing multiple PSLO/SAOs copy the box below as needed.)

Circle One: CSLO   PSLO   SAO
Course, Program Name, or Student Service Area: **A&R**
Text of SAO: N/A
If you plan to analyze a PSLO, identify the courses that are mapped to the PSLO.

B. Below, report on your program's progress on the plan described in Question (A) above.

Text of CSLO/PSLO/SAO:
SLOs: Assessment data collected from _____ sections over _____ semesters.   SAOs: Assessment data collected from _____ students over _____ semesters.
Describe the quantitative or qualitative results:
Discuss and reflect upon student achievement for this CSLO/PSLO/SAO. Discuss any actions taken so far (and results, if known) and your action plan for the future:
What changes in student achievement are evident across the semesters you analyzed? What are some possible explanations for these changes?
DO you plan to continue tracking this SLO in the next year? Explain.

C. Planning: What are your future plans (either new or continuing) for SLO/SAO analysis for next year?   Identify the PSLOs, CSLOs, or SAOs that your program plans to focus on the upcoming year with subsequent analysis (next year's program review). (Copy the box below as needed.)

Circle One: CSLO   PSLO   <mark>SAO</mark>
Course, Program Name, or Student Service Area: **A&R**
Text of SAO: **In order to assess the effectiveness of A&R services, A&R will expand the data collection process and use of student data.**
If you plan to analyze a PSLO, identify the courses that are mapped to the PSLO. N/A

D. SLO/SAO Suggestions (optional): What questions or suggestions do you have regarding SLO/SAO planning, assessment and reporting?

Create a way broaden the SAO process to allow SAOs to be usefully written to reflect services and allow them to be assessed and created easily in the eLumen software.

Section Four: Curriculum Review
(Programs with Courses Only)

The following questions ask you to review your program's curriculum. To see the last outline revision date and revision due date:

> **1. Log in to CurricUNET**
> **2. Select "Course Outline Report" under "Reports/Interfaces"**
> **3. Select the report as an Excel file or as HTML**

Curriculum Updates

A. Title V Updates: Are any of your courses requiring an update to stay within the 5 year cycle? List courses needing updates below.

N/A

B. Degree/Certificate Updates: Are any degrees/certificates requiring an update to do changes to courses (title, units) or addition/deactivation of courses? List needed changes below.

N/A

C. DE Courses/Degrees/Certificates: Detail your department's plans, if any, for adding DE courses, degrees, and/or certificates. For new DE degrees and/or certificates (those offered completely online), please include a brief rationale as to why the degree/certificate will be offered online.

N/A