Student Services Program Review Report
Sierra College, 2013-14

Department/Program Name: Admissions & Records

Date Submitted: February 21, 2014

Submitted By: Gail Modder

Ideally, the writing of Program Review Report should be a collaborative process incorporating full-time and part time faculty as well as the appropriate educational administrator, instructional assistants, classified staff members and students who have an interest in the present and future vision of the program at all sites throughout the district. The Program Review Committee needs as much information as possible concerning the present and future of the program to assess and recommend the resources needed to keep the program viable and robust.

1) <u>Relevancy</u>: This section assesses the program's significance to the students, the college, and the community.

> **1a) To provide context for the information that follows, describe the basic functions of your area and/or program.**
>
> > **If applicable, also explain how the program aligns with state mandates, priorities set by external agencies, or any other relevant organizations.**

The basic functions of the Admissions & Records office are to provide the services students need throughout their journey at the college.

The list of basic functions is continually evolving to meet the needs of the student. Change will continue for the next few years as a result of Governor Brown recently signing into law the California Student Success Act of 2012 (SSSP). This legislation is designed to improve completion rates by requiring community colleges to develop student success and support programs with, among other things, expanded orientation, assessment, and educational planning services for students. These types of broad efforts have placed a spotlight on how support services can facilitate student success, and what institutional conditions must exist in order for them to do so.

Admissions & Records Main Duties include:
- Admissions
  - Residency
  - International Students
  - Academic Enrichment Students
- Registration
  - Pre-requisite clearance
  - Overloads
  - Course Registration
  - Waitlists
- Records
  - Academic Standing – President's List, Dean's List, Probation & Dismissal
  - Issuing Transcripts
  - Processing Petitions
  - Document Imaging
- Evaluations
  - Certificates
  - Degrees
  - PE Eligibility
  - Posting Transfer course work and units
  - Course Articulation
- State & Federal Reporting
  - 320
  - MIS
  - IPEDS
  - Student Loan Clearing House
- Customer Service for students, staff, and general public
  - Email
  - Phone
  - Window

1b) How does your program fit within the district mission statement as quoted below?

"Sierra College provides a challenging and supportive learning environment for students having diverse goals, abilities, and needs interested in transfer, career and technical training, and life long learning. The College's programs and services encourage students to identify and to expand their potential. Sierra College students will develop the knowledge, skills and abilities to become engaged and contributing members of the community."

Admissions & Records supports the learning environment by providing services to students that will help them navigate the college environment and meet their educational goals.

1c) With which specific Strategic Goals does the program align (include only the most relevant)?

I. **Educational Effectiveness** – Programs and services of the District will effectively promote and support student opportunity, success and achievement
II. **Organizational Effectiveness** – The District will manage its resources to best meet its multiple missions within the constraints of its resources
III. **Resource Development** – The District will focus on securing new resources to align with strategic goals
IV. **Focused Access** – The District will target outreach and access efforts to best serve its community

> Admissions & Records aligns with educational effectiveness by supporting student success.

1d) How does the program align with student needs? Please refer to any relevant assessments or other data in your reply.

Admissions & Records is one of the first places that students call when they have questions. The survey below was completed by the student workers taking phone calls to the A&R office August 19 – 23, 2013 and reflects the types of questions fielded by the staff.

What was the primary nature of the last phone call?

Answer Options	Response Percent	Response Count
Transcripts (incoming, outgoing, transfers credit, etc.)	18.6%	69
Registration-related issues	12.4%	46
College Application issues/questions (how-tos, deadline,	12.1%	45
Waitlist-related issues (Please answer question #3)	8.9%	33
mySierra questions or issues (login, how-tos, etc.)	7.5%	28
Other (please specify)	6.7%	25
Student ID	5.7%	21
General Information (Hours, locations, phone numbers,	4.3%	16
Financial Aid questions / Transfers to Financial Aid	3.5%	13
Bursar's Office / Payment & refund related questions	3.5%	13
Policy or petitions related questions (Audits, repeats,	3.2%	12
Assessment Questions / Transfers to Assessment	3.0%	11
Residency	2.7%	10
Counseling questions/issues	1.9%	7
Parking / parking permit / parking pass	1.9%	7
Books/bookstore	1.6%	6
Instructor info/email	1.1%	4
Academic Enrichment questions	1.1%	4
answered question		371

Other reasons for phone calls
Keys lost
Letter that proofs student meets requirements for AA
Program Certificate
System maintenance
Student wants to skip a class and wants information on nursing program
ASSC sticker
Students want to volunteer in a Music class
Student wants to know school code
Book voucher
Fostercare provied: asking about the person in charge
Instructor cannot find add codes on Roster
Notify clearing houses for student loans
Declare Major
Student wants to know whether PHIL 6 is being offered
Kaleidoscope
Student wants to know about the meeting time of the offered programs
Holds
Wanted to know if any homework is due on the first day of class
Parent calling wanting enrollment information on his son (could not give out info)
Major change
Gay and lesbian club
Jobs on campus

1e) Optional Additional Data: Comment on any other relevance to the district goals, mission, values, etc., that your program provides that is not incorporated in the prompts above. Consider, for example, contributions to diversity, campus climate, cultural enrichment, community ties, partnerships and service, etc. Include specific data and examples rather than merely anecdotal narrative.

> Because of the SSSP the Admissions & Records office will continue to be involved in helping students succeed and meet their goals.

2) Currency

2a) Student Learning Outcomes Assessment: Considering the information provided, comment on the program's progress in assessment of SLOs, analysis of the results, and improvements/changes made to the program. Please provide data and analysis in your explanation.

The Student Learning Outcomes that Admissions & Records have identified are the following:
1. Students will use self-help services that are available via mySierra.
2. Students will use Degree Works to make better decisions about course selections.
3. Students will use waitlist to schedule classes more effectively.

Outcomes are assessed with surveys. This past year the survey was completed by the student workers answering the phones in the A&R office. Results are displayed above in question 1d). Student Services did not do their annual survey this past year.

2b) Professional Development: Describe how purposeful departmental activities serve to improve teaching, learning and scholarship. Please be sure to specifically include flex activities, departmental meetings and activities, conferences, outreach to other colleges, research and implementation of best practices, changes in legislation, mandates from regulatory agencies, required faculty certifications, health and safety trainings or other factors. How do these activities contribute to your program's self-assessment and planning?

The A&R office has staff meetings every other week. At these staff meetings information regarding changes in regulations and process are shared. The PAR process, SLO's and Program Review are also discussed and input is solicited.

There is an annual conference put on by CACCRAO that 2 – 3 A&R team members attend to gain information on legislation changes, new mandates, and best practices; as well as networking with others in the field to learn from other colleges.
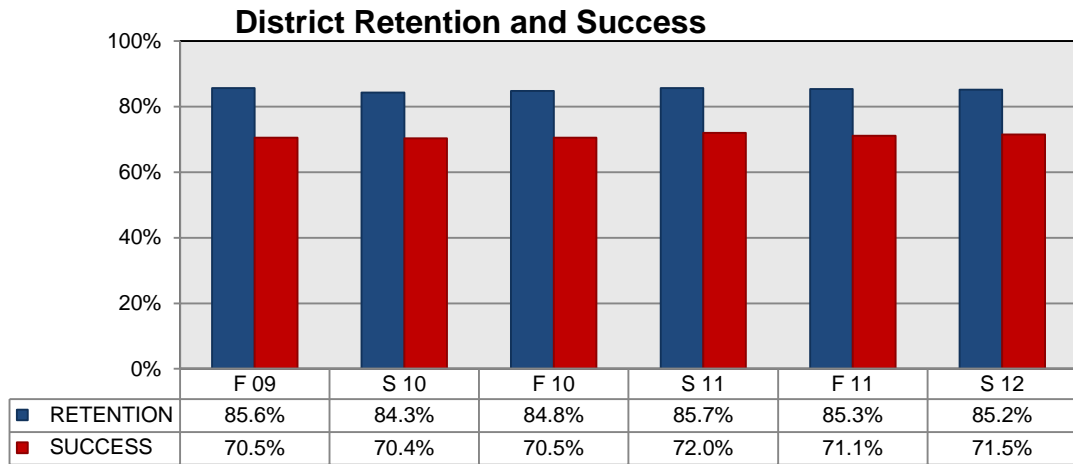
By utilizing information shared at staff meetings and conferences the A&R staff is informed of things that need to be planned for in the future.

2c) Optional Additional Data: Enter additional data or other information here that you believe to be an indicator of your program's effectiveness and explain why.

Enter comments here…

3) <u>Effectiveness:</u> This section assesses the effectiveness of the program in light of traditional measurements.
3a) Retention and Success - Describe how the program contributes to overall student retention and success. Describe any changes you have made that improved the effectiveness of the program as well as any barriers you have encountered to making changes. Include any relevant data (quantitative or qualitative) and explain its significance. How have you used the SLO data described above in assessing and improving your program? If you see a need to improve the data trends, outline a plan that will achieve the changes you are seeking.

District Retention and Success

	F 09	S 10	F 10	S 11	F 11	S 12
■ RETENTION	85.6%	84.3%	84.8%	85.7%	85.3%	85.2%
■ SUCCESS	70.5%	70.4%	70.5%	72.0%	71.1%	71.5%

It is hard to determine what impact the A&R office had or did not have on the overall retention and success of the district.

3b) Usage Trends - Identify and explain the usage trends in your program's data. Address separately the data for on ground, on-line, and usage at the various centers when applicable. Comment on the significance of these trends as well as the challenges experienced within the program. If you see a need to improve any trends, outline a plan that will achieve the changes you are seeking. Please explain your reason for this determination and describe how you will incorporate these assessments in your plans for improvement. If applicable, comment on both the past performance and the future direction of the program as a whole as well as on location and mode of delivery.

Place usage trend data and comments here . . .

3c) Productivity – Using your own data, please track productivity changes for at least the past 3 years. Comment on the significance of the trends as well as the challenges experienced within the program. If you believe any statistical trends need improvement, please explain your reason for this determination and describe how you will incorporate these assessments into your plans for improvement.

	2011	2012	2013
Applications	33,569	24,168	24,486
Phone calls	23,967 (avg call time 1.5)	24,866 (avg call time 2.3)	21,447 (avg call time 3.6)
Transcripts	20,445	18,378	19435
Appointment Times Issued	124,381	122,500	103128
Appointment Times Used	55,006 (44%)	52,818 (43%)	52,953 (51%)
Degrees Granted	2001	1864	2365
Certificates Granted	420	427	457
Headcount	28,829	27,124	27,058
Staffing levels	15	14	14

The volume of work over the past 3 years has stayed consistent. Something that cannot be shown very well is the complexity of the work. With new regulation changes and policy changes the jobs of the A&R staff require more research and the length of time spent on resolving issues has increased. The average call time has more than doubled over the past three years.

3d) Optional Additional Data: Enter additional data or other information here that you believe to be an indicator of your program's effectiveness and explain why.

Enter data here…

4) **Resources:** **This category assesses the adequacy of current resources available to the program and describes and justifies the resources required to achieve planning goals by relating program needs to the assessments above.**

4a) Please describe the future direction and goals of the program for the next three years in terms of sustaining or improving program effectiveness, relevance, and currency. Please include any analysis of relevant assessment data noted above.

Doing things once and doing them right the first time is something that the A&R office is striving for. With SSSP the duties performed by A&R will continue to change over the next 3 years. The use of technology is vital to continue to support students in the manner in which they want to be supported.

4b) Equipment and Technology: Comment on the adequacy of the program's equipment and technology funding for the District as well as our sites. Include a projection of equipment and technology needs for the next three years as well as a justification, including supporting data, for these requests.

In order for A&R to continue to provide services for students there is a need for more technology and improved processes. Investing more time and money into document imaging, degree works, and an early alert system are all important projects that will improve the services A&R provides.

4c) Staffing: Comment on the adequacy of the program's faculty, classified and student help staffing levels for the District as well as our sites. Include a projection of staffing needs for the next three years as well as a justification for needs.

Staffing is a major concern at this time. There continues to be a lot of turnover in the office. In order to provide adequate services to students staff need to be trained and confident in their knowledge and purview. It takes time to train staff on the proper processes and regulations that governs them. With employees staying for shorter lengths of time, it puts a strain on the office because we are in a constant training mode and understaffed because we are filling positions with temporary employees and new employees that are not as seasoned. Lastly, this kind of turnover can lead to important information being lost in transition.

4d) Facilities: Considering the data provided, comment on the program's fill rate and the adequacy of the facilities for the District as well as our sites. Include a projection of facility needs for the next three years as well as a justification for stated needs.

The Admissions & Records office needs to be remodeled to better provide good service to students. The majority of the current configuration was designed in 2001 when A&R moved from the Administration Building over to Winstead. As we continue to evolve and fulfill our role in the SSSP it would benefit the students and staff to remodel the A&R area to help students through all of the processes required to be more successful.

5) **Summary/Closing**

5a) Evaluate the program's strengths, weaknesses, opportunities/future directions, challenges.

The staff in the A&R office are very dedicated, detail oriented individuals that take pride in doing good work. Without this caliber of staff the office would not be able to continue to function. Overall the Admissions & Records office is functioning and providing services to help students succeed. It is becoming evident that the staffing will continue to churn. To compensate for this weakness one additional position would help maintain an adequate staffing level. Additional technology to help with efficiency and remodeling the office to make better use of the facilities and provide better service to students are also opportunities for improvements.

5b) Please provide any other information the Program Review Committee should consider.

It is difficult to provide data to show the effectiveness of the A&R office. The outcomes that we can document may not correlate to a definition of success. However the same amount of time and effort (sometimes more) is expended whether success is achieved or not.

5c) How has the author of this report integrated the views and perspectives of those who have interests in the future of this program including full time and part time faculty, educational administrators, instructional assistants, classified staff, and students at Rocklin, Roseville Gateway, Nevada County Campus, and Tahoe Truckee?

The report was discussed at staff meetings and input was requested.