PROGRAM REVIEW Fall 2020

Program: Admissions and Records
Division: Enrollment Services
Date: 10/15/2020 draft
Writer(s): Jeff Lawes, Jesus Bravo-Morales, Frances DeNisco
SLO/SAO Point-Person: Frances DeNisco

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.

Please note: Program Review is NOT in itself a vehicle for making requests. All requests should be made through appropriate processes (e.g. Instructional Equipment Request Process) or directed to your dean or supervisor.

Time Frame: This Program Review should reflect on program status during the 2020-21 academic year. It should describe plans starting now and continuing through 2021-22.

Sections: This Program Review has been shortened due to the COVID-19 pandemic. The Program Review Committee understands that you are completing this program review in a time of stress and disruption and that this may affect many of your responses. Sections and questions are marked with the name of the committee or office that will use the information.

- The first section 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 a review of curriculum, to be filled out only by programs with curriculum.

Topics: The Program Review Glossary defines key terms. Writers should review this glossary before writing: https://bit.ly/2LqPxOW

For Help: Contact Nadiyah Taylor: ntaylor@laspositascollege.edu.

A list of contacts for help with specific sections is provided on the Program Review website under the "tools for writers" tab. [https://bit.ly/3fY7Ead]

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: Communicate with your dean about completing this document.
4) Send an electronic copy of this form to Nadiyah Taylor and your dean by Monday, November 2.

Links:
Program Review Home Page: laspositascollege.edu/instructionalprogramreview
Fall 2019 Program Reviews: laspositascollege.edu/programreview/pr2019.php
Frequently Asked Questions: laspositascollege.edu/instructionalprogramreview/programreviewfaqs.php

Section One: Program Snapshot [Program Review Committee]

For assistance with this section, contact the Program Review Committee Chair. **[https://bit.ly/3fY7Ead]**

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 Snapshot was submitted in the following semester: Fall 20_____.

A. Accomplishments: What plans were achieved during AY19-20? You may describe achievements that were or were not planned in earlier Program Review. Your response may include actions regarding COVID-19. Please highlight any positive impacts to students.

- **Provide service and protect student privacy during shelter in place and campus closures.**
- **Provide limited in person services to students at the window while protecting student and employee safety and health.**
- **Transformed all forms to fillable .pdf and began to take accept them through private and secure Zonemail.**
- **Created procedures and provided equipment for staff to work from home.**
- **Developed online file and tracking systems to respond to student inquiries.**
- **Creating a new Extraordinary Withdrawal procedure, processed over 4,000 Extraordinary Withdrawal requests and attendant Refund requests manually while continuously receiving new and changing directives from the state. Continuing to process these requests through the Fall 2020.**
- **Refunding students fees per direction of the state.**
- **Hired and trained Admissions and Records II employee.**
- **Hired and trained one part time staff person.**
- **Hired and training two student assistants.**
- **Implementation of "Ask Andi" Ocelot software for Admissions and Records**
- **Review of A&R forms to include instructions specific to COVID-19.**
- **Training the entire A&R staff on Application pushing.**
- **Training A&R II & III employees on procedures for determining Residency.**

- **Implementing updated version of Degreeworks 5.0.2**
- **Created more than 85 new and/or updated certificates and degrees in Degreeworks for Fall 2020**
- **Updated over 25 new email templates from CCC Apply that are automated responses to students.**
- **Assisted in Creating the Student Support Hub inside CANVAS.**
- **Assisted the Las Positas Correctional Facility Institute in getting 100 students admitted to the college.**
- **Supported the newly implemented Apprenticeship Program for Shop Ironworkers.**
- **Creating and implementing videos for student information in specific topics for Admissions and Records.**

Mark an X before each area that is addressed in your response.			Definitions of terms: https://bit.ly/2LqPxOW		
	Community Partnerships/Outreach	X	Facilities, Supplies and Equipment, Software		LPC Planning Priorities	X	Services to Students
	Course Offerings	X	Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Curriculum Committee Items	X	Human Resources		Pedagogy	X	Student Equity
X	External Factors		Learning Support		Professional Development	X	Technology Use

B. Challenges, Obstacles and Needs: Describe any significant challenges, obstacles or needs for your program. Your response may include issues regarding COVID-19. Please highlight any negative impacts for students.

- **Lost one full time Evaluator, not replaced.**
- **Lost one Admissions and Records II employee, not replaced.**
- **Shared Senior Administrative Assistant with other Dean of Student Services.**
- **An A&R 1 and an A&R II position were never filled from 2018-2019 AY.**
- **Spring of 2020 was a very challenging transition for Admissions and Records staff. We can no longer provide the type of in person service that we were used to, getting used to Zoom meetings, learning software for signatures and documents such as Adobe on the fly, in order to be able to process forms.**
- **Covid-19 has had an impact on team collaboration, and a feeling of collective purpose. It has been harder to feel connected to colleagues and students as well.**
- **More professional development is needed in customer service strategies for fulfilling student needs through distance and online service modes.**
- **Students have varying degrees of technological capabilities, and it is difficult to serve them when the technology they need to use does not work for them. A&R needs to explore how to use technology to bridge the gap in serving students who do not have the technological skills and capabilities to interact in a fully online environment.**

Mark an X before each area that is addressed in your response.			Definitions of terms: https://bit.ly/2LqPxOW		
	Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software		LPC Planning Priorities	X	Services to Students

	Course Offerings		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Curriculum Committee Items	**X**	Human Resources		Pedagogy	**X**	Student Equity
X	External Factors		Learning Support	**X**	Professional Development	**X**	Technology Use

C. 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 available; if your program does not have a data packet or dashboard data, 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: https://bit.ly/2IYaFu7

Course Success Rates Dashboard can be found at the bottom of this page: https://bit.ly/2Y9vGpI

For assistance with this question, contact the Director of Institutional Research and Planning. **[https://bit.ly/3fY7Ead]**

A&R does not have a data packet.							
Mark an X before each area that is addressed in your response.				Definitions of terms: https://bit.ly/2LqPxOW			
	Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software		LPC Planning Priorities		Services to Students
	Course Offerings		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Curriculum Committee Items		Human Resources		Pedagogy		Student Equity
	External Factors		Learning Support		Professional Development		Technology Use

D. Short Term Planning: What are your most important plans, either new or continuing, for next year? Describe plans starting now and continuing through AY 21-22. (Optional: You may also describe long-term plans if desired.)

- **Create a plan from our lived Covid-19 experience to be able to implement, more effectively and quickly, procedures when an emergency arises.**
- **Continue to serve students in an online environment and create effective ways to bridge the gap for students who are not who do not have the technological skills and capabilities to interact in a fully online environment.**
- **Continue to improve through staff training and professional development, our capability to provide services to students in an online environment.**
- **Maintain capacity to serve all Las Positas college students with decreased staffing.**
- **Explore staff training around appropriate best practices for offering services to students online.**

Mark an X before each area that is addressed in your response.	Definitions of terms: https://bit.ly/2LqPxOW

	Community Partnerships/Outreach		Facilities, Supplies and Equipment, Software		LPC Planning Priorities	X	Services to Students
	Course Offerings		Financial/Budgetary		LPC Collaborations		SLO/SAO Process
	Curriculum Committee Items	X	Human Resources		Pedagogy		Student Equity
X	External Factors		Learning Support	X	Professional Development	X	Technology Use

Section Two: Institutional Planning Topics (Required for All Programs)

A. Equity [Student Equity and Achievement Committee]: Please describe any recent actions your program has taken to increase equity and/or any challenges your program faces in promoting equity and equity-based decision-making? Areas to consider include students impacted by race/ethnicity, gender, sexuality, age, or disability status, as well as students who are disproportionately impacted due to the shift to remote instruction.

For assistance with this question, contact the Director of Student Equity and Achievement**. [https://bit.ly/3fY7Ead]**

- **Provided in person window service for those students who need to make cash payments and for those students whose transportation issues depend on their Student ID card so that they can travel for free on the Public Transit system.**

- **Resource document was created and posted on the A&R website to direct students to A&R staff resources for students.**

- **Participated in creating the Student Services HUB inside CANVAS to serve online students.**

- **Created a triage email system to answer student questions and concerns in a timely manner.**

- **Create Residency, Petition and EC Committee to address specific student's needs more effectively.**

B. SLOs/SAOs [SLO Committee]:

You should complete ONE of the following three sections. Please choose the option that is most appropriate for your program:

B1: Instructional Programs with PSLOs
B2: Instructional Programs without PSLOs or with Special Circumstances
B3: Non-Instructional Programs

Skip to the section you chose. If you are not sure which option to pick, contact the SLO Committee Chair or Program Review Committee Chair for assistance.

B1: Instructional Programs with PSLOs

In this year's Program Review, and in support of Accreditation, we would like a snap-shot on how your program plans to collect, discuss and report assessment findings to develop best practices for teaching and student learning ("closing the loop").

As a program, please select one PSLO for a degree or certificate to focus on. This PSLO should reflect one area of your program that you would like to investigate in depth. For example, your selection may focus on an area to improve student success, to update pedagogy, equity issues, or to examine a new degree/certificate, etc.

In this section, describe your plan for assessment data to be collected, analyzed and discussed, and reported out in next year's Program Review. Your plan should identify the CSLOs that feed into your selected PSLO so that a complete data set is collected. You may choose to do this over one or two semesters. In next year's Program Review, you will be asked to summarize your SLO assessments, analysis of those findings, and proposed changes that may be implemented to improve teaching and student learning.

For assistance with these questions, contact the SLO Committee Chair. **[https://bit.ly/3fY7Ead]**

B1a. **In the space below, insert the complete wording of the PSLO and potential reason(s) for selecting it for analysis.**

N/A

B1b. In the table below, list the CSLOs that feed up to the identified PSLO and check the semester or semester(s) that the CSLO will be assessed and data entered into eLumen.
(If this different than the submitted SLO template plan, please update and resubmit the template plan. Send the updated template to mwiest@laspositascollege.edu and ahight@laspositascollege.edu)

Complete Name of CSLO	Fall 2020	Spring 2021	Summer 2021
N/A			

B1c. When will analysis and discussion of the assessment data be completed (during next year's Program Review is an option)? The reporting out of the "closing the loop" analysis will be part of next year's Program Review.

N/A

B2: Instructional Programs without PSLOs or with Special Circumstances

If your department does not have PSLOs, you may choose one CSLO to focus on. This option may also be used if there is a strong departmental rationale for focusing on a single CSLO.

As a department, please select a course to focus on. The selected course and one of its CSLOs should reflect an area that you would like to investigate in depth. For example, your selection may focus on a course to improve student success, to update pedagogy, to analyze equity issues, etc.

For assistance with these questions, contact the SLO Committee Chair. **[https://bit.ly/3fY7Ead]**

B2a. In the space below, describe the rationale (such as this is not a degree-granting program, we focus mainly on non-degree courses, etc.)

N/A

B2b. **In the space below, insert the complete wording of the CSLO and reason(s) for selecting it for analysis.**

N/A

B2c. In the table below, list the CSLO and check the semester or semester(s) that the CSLO will be assessed and data entered into eLumen.
(If this is different than the submitted SLO template plan, please update and resubmit the template plan. Send the updated template to mwiest@laspositascollege.edu and ahight@laspositascollege.edu)

Complete Name of CSLO	Fall 2020	Spring 2021	Summer 2021
N/A			

B2d. When will analysis and discussion of the assessment data be completed?   (During next year's Program Review is an option.) The reporting out of the "closing the loop" analysis will be part of next year's Program Review.

N/A

B3: Non-Instructional Programs

In this year's Program Review, and in support of Accreditation, we would like a snap-shot of how your student service area plans to collect, discuss, and report assessment findings to develop best practices for teaching and student learning ("closing the loop").

Please select one SAO to focus on. This SAO should reflect an area of your program that you would like to investigate in depth. For example, your selection may focus on an area to improve student success, increase best practices, to address equity issues, or to examine a new service/program, etc. The intent is for this section to be useful for reflection to develop best practices for serving students.

For assistance with these questions, contact the SLO Committee Chair. **[https://bit.ly/3fY7Ead]**

B3a. **In the space below, insert the complete wording of the SAO and potential reason(s) for selecting it for analysis.**

- SAO: In order to assess the effectiveness of Admissions and Records services, Admissions and Records will expand the data collection process and use of student data.

- This SAO remains important to Admissions and Records in order to be able to improve services to students.

B3b. When and how will this SAO be assessed and data entered into eLumen? (If this different than the submitted template plan, please update and resubmit the template plan. Send the updated template to mwiest@laspositascollege.edu and ahight@laspositascollege.edu)

Admissions and Records will once again attempt to coordinate with IR to develop a Data Packet that can be useful on an annual basis for assessing A&R Services to students. It may be a combination of already available data that are then re-packaged usefully for analysis by A&R Team, or it may be a new collection tool. Covid-19 has impacted the capacity of the A&R Team in terms of working on the SAO.

B3c. When will analysis of the assessment data will be completed (during next year's Program Review is an option)? The reporting out of the "closing the loop" analysis will be part of next year's Program Review.

Admissions and Records has the intention to develop this packet with IR over the next two years.

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**

A. Title V Updates [Curriculum Committee]: Are any of your courses requiring an update to stay within the 5 year cycle? List courses needing updates below. Reminder: updates to course title or units, and course deactivations, will require updating any program they are associated with. List programs requiring updating in question (B).

N/A

B. Degree/Certificate Updates [Curriculum Committee]: Are there any programs requiring modification? List needed changes below.

N/A

C. DE Courses/Degrees/Certificates [Distance Education Committee]: 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