

PROGRAM REVIEW Fall 2017

Program: Admissions and Records Office

Division: Student Services

Date: 10/20/17

Writer(s):, Jeff Lawes, Debbie Earney, and Sylvia Rodriguez

SLO/SAO Point-Person: Jeff Lawes

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 2016-17 academic year. It should describe plans starting now and continuing through 2017-18. 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 is a review of curriculum. Only programs with curriculum need to complete Section 2. The third section is a CTE update, to be completed by CTE programs only.

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 October 13.
- 4) Send an electronic copy of this form to Karin Spirn and your Dean by October 16
- 5) Please note: Some information needed for this Program Review will become available in August 2017.

Links:

Program Review Home Page: <https://goo.gl/XATgjJ>

Fall 2016 Program Review Updates : <https://goo.gl/YV8QOt>

Frequently Asked Questions: <https://goo.gl/ilhRtt>

Section One: Program Snapshot

A. Data Review: Describe any significant changes to your program's data since last year's Program Review Update (Fall 2016).

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 [available August 2017]
- CEMC Data
- Labor Market Data
- SLO/SAO Data

The Student Success and Support Program continues to have an on-going impact on the Admissions & Records Office.

1. 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.

2. The Degree Works Coordinator presented Degree Works to the General Counseling, Admissions and Records, Deans, and Curriculum Committee. Degree Works trainings were also provided to the Counseling Department, Admissions & Records, and one to one setting for Staff and Faculty. Since March 2017, the following pilot programs, EOPS, Puente, HSI, Veterans, and General Counseling started using Degree Works to advise students. With collaborative efforts and diligent work, the "Degree Works" degree audit/planning system was officially implemented on September 21, 2017. This program will enable students to keep track of their progress towards their educational goals.

3. A&R started using 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. We are inconsistent in having student login to SARS during peak registration time. In addition, it is inconvenient for students to login to SARS in different location. SARS will only provide numbers, but not feedbacks from students. Student satisfaction survey results from 2016 indicated that 94% of 1488 students surveyed were very satisfied with the services that the Admissions & Records Office.

4. In August 2016, a Student Record Evaluator was hired and funded by (SSSP) to support the Degree Works implementation and the incoming transcript evaluation process. Two of our Evaluators are using Degree Works on a daily basis comparing the output to their own evaluation to identify discrepancies. During summer the Evaluators and the Degree Works Coordinator were provided initial training for the transfer course articulation project.

5. A new A&R II position was hired on September 2016.

6. In March 2017, the A&R Assistant III classified professional retired. An A&R II classified professional applied for this position and was hired on August 2017. A new A&R II replacement was then approved and is currently in the hiring process.

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 2016).

<p>The College continues to expand programs and services that require support from Admissions and Records Office:</p> <ul style="list-style-type: none"> • 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), non-credit, 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. • A new automated electronic transcript processing is in review for implementation. This will be a true student self-service transcript processing system. • Implementation of the Recruit Module requires participation from an A&R staff and the Degree Works Coordinator. 	<p>Mark an X next to each area that is addressed in your response.</p>
	<p>Definitions of terms: https://goo.gl/23jrxt</p>
	<p><input type="checkbox"/> Community Partnerships/Outreach</p>
	<p><input type="checkbox"/> Curriculum*</p>
	<p><input checked="" type="checkbox"/> Enrollment Management</p>
	<p><input type="checkbox"/> External Factors</p>
	<p><input type="checkbox"/> Facilities,** Supplies and Equipment (Including Software)</p>
	<p><input type="checkbox"/> Financial/Budgetary</p>
	<p><input type="checkbox"/> Human Resources</p>
	<p><input type="checkbox"/> Learning Support</p>
	<p><input type="checkbox"/> LPC Planning Priorities https://goo.gl/LU99m1</p>
	<p><input type="checkbox"/> Pedagogy</p>
	<p><input type="checkbox"/> Professional Development</p>
	<p><input checked="" type="checkbox"/> Services to Students</p>
<p><input type="checkbox"/> SLO/SAO Process</p>	

	X	Technology Use
	*Curriculum will also be addressed in Part 2 (Curriculum Review).	
	**Facilities will also be addressed in Question H.	

C. Reflection: What plans from the 2016 Program Review Update or any previous Program Reviews/Updates have been achieved and how?

<p>Degree Works was implemented on September 20, 2017.</p> <p>Transfer Evaluation System (TES) – This course articulation software was implemented on August 2016. This software helps determine course equivalencies from other colleges and is currently being utilized by our Evaluators.</p> <p>The Admissions and Records web page has an entirely new look and the updated enhancements is more user friendly. The entire Student Services were involved with this project. Many Admissions and Records “commonly used forms” are pdfs and fillable. Our goal is convert all forms to pdfs and fillable.</p> <p>On May 9, 2017, Admissions & Records was pleased to announce a new after-hours support service. This service had dedicated Responders available to answer questions in real time from potential or current students. This service was available in addition to regularly scheduled Admissions & Records business hours. The Responders were located in the Admissions and Records Online Service Center. The program ended at the end of September, 2017 due to limited budget. Responders responded to over 2400 requests via email, phone, and cranium café. Tracking and following up potential students were a big part of their responsibilities. The goal was to recruit potential students to apply and register classes at Las Positas College. The Responders were also involved on other projects such as, contacting students who are in jeopardy of being drop for non-payments. They were also involved in our outreach events, such as the Spotlight Series that were held at the Las Positas College campus.</p>	Mark an X next to each area that is addressed in your response.	
	Definitions of terms: https://goo.gl/23jrxr	
		Community Partnerships/Outreach
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		Professional Development
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x	Technology Use	
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D. 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 A, B or C).

<p>The First Responders proved to be very successful. Students were able to get timely responses on questions regarding admission and registration.</p> <p>A&R continues to provide the best quality of service to students, faculty, and staff.</p>	Mark an X next to each area that is addressed in your response.
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E. Obstacles: What obstacles has your program faced in achieving plans and goals?

<p>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.</p> <p>With the addition/promotion of four employees, there was a need for dedicated time to support training efforts.</p> <p>The Admissions and Records After Hours Service was phased out due to HR hourly restrictions and no ongoing funds. This is a very important service to our current and potential students, since many work full time. By eliminating this service, we are denying access to our students after regular business hours, and may lose potential students that may have been interested in attending Las Positas College.</p> <p>The Admissions and Records Office is still not eligible to receive SSSP funding based on the current guidelines.</p>	Mark an X next to each area that is addressed in your response.
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		Pedagogy
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F. Short Term Planning: What are your most important plans (either new or continuing) for next year?

<p>Reinstate the Admissions and Records After Hours Service.</p> <p>Utilize the Admissions and Records Online Service Center to its full potential. Develop strategies on how to increase student usage of its services.</p> <p>Continue to review and update the Admissions and Records webpage for clarity and accuracy of information. The program intends to develop an SAO related to the website usability.</p> <p>Implement Credentials to alleviate the routine transcript processing duties to a reputable, established third party.</p> <p>Revisit the High School Concurrent Enrollment program policy and procedures.</p> <p>With the addition of new employees and with the retirement of Debbie Earney, the office will need to revisit the distribution of job duties and provide ongoing training to maintain quality service to our campus community.</p>	Mark an X next to each area that is addressed in your response.	
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G. 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).

<p>Replace the antiquated telephone system.</p> <p>Develop real time Chat support for our students.</p> <p>Continue to utilize technology to streamline processes without sacrificing customer service and connection with students.</p>	Mark an X next to each area that is addressed in your response.
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H. Do you have any facilities needs that are currently unmet? If yes, please describe.

<p>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.</p> <p>Storage room - Admissions and Records file room is inadequate to maintain our student records.</p> <p>Due to additional staffing, the Admissions and Records Office will need to reconfigure the office space to accommodate the new staff. For example, more cubicles are needed with higher panels for security and privacy.</p>

I. Mission: Explain how your program’s plans and accomplishments support the mission of Las Positas College:

Las Positas College is an inclusive learning-centered institution providing educational opportunities and support for completion of students’ transfer, degree, basic skills, career-technical, and retraining goals.

Las Positas College's support for student completion of transfer, degree, basic skills, career-technical and retraining goals would not be possible without the Admissions and Records Office. Our goal is to provide excellent service to students in the following areas that are vital to student access and success: Admissions, registration, grades, academic records maintenance, transcripts, verifications, graduation eligibility, IGETC and GE breadth certification, attendance accounting, fees, tuition, refunds, and program referral. We strive to remain technologically current and innovative in the application of technology to streamline processes to better serve our students and the campus community, while maintaining the confidentiality, accuracy, and security of student records in a manner consistent with Federal and State regulations. The staff is dedicated to addressing the needs of our diverse students in a welcoming professional manner; thereby promoting a successful experience throughout their academic career.

The implementation of Degree Works and course articulation project will support efforts to **increase** completion and success rates.

J. Program-Set Standard (Instructional Programs Only): Did your program meet its program-set standard for successful course completion? ___yes ___no

[This data will be available in August 2017]

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

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K. SLOs/SAO Reflection: Describe an example of how your program used course SLO data (CSLOs), Student Service Area Outcome (SAO) data or Program SLO data (PSLOs) from last year (2016-17) to impact student learning or achievement. Focus on PSLOs or CSLOs where you have multiple semesters of data to analyze. (Copy the box below if you would like to discuss multiple examples.)

Course Name, Program Name or Student Service Area: Admissions and Records
Text of the CSLO, SAO, or PSLO: SAO
Describe the quantitative or qualitative results: Data analysis for 2016 was not obtained.
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: Data gathering efforts did not occur during this period.
What changes in student achievement are evident across the semesters you analyzed? What are some possible explanations for these changes in student achievement?

L. Plans for Analysis of SLO/SAO Data: Identify the PSLOs, CSLOs, or SAOs that your program plans on focusing on the upcoming year with subsequent analysis. (Copy the box below as needed.)

Circle One: CSLO PSLO SAO
Course, Program Name, or Student Service Area:
Text of CSLO/PSLO/SAO:
If you plan on analyzing a PSLO, identify the CSLOs that feed into the PSLO that will need to be assessed.

**Section Two: 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.

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.

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.

**Section Three: CTE Updates
(CTE Programs Only)**

A. Labor Market Conditions: Examine your most recent labor market data. Does your program continue to meet a documented labor market demand? Does this program not represent unnecessary duplication of other training programs in the college's service area? (Please note: your labor market data should be current within two years. Contact [Vicki Shipman](#) or the current CTE Project Manager for access to data).

B. Advisory Boards: Has your program complied with advisory board recommendations? If not, please explain.

C. Strong Workforce Program Metrics: Utilizing LaunchBoard, review the Strong Workforce Program Metrics. Review the data and then answer the following questions.

(Contact [Vicki Shipman](#) or the current CTE Project Manager for help accessing the data).

C1. Does your program meet or exceed the regional and state medians **for increased enrollments, completions, and/or transfer since your last program review**? If not, what program improvements may be made to increase this metric?

C2. Does your program meet or exceed the regional and state medians **for students gaining employment in their field of study**? If not, what program improvements may be made to increase this metric?

C3. Does your program meet or exceed the regional and state medians **for student employment rates after leaving the college**? If not, what program improvements may be made to increase this metric?

C4. Does your program meet or exceed the regional and state medians **for increased student earnings and median change in earnings**? If not, what program improvements may be made to increase this metric?