

Admissions and Records

The services of the office are a vital part of enrollment management and recording student learning and progress. Students are assisted with electronic admissions, PIN resets, registration, evaluations, My Degree Path audits, and obtaining transcripts. Our trend data documents the high volume of work that is accurately performed by a staff of only 10 people (when we are at full staff).

Assessment Center

The Compass administration offered by the Assessment Center plays a significant role in matriculation as one of the key steps to matriculation. It establishes eligibility for placement into many of our courses. The Center has assumed responsibility for accommodations testing which assists students with disabilities in completing their courses successfully.

Degrees and Certificates: List the degrees and/or Certificates of Achievement awarded by the program, if applicable. N/A

II. Program Assessment:

- a. How did your outcomes assessment results inform your program planning?

Admissions and Records Outcomes:

1. **Utilize Inside BC to increase student awareness of campus activities and processes.** This year we have expanded the number of Inside BC groups with whom we communicate to include veterans and concurrently enrolled students and we continue to inform prospective graduates about the commencement ceremony. We will conclude our survey of the effectiveness of the messages to veterans later this month and that will help us determine if we need to change any processes.
2. **Students and prospective students will have their incoming transfer courses evaluated and posted to their transcripts in at least two fewer weeks than it takes at present as we implement CCCTrans and increasing numbers of California public colleges join the system.** We are now able to have incoming eTranscriptCA transcripts fed directly into Banner and we are working to have incoming Credentials transcripts do the same. We expect this to bring the maximum wait time for incoming transcript evaluations down from 16 weeks to 8 weeks and we are able to complete graduation evaluations and mail diplomas within 8 weeks.
3. **Help to increase the success levels of DSP&S students in their courses by utilizing DSP&S Testing Incident Report forms to improve accommodations testing situations by sharing information with instructors, faculty chairs, and deans.** Since about ½ of the forms that were completed last year had to do with students believing that instructors were insisting on specific test times or that instructors had not provided the correct test for the scheduled time, we have decided to continue with that AUO for at least one more year.

- b. How did your outcomes assessment results inform your resource requests this year?

There have been no resource changes related to our AUOs.

- c. Note any significant changes in your program's strengths since last year.

DegreeWorks audits and what-if functions are ready for students to use. We are just waiting for the programmers in IT to make the program available through Inside BC. These audits will certainly contribute to

the success of our students by keeping them focused on their educational goals. The Student Educational Plans program will be developed and implemented by a district-wide committee of counselors and academic staff. The addition of one more part-time assessment assistant to staff the Student Success lab for retesting on Friday and Saturday will help students who take the time to do some remediation to prepare for retesting without impacting services for new students.

- d. Note any significant changes in your program's weaknesses since last year.

As the Colleges works to improve the success of our students, the Office of Admissions and Records has the opportunity to increase our "front door" services. With the addition of one or more A&R Tech 1 positions, we could provide actual admissions counseling, where we assist students in determining the educational goals at the time that they complete their admissions form. We can accomplish this only with addition of at least one A&R Tech 1.

Unfortunately, there are still not enough private testing rooms for accommodations testing.

Delays in replacing retiring staff members continue to impact the timeliness of some of the work in A&R.

- e. If applicable, describe any unplanned events that impacted your program.

The development of the Common Assessment and then the delay in its availability for gathering data for setting scores should greatly improve student placement into courses and reduce the costs of assessment tests.

We are participating actively in new data projects to enhance student success such as Achieving the Dream and Win Win.

III. Technology and Facilities Analysis

- a. Has your program received new or repurposed technology in this cycle? No.

i. If yes, how have you assessed the outcome of the use of that technology and its effectiveness as it relates to student outcomes?

ii. If no, what technology could play a contributing factor in future student success and outcomes for your program? How would you evaluate the use of this technology? As new technologies for students with disabilities become available, we will need to evaluate them and, where appropriate, add them to the Assessment Center.

iii. How might other areas use this technology?

(NOTE: Technology requests can be made by filling out the [ISIT Request form](#).)

- b. Has your area received any facilities maintenance, repair or updating in this cycle? If yes, how has the outcome contributed to student success?

The floors, wall and windows of the Office of Admissions and Records were replaced, asbestos removed, painted and cleaned. Staff has been healthier and therefore more available to assist students.

(NOTE: Facilities and M&O requests can be submitted by completing the [M&O request form](#))

c. A weakness that has grown over the past several years is the lengthy delays in getting improvements or corrections to Banner process in a timely way. It has taken over one year to have problems with the drop corrected and improvements made in the identifying of disqualified students. It has taken more than 5 years to get the electronic receipt of transcripts automatically fed into Banner. If we had an IT technician based in our office, as is done in many California Community Colleges such as Cuesta and Antelope Valley, we would be able to address these problems promptly and effectively.

IV. Trend Data Analysis:

Discuss any significant changes in data trends over the last year using data provided by Institutional Research. Metrics may include the following:

- a. Changes in student demographics (gender, age and ethnicity)
- b. Changes in enrollment (headcount, sections, course enrollment and productivity)
- c. Success and retention for face-to-face, as well as online/distance courses
- d. Degrees and certificates awarded (five-year trend data for each degree and/or certificate awarded)
- e. Other program-specific data *(please specify or attach)*

All of the specific data items that apply to Admissions and Records, such as transcript requests or evaluations, and veterans certified follow the expected pattern of slightly lower numbers due to our enrollment reductions last year but we have been able to reduce the time it takes for transfer evaluations and graduation processing. We expect to see increases over the next year as enrollment increases and increases in enrollment of concurrent students due to the growth of dual enrollment courses. In Assessment the number of accommodations test contacts is up by over 300 contacts. We attribute this to increased instructor and student recognition of the need for these accommodations. The number of other tests administered has increased more than six-fold. We attribute this to improvements in our check in processes and two new tests that we took on this year-CBEST and CSET. As we add the automotive tests these numbers will increase even more next year.

V. Progress on Program Goals:

List the program’s goals from the previous Program Review. For each goal, please discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.

<p>Previously Established Goal 1: <i>(state goal)</i> Utilize available technology to communicate with students.</p> <p>Progress on Goal:</p> <p><input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date)</p> <p>Comments on Goal 1: We have added groups for concurrent students and veterans in Inside BC and are conducting a survey of effectiveness with veterans.</p>
<hr/> <p>Previously Established Goal 2: <i>(state goal)</i> Help to increase the number of students who complete degrees and certificates by: Completing transfer course evaluations in eight weeks or less and completing the implementation of DegreeWorks</p> <p>Progress on Goal:</p> <p>x<input checked="" type="checkbox"/> Completed: The My Degree Path audit and what-if programs are ready to be posted to Inside BC August 29, 2013 _____ (Date) <input type="checkbox"/> Revised: _____ (Date)</p> <p>Comments on Goal 2: We have reduced the maximum wait for transfer evaluations to be completed to 10 weeks and when transcripts coming in electronically through Credentials are posting directly into Banner and as more as more colleges send their transcripts electronically, we expect to get that down to six weeks.</p>

VI. Curricular Review (Instructional Programs only):

- a. List each of the courses offered within the discipline’s academic program in the first column, using one row per course. Place an **X** in the appropriate column to indicate when the course is scheduled for review.

Course	2013-2014 (2019-2020)	2014-2015 (2020-2021)	2015-2016 (2021-2022)	2016-2017 (2022-2023)	2017-2018 (2023-2024)	2018-2019 (2024-2025)

- b. List courses that are proposed for *addition*.
- c. List courses that are proposed for *deletion*.
- d. List any changes the program has made to online/hybrid/distance education courses.
- e. Provide an update on the program’s transition to adopting a [Transfer Model Curriculum](#) (AA-T or AS-T), if applicable.

VII. Conclusions and Findings:

Present any conclusions and findings about the program.

Both offices have dealt with extended staff vacancies due to delays in the hiring process. We will continue to have retirements in A&R and turn over in Assessment so improvements in the hiring process will greatly benefit us.