Program Efficacy Report
Spring 2014

Name of Department: Admissions and Records

Efficacy Team: Ed Millican, Andee Alsip, Romana Pires, David Smith

Overall Recommendation (include rationale): Continuation

Admissions and Records (A/R) is access to enrollment. Myriad policies and procedures weave students through the technology to the classroom. Enrollment populates the campus. They add/drop and keep grades and transcripts. Ninety eight percent of applications are electronic. Challenges continue for staffing, funding and support. The student success initiative and economic recovery will necessitate new systems and procedures to meet the demands of a growing student body. The Program Review Committee approves **continuance**, but requests more effective ways to describe productivity, service area outcomes and customer service.

It is appreciated that the department had review readers prior to submission. It was good to have their point of view.

Strategic Initiative	Institutional Expectations	
	Does Not Meet	<mark>**Meets**</mark>
Part I: Access		
Demographics	*The program does not provide an appropriate analysis regarding identified differences in the program's population compared to that of the general population*	*The program provides an <u>analysis</u> of the demographic data and provides an interpretation in response to any identified variance.* *If warranted, discuss the plans or activities that are in place to recruit and retain underserved populations.*
Pattern of Service	*The program's pattern of service is not related to the needs of students.*	*The program provides <u>evidence</u> that the pattern of service or instruction meets student needs.* *If warranted, plans or activities are in place to meet a broader range of needs.*

Efficacy Team Analysis and Feedback: Meets

Access: The program admits the population. Online access is the dominant for the enrollment process. California Community College (CCC) Enroll is live statewide for admissions. The program estimates 3.8 contacts per student each semester. An unduplicated student count is 15,411 for the 2012-13 academic year. There is concurrent enrollment with the Middle College High School, student adding, dropping, repeating courses. These are Petitions for Academic Exception. The numbers will grow.
Pattern of Service: The department is open daily, with on-line access 24/7. There are extended hours during peak registration times. There are computer labs and student workers to assist any student with admissions and records. There are off site activities A/R performs in Big Bear and at the San Bernardino Sheriff's academy. Students are able to register, order transcripts, pay fees and review grades on-line.

Part II: Student Success		
Data demonstrating achievement of instructional or service success	*Program does not provide an adequate analysis of the data provided with respect to relevant program data.*	*Program provides an <u>analysis</u> of the data which indicates progress on departmental goals.* *If applicable, supplemental data is analyzed.*

Efficacy Team Analysis and Feedback: Student Success: Does not meet. Student success is recorded and archived in A/R. They are entrée to college. They have yet to strike upon the service area outcome to describe their commitment to student services. They do keep record of graduations, transfers, re-admissions, course repeats and concurrent enrollment. They take care to instruct and guide each student on through complexity of navigating community college

Student Learning Outcomes and/or Student Achievement Outcomes	*Program has not demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.*	*Program has demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.*

Efficacy Team Analysis and Feedback:

 Suggestions for Service Area Outcomes Follow:
SAO: A/R will track student contacts and analyze categories of activity and evaluate their procedures.
SAO: A/R will orient students to A/R procedures and critical dates in the academic calendar.
 The department has working objectives, measurements and progress indicators in place.

Part III: Institutional Effectiveness		
Mission and Purpose	*The program does not have a mission, or it does not clearly link with the institutional mission.*	*The program has a mission, and it links clearly with the institutional mission.*

The purpose of the Admissions and Records department is to enroll students into the college, register them into classes, provide service relative to course registration, and maintain accurate academic records.

Productivity	*The data does not show an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.*	*The data shows the program is productive at an acceptable level.*

Efficacy Team Analysis and Feedback: does not meet

The department provides services in a variety of formats (web, in-person, on campus computer labs) to a <u>highly diverse community of learners</u>. Students with disabilities, distance learners, and those with or without computers at home can choose the format that suits them best.

The <u>quality of services</u> is monitored in several ways. The program participates in the annual Program Review Needs Assessment and received expansion for its request for an electronic archival project. The program is audited annually for compliance with Ed Code, Title 5, FERPA, and district policy by an external auditor, Eadie and Payne, and the recommendations are addressed within the following fiscal year in cooperation with the internal auditor. The program also participates in the college-wide Program Efficacy phase of Program Review.

<u>Support for student learning</u> is revealed in the department SAO: All new and returning SBVC students will learn to apply to college, register, add, and drop class, pay for classes and order grades using 21st century technology.   Data over the past several years reveals that students are better able to use online admissions and registration processes.

Relevance, Currency, Articulation	*The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.* *Out of date course(s) that are not launched into Curricunet by Oct. 1 may result in an overall recommendation no higher than Conditional.*	*The program provides evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses have been articulated or transfer with UC/CSU, or plans are in place to articulate appropriate courses.*

Efficacy Team Analysis and Feedback: Pages 5-7 in the catalogue describe admission regulations and enrollment and orientation/assessment process

Part IV: Planning		
Trends	*The program does not identify major trends, or the plans are not supported by the data and information provided.*	*The program <u>identifies and describes</u> major trends in the field. Program addresses how trends will affect enrollment and planning. Provide data or research from the field for support.*

Efficacy Team Analysis and Feedback: New title 5 guidelines are trending

Accomplishments	*The program does not incorporate accomplishments and strengths into planning.*	*The program incorporates substantial accomplishments and strengths into planning.*

The program has worked very closely with District Computer Services to implement the Open CCC Apply a state wide online application including a built in Spanish language help feature. They have increased security and enhanced reporting features to access student data. A/R is busy planning better workflow access to promote a climate of helping. They would like to be more prepared for untoward events (active shooter, robbery). Compliance is continuous for laws, tittles, regulations, contracts, grant agreement and auditing. They partner faculty, all specialty programs and students that need accommodations.

Weaknesses/challenges	*The program does not incorporate weaknesses and challenges into planning.*	*The program incorporates weaknesses and challenges into planning.*

Efficacy Team Analysis and Feedback: It is a challenge to find effective communication strategies with faculty and students. There is wait listing. Automation of the lobby system. Veterans, the speed of change, basic skills students, peak staffing needs. A/R has outgrown its physical space.

Part V: Technology, Partnerships & Campus Climate		
	Program does not demonstrate that it incorporates the strategic initiatives of Technology, Partnerships, or Campus Climate. *Program does not have plans to implement the strategic initiatives of Technology, Partnerships, or Campus Climate.*	*Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate.* *Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.*

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Part VI: Previous Does Not Meets Categories	
Program does not show that previous deficiencies have been adequately remedied.	*Program describes how previous deficiencies have been adequately remedied.*

Efficacy Team Analysis and Feedback (N/A if there were no "Does not Meets" in the previous efficacy review):