Service Area Outcomes (SAOs)

Program Outcomes Assessment Report – Phase I (form in progress Oct 2009)

"Department Mission Statement or Program Description & Identification of Outcome(s)"

Date:	November 1, 2011
The Department Name:	**Admissions & Records**

Contact Person & Others Involved in Process:	**Lead:** Gloria Carmona **Others:** David Poor, Lisa Cross, Jose Alarcon, Nelda Gonzalez, Melody Thomas, and Isabel Contreras.
Mission Statement or Description of the Department or Program:	**OUR MISSION STATEMENT -** The Imperial Valley College Admissions & Records office is dedicated to student access and success by providing accurate and timely information regarding application, registration and academic policies and providing responsive and respectful service to students, faculty, staff and the community.

Institutional Learning Outcomes Supported: Please check the ISLOs that are supported by your program:

____**ISLO1** = communication skills; __X__**ISLO2** = critical thinking skills; __X__**ISLO3** = personal responsibility;

__X__**ISLO4** = information literacy; ____**ISLO5** = global awareness

Please identify at least one outcome and assessment method, and estimated date for the completion of Section II. Please keep in mind the Comprehensive Program Review Schedule.

<u>Service Areas</u> (Student Services, Financial Aid, Student Affairs, etc.): Please analyze at least one Outcome per year.

I. Student Services/Admissions & Records: Admissions Area

Outcome #1: Students will continue to become more knowledgeable about services available in our office, services offered online via the college website, time required to fulfill requests, and visits to the office and number of inquiries will be decreased resulting in increased student satisfaction.

Est. Completion Date: July 1, 2012 Way(s) to assess: Statistical data collected from Banner and/or Argos.

Outcome #2: Students will remain on probation for fewer terms by earning higher grades and fewer marks of W.

Est. Completion Date: July 1, 2012 Way(s) to assess: Statistical data collected from Argos.

Outcome #3: Student applications for admission (CCCApply) errors/issues will be resolved more quickly by improved communication (Help Desk Ticket) with IT Department.

Est. Completion Date: July 1, 2012 Way(s) to assess: Statistical data collected from the Help Desk Ticket process.

II. Admissions & Records: Registration Area

Outcome #1: Students will receive information regarding their registration status via WebSTAR or email, moving our department away from mass mail-outs to students.

Est. Completion Date: Ongoing Way(s) to assess: Budget Reports.

Outcome #2: Student access to courses will improve via the Wait List process to be implemented for the Spring 2012 registration period.

Est. Completion Date: January 31, 2012 Way(s) to assess: Argos reports of registration numbers.

III. Admissions & Records: Records Area

Outcome #1: Student records will be more readily accessible by students, counselors and admissions staff allowing for improved service to students.

Est. Completion Date: Ongoing

Way(s) to assess: Statistical data collected for items scanned and posted on WebSTAR.

Outcome #2: Student request forms will be more readily accessible by students, counselors and admissions staff allowing for improved service to students.

Est. Completion Date: Ongoing

Way(s) to assess: Pre and Post evaluation of A & R website.

Once Section I is completed, please send e-copy & mail hard copy to SLO Coordinator. Then at the end of the data collection/assessment period, please analyze data with co-workers and other members of the IVC community, and complete Section II.

Service Area Outcomes

Program Outcomes Assessment Report – Phase II

"Assessment of Program-level Learning Outcomes"

In this section, please re-state each outcome and indicate the method(s) of assessment, provide a summary of the results, and tell how your program will use this information to improve student learning. Each Goal should have at least one Method of Assessment. To encourage collaboration and the sharing of ideas, you are encouraged to share your outcomes, assessment data, and findings with all available members of your department or program. Please list the names of all faculty, staff, and students who were involved in summarizing or evaluating the data. The names may differ from those on Section I.

Date:	**August 27, 2012**

Contact Person/Others Involved in Process:	**Gloria Hoisington, David Poor, Jose Alarcon, Lisa Cross, Gabriel Gonzalez, Cesar Supnet, Lluvia Padilla, Isabel Contreras, and Nelda Gonzalez.**

1. Student Services/Admission & Records: Admissions Area
Outcome #1:

1. **First Method of Assessment:**

   a. How did you assess Outcome #1?

   Reviewed hits on Admissions & Records website for forms, Important Dates and Instructions for registration procedures.

   b. Provide a summary of results:

Attached is a printout of hits per item. It appears students are utilizing our website more to access forms and get info to assist them in registration procedures. The highest hit item was the International Student Application with 2383 hits with the second highest item being "How to Log onto Enrollment Verification Services."

c. How will your program use this information to improve student learning or services?

Our area will continue to utilize this website to provide info and forms to students. We will continue to build on this website to better serve our students.

d. What is your Timeline for Program Modifications or Response to Data?

We will create a Student Satisfaction Survey for next year to determine what areas we need to improve in for our area. This survey will be created in Survey Monkey and sent out to all current students.

I. Student Services/Admission & Records: Admissions Area

Outcome # 2:

1. **First Method of Assessment**:
   a. How did you assess Outcome # 2?

   Reviewed academic probation and dismissal numbers for Fall 2012 and Fall 2011 semesters.

   b. Provide a summary of results:

Item	Fall 2011 Numbers	Fall 2012 Numbers
Number of students on probation	1824	1066
Number of students dismissed	264	173

   c. How will your program use this information to improve student learning or services?

   We will continue to inform students of their academic standing via mail-outs. It appears that recommending that students meet with a counselor is helping students improve their academic standing. Counselors are able to provide referral to support programs to assist in academic areas.

   d. What is your Timeline for Program Modifications or Response to Data?

Program Outcome met. We may move to sending out probation notices via email and keep dismissal notifications via letter. We will continue to monitor this outcome.

I. Student Services/Admission & Records: Admissions Area
Outcome # 3:

1. **First Method of Assessment**:

   a. How did you assess Outcome # 1?

   Statistical data collected from the Help Desk Ticket process.

   b. Provide a summary of results:

Staff	Number of Help Desk Tickets submitted during 2011-12
Gloria	10
Isabel	35
Nelda	7

It appears Help Desk Tickets did provide a monitoring for assistance for duplicate ID numbers and issues with SWACCAP. Also the Help Desk Tickets did provide us with the follow-up and the ability to prioritize the item. The results were fairly quick unless there were multiple issues with the account.

c. How will your program use this information to improve student learning or services?

Continue to monitor this Outcome and look for ways to improve this process with our IT Department.

d. What is your Timeline for Program Modifications or Response to Data?

Ongoing.

II. Admissions & Records: Registration Area
Outcome # 1:

1. **First Method of Assessment**:

   a. How did you assess Outcome # 1?

   Comparison reports for postage for our 2010 -11 and 2011-12 Admission & Records budget reports.

   b. Provide a summary of results:

Budget Item	10-11 Budget	10-11 Actual	11-12 Budget	11-12 Actual
Postage	$13,000	$3,117.17	$21,000	$1,476.89

   c. How will your program use this information to improve student learning or services?

   Continue to communicate with students regarding priority registration and deadlines via the Student Portal, WebSTAR and email. Communicating via the Internet the information is relayed to students immediately and is at their fingertips. We are saving our district money on postage and manpower.

   d. What is your Timeline for Program Modifications or Response to Data?

   Program outcome met.

II. Admissions & Records: Registration Area
Outcome # 2:

1. **First Method of Assessment**:

   a. How did you assess Outcome # 1?

   Reviewed the number of students currently on the Wait List for the Fall 2012 semester and then the number of students registered. Report in Argos. Data for past semesters was not available as Wait Lists are deleted prior to Census to allow for printing of Census Rosters.

b. Provide a summary of results:

Item	Fall 2012 semester
Number of students on Wait List (8/24/12)	978
Number of students enrolled	7861

It appears from data noted above many students took advantage of the Wait Lists to gain access to classes that were closed. Many more students actually gained access to classes via the Wait Lists and did not show up on the lists when this report was run.

c. How will your program use this information to improve student learning or services?

Wait Lists are allowing greater access to classes for those students who have priority. This allows students who are closer to completing their academic goal to gain access to required classes that may be closed. Our department will continue to improve this process and our communication to students regarding Wait Lists.

d. What is your Timeline for Program Modifications or Response to Data?

Program Outcome met.

III. Admissions & Records: Records Area
Outcome # 1:

1. **First Method of Assessment**:

a. How did you assess Outcome # 1?

Reviewed the number of documents scanned and indexed by Admissions & Records staff to date. Also discussed with staff how this has decreased office visits from counselors looking for student records.

b. Provide a summary of results:

A & R Staff	# Documents Scanned	# Documents Indexed
Gloria	400	400

Jose	10,200	10,200
Lisa	2378	1218
Lluvia (Temporary Employee)	188	3481
Isabel		9000
Carol	600	600
Edith (Workstudy Student)	7620	7620
Nelda		10,000

c. How will your program use this information to improve student learning or services?

This will improve access to student records for counselors, evaluators and other program staff. Overall student services and requests that rely on access to student records will improve.

d. What is your Timeline for Program Modifications or Response to Data?

Ongoing.

III. Admissions & Records: Records Area
Outcome # 2:

1. First Method of Assessment:

a. How did you assess Outcome # 1?

We reviewed the number of forms available this academic in comparison to last year. We also looked at the number of hits that forms had on the Admissions & Records website.

b. Provide a summary of results:

Our Admissions & Records website went from having 9 request forms available to students to 20 forms currently available. We also added flyers which students can download that will walk them through how to use Add Codes, Add Classes, E Cashier, Dropping Classes, Wait Lists, Registering for classes and may others. We also list important dates and deadlines for each semester. The average hit per form is 500. Downloading this form from our site saves the student at least one visit to our office.

c. How will your program use this information to improve student learning or services?

The data does reflect that more students are using our website to gather information and forms. We will continue to add to this website and make sure our forms are updated regularly.

d. What is your Timeline for Program Modifications or Response to Data?

Program Outcome met. We will however continue to monitor our website.

Once Section II is completed, please send e-copy & mail hard copy to SLO Coordinator. Thank you very much for taking part in outcomes and assessments.