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:	June 2012
The Department Name:	**Admissions & Records**

Contact Person & Others Involved in Process:	**Lead:** Gloria Hoisington **Others:** David Poor, Lisa Cross, Jose Alarcon, Cesar Supnet, Carol Cortez-Ramirez, Gabriel Gonzalez 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. A student survey will be created in Survey Monkey and sent to students to determine areas of concern within our department.

Est. Completion Date: June 30, 2013 Way(s) to assess: Statistical data collected from Survey Monkey.

Outcome #2: Student applications for admission (CCCApply) errors/issues will be resolved more quickly by improved communication (Help Desk Ticket) with IT Department.

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

II. Admissions & Records: Registration Area

Outcome #1: Streamline drop for nonpayment process.

Est. Completion Date: Ongoing Way(s) to assess: Statistical data collected from Argos.

Outcome #2: Students will be better informed regarding priority registration, the limit of units during the priority registration period and any other registration changes implemented during the 2012-13 academic year.

Est. Completion Date: June 30, 2013 Way(s) to assess: Documentation of methods of communication to students.

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 for transcripts will be automated within Docufide and our Student Portal. The will hopefully improve the request process and the turnaround time.

Est. Completion Date: Ongoing

Way(s) to assess: Pre and Post evaluation of the online process.

Outcome #3: Student transcripts will be received electronically by our college and integrated with Banner allowing for improved articulation of courses.

Est. Completion Date: July 1, 2013

Way(s) to assess: Comparative data collected for transcripts received and Evaluated from last year and this year.

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:	

Contact Person/Others Involved in Process:	

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

1. **First Method of Assessment:**
   a. How did you assess Outcome #1?
   b. Provide a summary of results:
   c. How will your program use this information to improve student learning or servicesWhat is your Timeline for Program Modifications or Response to Data?

I. Student Services/Admission & Records: Admissions Area
Outcome # 2:

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

    b. Provide a summary of results:

    c. How will your program use this information to improve student learning or services? What is your Timeline for Program Modifications or Response to Data?

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

1. **First Method of Assessment**:

    a. How did you assess Outcome # 1?

    b. Provide a summary of results:

    c. How will your program use this information to improve student learning or services? What is your Timeline for Program Modifications or Response to Data?

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

1. **First Method of Assessment**:

    a. How did you assess Outcome # 1?

    b. Provide a summary of results:

    c. How will your program use this information to improve student learning or services? Continue to index documents to student files to catch up with backlog of documents.

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

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.