

## Student Services Program Review Summary

**Unit/Area:** Admissions & Records, International Students Program, Veterans Affairs

**Division/Area to Which You Report:** Student Services

**Author(s) of this Unit Plan:** Paulette Y. Lino

**Today's Date:** 3/17/11

**School Year Program Review Completed:**

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***Audience:** IPBC; Program Review Committee; Deans/Unit Administrators; Budget Committee*

***Purpose:** To provide evidence of progress on from previous year and to provide input into planning for subsequent years.*

***Instructions:** If you have completed your unit plan last year, please update your timeline and answer the questions below. If you are updating/changing your timeline, list the appropriate year in which revisions were made.*

**1A. Problem Statement: Summarize your original Program Review conclusions (or if this was done in last year's unit plan, please update).**

**1B. Analysis: What was the basis for these new and/or continuing conclusions?**

**1A. Problem Statement: Summarize your original Program Review conclusions (or if this was done in last year's unit plan, please update).**

The following is strictly from the management prospective:

- According to the Student Satisfaction Surveys conducted by Institutional Research, the Admissions & Records, International Student Program & Veterans Affairs have been successful at meeting the needs of the students that are served.
- There are over 25,000 CCCApply online applications received annually – with the student satisfaction rate continually increasing from 58% in Fall 1995 to 88% in Spring 2011 (attached).
- The Director of Admissions & Records is responsible for reporting accurate attendance data critical to the funding of the college and ensuring the enforcement of privacy of student records.
- Management and staff are diligent and compliant with regulatory agencies and all foster positive and supportive relationships with community partners.
- Nonetheless, it is has been observed that the lack of documentation of procedures is an issue and concern. Service provider reliance on “oral history” in a technology based work environment is not acceptable. Sharing of knowledge base must be documented and recorded. Although staff are crossed-trained there continues to exist an internal operational need to create a Standard Operating Procedures Manual that is current, accessible and reliable. This is especially important is the era of accountability and financial crisis.
- The continuous employment of hourly on-call staff to perform registration duties has become problematic and is non-compliant with Title V employment regulation.

**1B. Analysis: What was the basis for these new and/or continuing conclusions?**

Given the move from Building 100 to the new Building 700 and due to new management, the needs still exists and are still in progress. There may also be possible process management changes due to budgetary constraints.

## 2. Student Learning Outcomes Inventory

- a. What percentage of courses in your discipline have Student Learning Outcomes developed?   N/A
- b. How many Student Learning Outcomes are there on average per course?   N/A
- c. What percentage of course SLOs in your discipline have been assessed?
- d. What percentage of courses in your discipline have had the assessments reflected upon, or discussed with colleagues, or discussed with the college at large?
- e. Has your discipline determined any actions that might be taken as a result of this data, or insights?

### Service Area Outcomes (SAO):

#### **1. To provide educational records management systems to ensure fail safe security and compliance with FERPA and CCCCCO regulations.**

Identify appropriate methods of assessment for this SLO. Check one or more box.

#### Writing assignments (N/A)

- Essay
- Critical review
- Research paper
- Laboratory report
- Log or journal
- Other written assignment: \_\_\_\_\_
- Other standardized exam: \_\_\_\_\_

#### Exams or embedded exam questions (N/A)

- Essay
- Short answer
- Multiple choice
- Computational problems
- Other exam question: \_\_\_\_\_
- Licensure certification/Professional exam

#### Culminating experience/evidence

- Capstone project or experience
- Portfolio
- Exit interview
- Survey
- Internship evaluations
- Other student produced works (artwork, computer programs, etc.)

#### Other work produced or demonstrated skill

- Presentation
- Production (theater, dance, music, etc.)
- Concept map
- Debate
- Case study

**Other: Institutional Research, federal, state and system data**

**Direct observation of behavior, attitude or skill**

The above course or service area *best* falls within the domain of which college-wide learning outcome (goal)? Check only one box.

- Critical Thinking   Communication   **Development of the whole person**
- Civic Responsibility   Global and cultural involvement
- NA, this SLO is specific to the course content and is not directly related to any collegewide learning outcome (goal).

2. To provide registration accounting process that meets the needs of the students.

Identify appropriate methods of assessment for this SLO. Check one or more box.

Writing assignments (N/A)

- Essay  
  Critical review  
  Research paper  
  Laboratory report  
  Log or journal  
  Other written assignment:  
  Other standardized exam: \_\_\_\_\_

Exams or embedded exam questions (N/A)

- Essay  
  Short answer  
  Multiple choice  
  Computational problems  
  Other exam question: \_\_\_\_\_  
  Licensure certification/Professional exam

Culminating experience/evidence

- Capstone project or experience  
  Portfolio  
  Exit interview  
  Survey  
  Internship evaluations  
  Other student produced works (artwork, computer programs, etc.)

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- Presentation  
  Production (theater, dance, music, etc.)  
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**Other: Institutional Research, federal, state and system data**

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The above course or service area *best* falls within the domain of which college-wide learning outcome (goal)? Check only one box.

Critical Thinking   Communication   **Development of the whole person**

Civic Responsibility   Global and cultural involvement

NA, this SLO is specific to the course content and is not directly related to any collegewide learning outcome (goal).

SAO for CCC Apply attached:

88% of the responses that were posted to the website rated the online application for admission process satisfactory or higher.

97% of the responses would recommend online applications to others.

3. To have electronic access to documentation linked to SIS (Student Information System – Banner) – to ensure a paperless office (BDMS)

Identify appropriate methods of assessment for this SLO. Check one or more box.

Writing assignments (N/A)

- Essay  
  Critical review  
  Research paper  
  Laboratory report  
  Log or journal  
  Other written assignment:  
  Other standardized exam: \_\_\_\_\_

Exams or embedded exam questions (N/A)

- Essay  
  Short answer  
  Multiple choice  
  Computational problems  
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Culminating experience/evidence

- Capstone project or experience  
  Portfolio  
   Exit interview  
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  Case study

Other: system data

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Critical Thinking   Communication   **Development of the whole person**

Civic Responsibility   Global and cultural involvement

NA, this SLO is specific to the course content and is not directly related to any college-wide learning outcome (goal).

4. Full implementation of the automated process of evaluation (Degree Works).

Identify appropriate methods of assessment for this SLO. Check one or more box.

Writing assignments (N/A)

- Essay
- Critical review
- Research paper
- Laboratory report
- Log or journal
- Other written assignment:
- Other standardized exam: \_\_\_\_\_

Exams or embedded exam questions (N/A)

- Essay
- Short answer
- Multiple choice
- Computational problems
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Critical Thinking   Communication   **Development of the whole person**

Civic Responsibility   Global and cultural involvement

NA, this SLO is specific to the course content and is not directly related to any college-wide learning outcome (goal).

5. Create business practice systems that sustains the International Students Program and be fully integrated with Admissions and Records functions

Identify appropriate methods of assessment for this SLO. Check one or more box.

Writing assignments (N/A)

- Essay
- Critical review
- Research paper
- Laboratory report
- Log or journal
- Other written assignment: \_\_\_\_\_
- Other standardized exam: \_\_\_\_\_

Exams or embedded exam questions (N/A)

- Essay
- Short answer
- Multiple choice
- Computational problems
- Other exam question: \_\_\_\_\_
- Licensure certification/Professional exam

Culminating experience/evidence

- Capstone project or experience
- Portfolio
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- Survey
- Internship evaluations
- Other student produced works (artwork, computer programs, etc.)
- Other: \_

Other work produced or demonstrated skill

- Presentation
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6. To advise newly enrolled International Students that in order to maintain compliance with immigration regulations and to assist them in reaching their academic goals, Student Educational Plans must be completed prior to registration for the next term.

Identify appropriate methods of assessment for this SLO. Check one or more box.

Writing assignments (N/A)

- Essay  
  Critical review  
  Research paper  
  Laboratory report  
  Log or journal  
  Other written assignment:  
  Other standardized exam: \_\_\_\_\_

Exams or embedded exam questions (N/A)

- Essay  
  Short answer  
  Multiple choice  
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7. To provide more intervention and automated processes to support student success.

Identify appropriate methods of assessment for this SLO. Check one or more box.

Writing assignments (N/A)

- Essay
- Critical review
- Research paper
- Laboratory report
- Log or journal
- Other written assignment:
- Other standardized exam: \_\_\_\_\_

Exams or embedded exam questions (N/A)

- Essay
- Short answer
- Multiple choice
- Computational problems
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**Other: Institutional Research, federal, state and system data**

**Direct observation of behavior, attitude or skill**

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8. To continue to provide comprehensive information of V.A. education benefits application process to all self-identified Veterans and eligible dependents enrolled at the college ensuring currency of information.

Identify appropriate methods of assessment for this SLO. Check one or more box.

Writing assignments (N/A)

- Essay
- Critical review
- Research paper
- Laboratory report
- Log or journal
- Other written assignment: \_\_\_\_\_
- Other standardized exam: \_\_\_\_\_

Exams or embedded exam questions (N/A)

- Essay
- Short answer
- Multiple choice
- Computational problems
- Other exam question: \_\_\_\_\_
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- Other: Institutional Research, federal, state and system data**
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**3. List your accomplishments. How do they relate to your program review, unit planning and SAO/SLO work? Please cite any relevant data elements (e.g., efficiency, persistence, FT/PT faculty ratios, SAO/SLO assessment results, external accreditation demands, etc.).**

- 1) Director worked with core group and implemented district-wide web portal and email for staff and students. Intent was to provide ease of access to data online and real-time communication and reduce redundancy. (completed)
- 2) Established team of experienced students services staff assigned on a regular basis that provided services at various off-site locations which improved enrollment rates and community relations. (completed)
- 3) Maintain international student admissions applications through targeted recruitment efforts and tracking supported by District. (on-going)
- 4) Improve & maintain the attendance data collection systems – such as online rosters and on-line submissions. (on-going)
- 5) Increase(d) intervention activities – personal phone contacts, emails and letters to improve retention – using automated system. (on-going)
- 6) Developed and disseminated to staff success planning calendar with calendared Student Services activities to improve communication with colleagues and coordination of activities. (completed)
- 7) Led the design and development of Summer/Fall/Spring Class Schedule publication as recommended by AACRAO. (Completed. Re-assigned)
- 8) Collaborated with Student Services units and reformatted sections of the College Catalog. (on-going)
- 9) Implemented procedure to increase Ed goal identification by students at the time registration to reduce the undeclared Ed goal. (completed)
- 10) Assisted with improving ethnicity identification on the admission application and at registration in order to meet Hispanic Services Institutions status. (completed)
- 11) Produced WebPages and application for admissions in Spanish. (completed)
- 12) Provided online registration access for 3-12 grade concurrent enrollments. (completed)
- 13) Increase participation in Veteran Affairs workshops to enhance staff skills working with active military and veterans and address the national effort to provide more learning opportunities and support for military service personnel. (on-going)
- 14) Improved enrollment data collection for apprenticeship program to maximize RSI funding.
- 15) Advocated and implemented new shared governance committee - Academic Policy Council to affect academic policy/procedure changes more systematically and provide forum for discussion of issues such as graduation requirements, etc. (on-going)
- 16) Provide in-put to webmaster for continuous quality improvement, marketing/ recruitment scope and maintenance on college website (on-going)
- 17) Partner with National Student Clearing House to provide student tracking information for Institutional Research and also electronic degree and enrollment verification. (on-going)
- 18) Implementation of digital signage – to keep students current with announcements and updates from Admissions & Records. (on-going)

**4. List your new and continuing unit goals. Based upon what you accomplished, do you have any changes you are making to your goals or timeline? Please make any revisions to the timeline on the next page.**

**Continuing goals (if you did not do a unit plan, skip to the next box):**

- 1) Create a Standard Operating Procedure Manual for all units.
- 2) Improve auto-call system to reduce retrieval and return call time
- 3) Scan all paper documents to imaging system and archive all microfilmed records to CDs.
- 4) Implement online transcript ordering system
- 5) Implement online verification ordering/processing system
- 6) Use enhanced security paper when producing official paper transcripts.
- 7) Implement e-trans electronic transcript data exchange with other community colleges and four-year colleges.
- 8) Provide more technology and customer services training opportunities for staff.
- 9) Implement document imaging system to serve both campuses and district functions – linked to SIS (Student Information System – Banner)
- 10) Ensure compliance with all Title 5 and FERPA regulatory changes.
- 11) Provide more outreach activities for military service personnel – active and veterans.
- 12) Continue analyzing organizational structure to possible tiered structure to include the positions: Bursar, Admissions & Records Supervisor, Senior Student Records Evaluator and Veterans Office Coordinator.
- 13) Continuous quality control with online admission application and registration process.
- 14) Survey students, staff and community regularly to improve service delivery systems.
- 15) Work with new initiative teams (e.g. BSI, Title 3, HIS, Trio, etc.) to provide student access and success.
- 16) Work with community partners (especially K-12) to promote the college going culture.
- 17) Conduct campus-wide FERPA training for staff & faculty

**New goals:**

- 1) Integrate more of the automation due to budgetary restrictions such as electronic transcript, electronic verification – using a vendor with an enterprise system (verification, transcripts, parking).
- 2) Implement SARS-track for in-person service to identify areas of student service needs and how it affects operational costs.
- 3) Increase collaboration with District and Las Positas with 320 reporting

**5. Discuss how these goals support the college Strategic Plan goals and/or strategies.****Continuing goals (if you did not do a unit plan, skip to the next box):**

All goals addressed the 4 main Strategic Plan Goals of Awareness & Access, Student Success, Community Partnerships and Vision, Leadership and Innovation.

**New goals:****6. Solution: Cut and paste your previous timeline and update the "Accomplished?" column, if necessary. Detail the plan for accomplish your goals. If you are making revisions to your activities or timeline, please indicate that in the "Revised?" column.****Unit Action Plan Timeline**

No.	Timeline	Milestone Activity	Person(s) Responsible	Accomplished? Yes/No/In Progress*	Revised? Yes / No If yes, list revision year	Do you need additional funds to support this activity? Yes/No If, yes, what type? **
1	Now-December 2012	Each unit/service center will complete or up-date procedures	Director & staff	In progress	Yes	
2	Now-December 2012	Up-grade auto call system – Consult computer support	Director	In progress	Yes	Yes
3a	By December 2012	Scan all paper documents	Director & staff	In progress	Yes	
3b	By June 2010	Finish archiving all microfilmed records	Director	Yes	No	
4	By December 2012	Work with IT to implement e-Trans & online transcript request functionality.	Director & IT	In Progress	Yes	
5	September 2009	Secure funding for purchasing security paper	Director	Yes	No	
6	Now-December 2012	Research venues for regular staff training & staff development activities	Director	On-going	Yes	Yes
7	Now-December 2012	Work with IT to purchase more robust and reliant imaging system (Currently going through training for BDMS)	Director & IT	In progress	Yes	
8	On-going	Work with LPC & IT to ensure Title 5 changes are implemented in BANNER.	Director & IT	In progress	Yes	

Chabot College Program Review

No.	Timeline	Milestone Activity	Person(s) Responsible	Accomplished? Yes/No/In Progress*	Revised? Yes / No If yes, list revision year	Do you need additional funds to support this activity? Yes/No If, yes, what type? **
9	On-going	Assign VA specialist to targeted outreach activities and not only records management or certification	Director	In progress	No	
9	On-going	Continue to analyze organizational structure to reorganize A& R unit through reclassification	Director	In progress	Yes	
10	On-going	Lead in the coordination of the production of the Class Schedule and College Catalog. (Re-assigned)	Director (Re-assigned)			
11	On-going	Conduct SAO activities - Survey for continuous quality improvement	Director	In progress	Yes	
12	On-going	Serve & participate on BSI, HIS, Title 3, etc. teams. Allocation, data collection and pilot activities	Director	In progress	No	
13	On-going	Conduct campus-wide FERPA training sessions	Director	In progress	Yes	

\* Note: As you may be carrying over or planning new activities for this planning cycle, this column should list that all activities are "In Progress."

\*\* List types such as "equipment," "supplies," "staffing," "contractual services," etc...