
 Dept SS - (A&R) Admissions 

SS 2016-17 Program Review: 2016-17

SS 1a) Program Name: Admissions & Records (A&R)

SS 1b) Name(s) of the author(s) of this report: Tamica Ward, Dean of Enrollment Services; Jose Hernandez, Sr. Enrollment Services Supervisor; Barry Johnson, Admissions & Records Supervisor

SS 1c) Number students served annually & trend increasing, even, decreasing: During the 2015 – 2016 year 32,921 students were served by A & R. Although the amount of students served is substantial, this figure has declined by 13.1% over the last four years. The Admissions & Records program is one of the few campus programs that actually serve all students. The A & R department is the first point of contact and often the last contact a student makes, it is vital that De Anza College support the A & R program since students also contact admissions after transferring, the total number of students served by the program exceeds 40,000 per year.

SS 1d) Who are the typical students served by this program? : De Anza College has a very diverse student population. Since A & R provides student support at the time of application, there is no typical student that A & R assists. A & R assists all students, paying particular attention to providing as much support each student needs to successfully apply and register for courses.

SS 2a) What is the program Mission Statement?: Admissions and Records provides comprehensive, client sensitive and technologically innovative services in an effort to simplify the admissions, registration and record processes.

SS 2b) In what ways and to what extent does program assure the quality of its services to students?: Quality assurance is monitored by the Dean of Enrollment Services and the Sr. Enrollment Services Supervisor. The difficulty in measuring quality student services is compounded by legislative requirements. Oftentimes students wish to petition for an exception that legally cannot be completed. Often students understand this and other times students wish to escalate the petition without realizing the legal constraints. The goal is to deliver quality services within a specified number of business days for most petitions presented, and for email or phone responses within 1 business days. The quantity of emails and voice messages are monitored to ensure a response is provided within one business day.

SS 2c) In what ways and to what extent does program support College Mission statement?: The majority of the Admissions & Records functions are embedded either at the De Anza College website or the students portal. The program strives to use technology as much as possible to ensure services are available to all students, regardless of location. Admissions & Records understands that not all students may be as technologically proficient as others, so staff are available to help in person, over the phone or via email if possible. Staff training is on-going in order to best deliver the services necessary to a student.

SS 3a) In what ways and to what extent does the program assure equitable access for all students?: Equitable access is provided to all students primarily from information found at the De Anza College website or from a students portal. Admissions & Records understands

that some students may not be technologically proficient, so staff are trained to answer questions via phone, email or in person.

SS 3b) State ways and extent that program encourages personal and civic responsibility.: The A & R program strives to ensure personal responsibility for all students. This is evidenced by information regarding course add and drop dates, last dates to drop for refunds and last date to add courses being published within a student's portal. This vital information is relayed to students as early as the point of registration. These dates are key for successful students to understand, since all deadlines are mandated by the California Code of Regulations, Title 5. By providing these dates to students and making students responsible for understanding these dates, and the implications associated with missing these deadlines, the A & R program is instilling personal responsibility.

SS 3c) State ways & extent program designs, maintains and evaluates counseling &/or academic advising: The A & R office does not design, maintain nor evaluate counseling and/or academic advising programs for students.

SS 3d) State ways & extent program support/enhances student understanding & appreciation of diversity: The overall mission of the A & R office is to support all students with an understanding of and appreciation to the diverse student population that De Anza College serves on a daily basis; however, the A & R office does not design nor maintain practices or support services that enhance an appreciation to diversity.

SS 3e) State ways & extent program regularly evaluates admissions & placement practices: Admissions & Records consistently evaluates processes in order to find improvements. Either maximizing technology improvements to minimize obstacles to the application or registration process or to provide training to students, staff and faculty to ensure timely submission of documents and completion of any necessary reporting requirements. This is evidenced by semi-monthly department meetings where best practices and process improvements are discussed, evaluated and assigned to staff for follow-up. The Admissions & Records department does not evaluate placement/assessment information, as that function is related to a different department within the Enrollment Services division.

SS 3f) State ways & extent program maintain student records securely & confidentially?: The Admissions & Records department uses Banner as the repository of all student information. Academic history, student demographics, course information – to include instructor information, is all maintained within the student information system. The data held within Banner is compartmentalized, only staff with access to the requisite modules can access information necessary for day-to-day operations. Furthermore, all staff are trained in the Family Education Right to Privacy Act (FERPA) and have a complete understanding that personal and academic information is confidential and only accessible when a "need to know" basis applies. The database is maintained in a secure location with an established data recovery plan in place that was established by Educational Technology Services (ETS).

SS 4a) Have there been any significant staffing changes since the last CPR?: Due to budgetary constraints the Admissions & Records office was understaffed significantly. The office had one (1) manager, one (1) supervisor, one (1) office coordinator and four (4) Admissions & Records Assistants, one of which was half-time for a total of 6.5 full time equivalent employees. Current staffing is one (1) manager, two (2) supervisors, one (1) office coordinator, two (2) Enrollment Services Specialist and four (4) admissions & records assistants, one of which is half-time for a total of 9.5 full-time equivalent employees.

SS 4b) Are there any significant staffing changes that will be needed over the next five years?: Given the current enrollment trend, no significant staffing changes should be needed over the next five years. However, if De Anza College successfully increases enrollment the staffing of the Admissions & Records office would need to be reviewed to ensure students and faculty are being adequately served.

SS 4b) Are there any significant staffing changes that will be needed over the next five years?:

SS 5a) Have there been any significant facility changes since the last CPR?: No significant changes to the facility have occurred.

SS 5b) Are there any significant facility changes that will be needed over the next five years?: No significant changes to the facilities are anticipated for the Admissions & Records program in the near future.

SS 6a) Have there been any significant equipment changes since the last CPR?: During the 2015 – 2016 academic year the Admissions & Records office received new computers. No other technology/equipment enhancements have occurred.

SS 6b) Are there any significant equipment changes that will be needed over the next five years?: The Admissions & Records program is constantly looking to improve processes procedures. Furthermore, a paperless office is the ultimate goal. With this in mind, desktop scanners for all staff would be necessary. The cost of purchasing and maintaining scanners would be a significant cost to the Admissions & Records program.

SS 7a) Have there been any significant operational cost changes since the last CPR?: No significant changes to the operational cost have occurred.

SS 7b) Will any significant operational cost changes be needed over the next 5 years? : No significant changes to the operational cost have are anticipated for the Admissions & Records program in the near future.

SS 8a) Have there been any significant organizational alignment changes since the last CPR?: No significant changes to the organizational alignment have occurred.

SS 8b) Are there any significant organizational alignment changes that will be needed over the next : No significant changes to the organizational alignment are anticipated for the Admissions & Records program in the near future.

SS 9a) Have there been any significant changes in regulations/laws/policies since the last CPR?: Regulatory changes occur at infrequent intervals. Oftentimes implementation guidance is not provided which reinforces the need for professional development funding for staff. Recent changes to State laws include Assembly Bill (AB) 288, College and Career Access Pathways (CCAP) which mandated changes to dual enrollment programs. A recent change to AB 540 Non-Resident Tuition Exemption changed the requirement from graduating high school only to attendance in a California school and graduating from a California high school. AB 801, Homeless Youth has mandated priority enrollment to students that identify as homeless. AB 2364 relates to dual enrollment students and the exemption of certain capital outlay fees. At the Federal level, changes to the new "Green Card" and Employment Authorization Document (EAD) cards are being rolled out which necessitates training staff on residency documents. These changes have been implemented and are being monitored as they may require future reporting requirements.

SS 9b) State significant changes in regulations/laws/policies affecting program over next 5 years.: De Anza College is unsure of any changes that may occur at the Federal level due to the current administration in office. Any change at the Federal level may bring serious challenges to the Admissions & Records office as they relate to student privacy. State level changes may occur, specifically reporting requirements related to 3SP functions. These new reporting requirements will impact the student records and any new programming requirements to extract the information from the student information database.

SS 10a) State any significant professional development activities for the program since last CPR.: No significant professional development activities have been conducted within the Admissions and Records office, beyond the normal attendance of professional conferences by limited staff members. The

SS 10b) State any significant professional development needs for the program for the next 5 years.: Professional development is an on-going requirement within the Admissions and Records area. All staff must be continually trained regarding regulatory changes to the California Code of Regulations, Title V; California Education Code; the Student Accounting Manual maintained by the Chancellor's office of the California Community College system. This training should remain consistent and on-going to ensure staff are adhering to legislative intent and mandates. Along with regulatory training, staff should be trained with any new technology, either software enhancements to the baseline Banner system; or hardware upgrades which may cover a myriad of equipment necessary to maintain an efficient and well-organized Admissions Office. With this in mind funding for more than one conference per year is necessary for certain staff members within the Admissions & Records office. For instance to stay abreast of any legislative changes, staff should attend the California Association of Community College Registrar's Association. However, to maintain technical knowledge of the student information system, staff should also attend the California Community College Banner Users (3CBG) conference as well. Current funding does not allow staff to attend both conferences. Furthermore, in the past only key members of the Admissions and Records office attended conferences. The training focus will be spread to as many members of the Admissions and Records office as possible to ensure a well-trained and efficient Admissions and Records office.

SS 11a) Have there been any significant curriculum since the last CPR?: The Admissions & Records office has no involvement in curriculum changes and/or updates.

SS 11b) State any significant curriculum issues that will affect the program over the next 5 yrs.: The Admissions & Records office has limited impact to any curriculum issues that may arise in the future. The impact is primarily ensuring that proper degree/certificate information is created in Banner for any new degree and/or certificates are offered by De Anza College.

SS 11c) State the aggregate student success rate in the instructional portions of the program?: The Admissions & Records office does not measure success rates in instructional programs simply because the Admissions & Records office does not have any instructional programs.

The 60% successful course completion requirement is not measured by the Admissions & Records office; therefore this is not applicable.

SS 11d) State gap of student success rates with targeted groups.: The Admissions and Records program does not measure success rates between grouping of students. The goal of the Admissions and Records office is to support all students in their academic goals.

SS 12a) Have there been any other significant program changes since the last CPR?: No significant changes to the program have occurred.

SS 2b) Are there any other significant issues that will affect the program over the next five years?: No significant changes to the program are anticipated for the Admissions & Records program in the near future.

SS 13a) How will the new 3SP orientation requirements affect the program over the next five years?: The new orientation requirement should have a minimal impact on the Admissions & Records office. The only item of concern that needs to be monitored is to ensure the integrity of data that is reported, updated and maintained within the student information system.

SS 13b) How will the new 3SP assessment requirements affect the program over the next five years?: The new assessment requirement should have a minimal impact on the Admissions & Records office. Again, the only item of concern is the data integrity of information stored within the student information system.

SS 13c) Effect of the new 3SP student education planning requirements over next 5 years.: The new requirement that all students have education plans should have a minimal impact on the Admissions & Records program. The ability to properly use and store the information in the student information system is a high priority since this information must be reported to the Chancellor's system office.

SS 14a) What are the current/active program outcome statements?:

SS 14b) How many SSLO/SLO statements have been assessed since the last CPR?: Four SSLO statements have been assessed. The first SSLO was a

Post banner survey and is now inactive.

1. Survey given to in person. This was a follow up post-Banner to an earlier pre Banner survey (Inactive)
2. Student populations will be able to identify and adhere to important deadline dates to add, drop and withdraw themselves By accessing the De Anza website.
3. Faculty MyPortal Questionnaire-Faculty will be able to access important information about deadlines and MyPortal functionality and meet compliance.
4. Post Survey for Student Workers_ Students had worked at the front counter and in Admissions for several quarters and were transferring, were given a post-survey to determine their knowledge of specific Admissions-related functions/rules

SS 14c) Summarize the outcomes assessment findings and resulting program enhancements since last CPR: From the results of the student population knowing the important deadline dates SLO we had the ETS staff update the students Myportal to view their class schedule along with important deadline dates to add, drop and withdraw themselves so they receive a refund and do not receive a non passing grade for not dropping a class on time. From the Faculty SLO we had the same information placed on each class roster

SS 14d) What are the program outcome assessment plans for the next five years?: along with the census date so they are in compliance. From the survey for A&R transferring student work study students were able to see what areas we should apply more training to our work study student.

SS 15) Analysis of the program from last CPR to now to 2018-19.:

SS 16a) Name of the Division and the names of the programs.: Enrollment Services is the name of the Division that houses the A & R program. The other areas within the Enrollment Services Division are assessment and veteran's services.

SS 16b) Who wrote the Divisional Perspective?: The primary authors of the divisional perspective for the A & R program are Tamica Ward, Dean of Enrollment Services; Jose Hernandez, Sr. Enrollment Services Supervisor; Barry Johnson, Admissions & Records Supervisor.

SS 16c) Summarize the CPRs written by the programs of the Division.: The Admissions Division oversees all facets of Admissions, Records, Transfer, Graduation, Veterans, Assessment, 320 and other regulatory compliance, and faculty support in the area of rosters, etc. The division underwent a 30% decrease in the last five years, during Banner implementation, and enormous regulatory and process changes from the state (repetition, repeatability, SSSP, ADTs,). As De Anza moves to meet these challenges, evaluation of Student Services and

staffing is critical to determine rebuilding both to meet mandates and to ensure access, equity, and success are uniformly addressed and supported. Additional changes at the state level, including Common Assessment, will require division staff to participate in professional development, communicate change to the campus community, and participate in state-wide pilots. Insufficient staff will limit De Anza's ability to be on the cutting edge of change as well as be a voice to bring innovation and concerns to the broader system and community.