

Ohlone College

Program Review Report

- **Program Description and Scope:**

- *Program Review Title:* Admissions & Records
- *Academic year:* 2015/2016
- *Review Type:* Student Services Program Review - Directors
- *Program/Departments:* Admissions & Records (62000)
- *Authority Code:* -Enrollment Services
- *External Regulations:* Yes X No

The Office of Admissions and Records is the central point for all student enrollment information. The data collected and maintained in this office supports the following state and federally mandated reports: State MIS enrollment, apportionment (320), National Student Loan Clearinghouse (NSLC), and federal IPEDS reporting.

As the official "Custodian of Records" the office maintains FERPA regulations regarding access to student records.

- *Provide a brief narrative that describes the services provided.*

Admissions and Records processes and maintains the educational records of all Ohlone students. This responsibility involves the student's initial admission application; all documents related to admission, residency, and registration for classes; transcripts; graduation; and transfer. Specifically, the office processes online and paper admission applications, and facilitates the registration process in person, over the phone, or via email. The office also evaluates student records to determine graduation for certificate and/or associate degree; certification for CSU and UC General Education requirements, and provides official transcripts to students.

- **College Mission**

- *Mission Statement*

Ohlone College responds to the educational needs of our diverse community and economy by offering high quality instruction supporting basic skills, career development, university transfer, and personal enrichment and by awarding associate degrees and certificates to eligible students in an innovative, multicultural environment where successful learning and achievement are highly valued, supported, and continually assessed.

- *Program Relation to College Mission.*
 - Support Services

- *State your program Mission/Purpose.*
- .
- *Briefly describe program accomplishments.*
- .

- **Student/Program Achievement**

- *List area-specific outcomes.*
Admissions and Records will provide services to students, staff, and faculty in an effective, efficient, responsible, and knowledgeable manner.
- *Identify internal and/or external benchmarks and regulations.*
The office is subject to the regulations of many external entities, such as FERPA, Title 5, the Student Success Act, the Chancellor's Office, and WASC. Progress and achievement is annually assessed by the Accountability Reporting for Community Colleges report. MIS requirements dictate how student records are coded and maintained. Significant comparative data is a part of public record on the Chancellor's Office Data Mart.
- *Enter assessment results for area-specific outcomes and analyze trends.*
According to the biannual student surveys, satisfaction with the service provided by Admissions and Records has been in decline since 2007. Satisfaction rates:
 - 2007 74.4%
 - 2009 73.8%
 - 2011 65.6%

In 2007 the office had stable and knowledgeable administrative leadership, but as the office transitioned in 2008 the office witnessed a decline in the capability of leadership and the satisfaction among students with office services. While the office always strives to provide effective, efficient, responsible, and knowledgeable service, in these fiscal times it is often difficult to provide efficient service when staffing is reduced.

- *Analyze program budget trends and expenditures. Comment on how the program can best use budget resources.*
- *Analyze the program's current use of staff, equipment, technology, facilities, and/or other resources. Comment on how the program can best use these resources.*
- *Additional Program Table Files.*
- *Future Actions*
Current levels of achievement indicators maintained.

- **Program Improvement Objectives**

1. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Title 5 Retention and Destruction of Public Records, Section 59020. Scan backlog of past years official documents to student records. Increase efficiency of student admission through graduation process. Purchase/maintain scanning station(s) to allow simultaneous scanning.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Related to Title 5 Retention and Destruction of Public Records as defined in Section 59020 of the Education Code.

Program PIO will address the following:

- Success Rates
- Increase Program Enrollments
- Increase Degrees/Certifications
- Service Impacts
- Student Learning & Achievement

How will you assess the effectiveness of your PIO:

Backlog of documents will be scanned allowing for management of records received on a daily basis.

PIO Action Plan:

How will you accomplish this?

Obtain official quote for cost of scanner station to include scanner, license, and maintenance. Annual maintenance will apply for subsequent years. Work with Dean, Counseling & Special Programs for funding source. Purchase scanner stations, coordinate set-up with IT Services, assign staff to scan work schedule.

What is your timeline?

By December 2016

Who is going to do this?

Dean, Enrollment Services in collaboration with Dean, Counseling and Special Programs and IT Services.

PIO Status:

- New 11/23/2015

Closing the loop - Describe the results of your PIO implementation or completion:

A&R staff attended one training: customer service. Additional opportunities are being sought, specifically related to CCC compliance/best practices.

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

- Dean, Enrollment Services in collaboration with Dean, Counseling and Special Programs and IT Services.

PIO Resources:

- Resource: Information Systems / Applications
Description: IT Services implementation/connection of new scanning stations/software.
- Resource: Computer Related Equipment
Position Title: Scanner stations
Description: Scanner stations (2), CaptureNow License, 1st year maintenance
Est. Cost: \$5,596.00

2. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Hire and maintain a full staff for Admissions & Records, including an Executive Assistant to the Dean, to more effectively and efficiently serve students. Filling

the Executive Assistant position will allow the Dean to focus more on Federal and State Policies and Regulations as they pertain to daily campus operations and ensure compliance with Federal and State regulations.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Success Rates
- Increase Program Enrollments
- Increase Degrees/Certifications
- Service Impacts

How will you assess the effectiveness of your PIO:

All staff will be hired.

PIO Action Plan:

How will you accomplish this?

Admissions & Records has one staffing vacancy that needs to be filled using the recruitment process. The Executive Assistant position has been requested and is awaiting final approval to move forward toward filling the position.

What is your timeline?

Immediately.

Who is going to do this?

The Dean of Enrollment Services will work with Human Resources to devise an action plan to fill the current vacancy and hire an Executive Assistant (pending required approvals).

PIO Status:

- Completed

Closing the loop - Describe the results of your PIO implementation or completion:

A&R staff attended one training: customer service. Additional opportunities are being sought, specifically related to CCC compliance/best practices.

Conclusion: Complete if PIO has been completed

PIO achieved - worked

Fiscal Resources Status:

- Source: none entered, Amount: \$0, Date Funded: none entered

PIO Resources:

- Resource: Staff/Administrative Position
Position Title: Executive Assistant
FTE: 1.0
- Resource: Computer Related Equipment
Description: Workstation
- Resource: Other Budget Related Resources Needed
Description: Work Area Established (Furniture, Telephone, etc.)

3. *Based on the program data analysis and PSLO analysis, identify your Program Improvement Objective(s): What are you going to do? Why are you going to do it?*

Provide staff development opportunities for A&R staff. Many staff in A&R are new. The office has undergone major change with implementation of service improvements in the office/changes in State mandates. Professional development opportunities are needed to increase staff knowledge of: best practices, legislative updates, technology trends, and communication between peers.

Notes (optional): Please include any notes related to your PIO. (2500 Character limit)

Program PIO will address the following:

- Service Impacts

How will you assess the effectiveness of your PIO:

Professional development opportunities will be scheduled/funded/completed.

PIO Action Plan:

How will you accomplish this?

Explore opportunities whereby staff have the opportunity to gain important insights on sound enrollment and record keeping practices/compliance with prescribed regulatory framework of CCC system. Secure funds/register staff/complete training.

What is your timeline?

2015-16

Who is going to do this?

Dean, Enrollment Services collaborating with campus colleagues.

PIO Status:

- In-Progress

Closing the loop - Describe the results of your PIO implementation or completion:

A&R staff attended one training: customer service. Additional opportunities are being sought, specifically related to CCC compliance/best practices.

Conclusion: Complete if PIO has been completed

Fiscal Resources Status:

PIO Resources:

- Resource: No Resources Identified

Attached Files: