

Program Review Comprehensive Report



Program Review - Student Services: Admissions and Records

Area Overview

2017 - 2018

Mission: Admissions and Records is committed to maintaining the integrity of student records as we provide effective and efficient enrollment services to the community with sensitivity and respect. Guided by policies and procedures, staff members promote student success by utilizing technology to deliver individualized and accurate enrollment information while enhancing the services available online in areas of enrollment services, admissions, registration, cashiering, evaluation, and records maintenance. (Revised 4/2014)

Philosophy Statement: Admissions and Records is the central hub of Enrollment Services that welcomes current and prospective students to begin or continue their educational journey from their college admission to the point of graduation. (Revised 4/2014)

Summary:

- Facilitates the college admissions process including application, registration, college ID, and welcome emails.
- Complete all course enrollment activities including add, drop, pass/no pass and audit options, reinstatements, credit-by-exams, work experience enrollment adjustments, record retention, document imaging, and archiving of documents.
- Creates college registration timeline including deadlines and enrollment priorities for various student groups.
- Collaborates with Information Services to ensure appropriate online services for students, staff, and faculty.
- Provides official transcripts, enrollment verifications, loan deferments, and scans all incoming transcripts from other institutions.
- Processes all payments including enrollment fees, student services and health fees, parking permit requests including citations, other miscellaneous payments, and deposits into college funds including payroll disbursements for all faculty, staff, and students.
- Facilitates enrollment for the Norco College athletes by providing ongoing eligibility verifications as outlined by the CA Community College Athletic Association, Constitution, and Bylaws.
- Leads the college Registration Workgroup/Committee to determine registration priorities.

Strengths:

- Facilitated enrollment services to 10,734 students (09/03/16 in Fall 2016).
- Over 93% of students are enrolling in courses using the online system every term.
- Implemented the Mustang Stampede to Enrollment, allowing students to complete all enrollment steps in one day versus waiting for 8 days of processing time.
- Implemented a comprehensive official transcript solution including electronic transcript delivery option through the use of Credentials Solutions.
- Facilitated the implementation of MyPortal by participating in the governance team as well as leading the campus-wide launch.
- Participated in various campus-wide initiatives including Summer Advantage, Completion Initiative, CTE partnerships, and Dual Enrollment initiatives.

Students Served: See attached document

Attachments:

[2014-17_STUDENT_SERVICES_ADMIN_Records_ResourceRequests.xlsx](#)

[2014-17_STUDENT_SERVICES_ADMIN_Records_ResourceRequests.xlsx](#)

SLO/SAO: Athletes enrollment during priority registration period

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Student athletes will learn to access WebAdvisor to view their priority registration date and enroll in classes during priority registration period.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/16/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Term based report of students who have accessed WebAdvisor and enrolled in classes during priority registration period after receiving email information from Athletic Eligibility specialist in A&R. (Active)

Criteria: 80% of Norco College student athletes will access WebAdvisor to enroll in classes during priority registration period.

Findings/Analysis

Reporting Period: 2017 - 2018

04/26/2018

Conclusion: Criteria Not Met

Completion:

Spring 2017

Findings: GOAL WAS NOT MET

Percentage is based on students who utilized priority registration access.

16SUM- (15 of 43 or 34.9%)

16FAL- (43 of 76 or 56.6%)

17WIN- (21 of 40 or 52.5%)

17SPR- (36 of 58 or 62.1%)

Data reported is from : Spring

Improvement Recommendations

Improvement Recommendation: Ensure that "Athletic Day" is scheduled before Priority Registration period. This year, the event was held after priority registration period and as a result, students miss the opportunity to enroll in Early Registration Group II. (04/26/2018)

Enrollment (Active)

GPA (Active)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.1 - Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2 - Objective 2.2 - Increase frequency of student participation in co-curricular activities.

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 5 - Objective 5.1 - 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.

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Goal 5 - Objective 5.2 - Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.

Goal 5 - Objective 5.3 - Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.

Goal 6 - Objective 6.1 - Increase the use of data to enhance effective enrollment management strategies.

Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.

SLO/SAO: Enrollment with registration reminders

Students will learn their registration appointment and enroll in classes as a result of registration email reminder from A&R sent to both personal and student email accounts.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/16/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Term based report of enrolled students who were able to add courses after receiving reminder emails. (Active)

Criteria: Establish baseline and increase 5% every year.

Findings/Analysis

Reporting Period: 2017 - 2018

04/26/2018

Conclusion: Criteria Met

Completion: Spring 2017

Findings: GOAL IS MET in 16SUM/17WIN, but goal was not met in 16FAL/17SPR.

Email reminders were sent weekly for a period of 4-5 weeks before the start of term. Below are average percentage of enrollment (+/-) as a result of email reminders.

16SUM- 15.94%

16FAL- .2%

17WIN- 19.14%

17SPR- -4.62%

Improvement Recommendations

Improvement Recommendation: There may be a general decline in enrollment or a much fewer number of courses offered in previous years to warrant a significant growth from email reminders. Perhaps adjustment in assessment criteria is necessary in times of declining enrollment trends. (04/26/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

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Goal 3 - Objective 3.4 - Ensure the distribution of our student population is reflective of the communities we serve.
Goal 3 - Objective 3.5 - Reduce scheduling conflicts that negatively impact student completion of degrees and programs.
Goal 5 - Objective 5.1 - 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
Goal 5 - Objective 5.2 - Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
Goal 5 - Objective 5.3 - Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.
Goal 6 - Objective 6.1 - Increase the use of data to enhance effective enrollment management strategies.

SLO/SAO: Transcript request using Credentials Solutions

Students will learn to request electronic official transcripts using Credentials Solution.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/16/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Term based report of students who have accessed Credentials Solution to send electronic transcripts. (Active)
Criteria: 50% of all transcript requests will be electronically transmitted by Credentials Solution.
Findings/Analysis
Reporting Period: 2017 - 2018 04/26/2018
Conclusion: Criteria Not Met
Completion: Spring 2017
Findings: GOAL WAS NOT MET
Report for 17SPR is based on activity in April and May 2017 only.
239 (34%) electronic transcripts produced out of 696.
Data reported is from : Spring
Improvement Recommendations
Improvement Recommendation: Great start, but will need to continue assessment to determine trend. (04/26/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.
Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.
Goal 5 - Objective 5.1 - 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
Goal 5 - Objective 5.2 - Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.

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Goal 5 - Objective 5.3 - Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.

SLO/SAO: Payment deadline reminders

Students will be reminded of the payment deadline as a result of email reminders sent by A&R.

SLO/SAO Status: Completed

SLO/SAO Year(s): 2014 - 2017

Date Entered: 04/16/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Indirect - Annual satisfaction survey (Active)

Criteria: 80% of students will benefit from email reminders to avoid being dropped for non-payment.

Findings/Analysis

Reporting Period: 2017 - 2018

04/26/2018

Conclusion: Criteria Met

Completion:

Spring 2017

Findings: GOAL IS MET

176 (94.6%) students appreciated the comprehensive email reminders out of 186 surveyed.

Data reported is from : Spring

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 1 - Objective 1.5 - Increase completion rate of degrees and certificates over 6 years.

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.

Goal 5 - Objective 5.1 - 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.

Goal 5 - Objective 5.2 - Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.

Goal 5 - Objective 5.3 - Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.

Goal 6 - Objective 6.1 - Increase the use of data to enhance effective enrollment management strategies.

SLO/SAO: Improve quality of services in A&R.

A&R will determine whether students prefer in-person services, whether these services are only available in person, and if students had difficulty receiving these services online.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 04/26/2018

SLO/SAO Type: SAO – Satisfaction Survey

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Indirect - Annual survey (Active)

Criteria: 80% of students prefer to receive service in-person as a result of difficulties online or services that are only offered in person.

Findings/Analysis

Reporting Period: 2017 - 2018

04/26/2018

Conclusion: Criteria Met

Completion:
Spring 2016

Findings: GOAL IS MET

Of the 186 surveyed students, 165 (88%) preferred in-person services, 70 (37%) had difficulties online, and 123 (66%) utilized services that were offered in person only.

Data reported is from : Spring

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.