

Basic Program Information

Department Name: Admissions & Records

Division Name: Enrollment Services, Student Services

Program Mission(s):

Admissions & Records is committed to a positive experience that is essential to retention, persistence and to the overall student academic success by providing accurate and consistent information along with friendly assistance as student's progress through the educational system.

Please list all Program Review team members who participated in this Program Review:

Name	Department	Position
Laureen Balducci	Counseling	Dean of Counseling
Nazy Galoyan	A&R	Dean of Enrollment Services
Roland Amit	A&R	Supervisor

Total number of Full Time Faculty:	0
Total number of Part Time Faculty:	0

Please list all existing Classified positions:

Admission & Records Assistant: 4

Cashiering Services Coordinator: 1

Enrollment Services Specialist: 3

Admissions & Records Supervisor: 2

Section 1: Data and Trend Analysis

Provide a short narrative analysis of the following indicators. Please attach supporting studies or data to the final program review submitted to your Dean/Director.

a. **Students served** (How was this tracked? What is the trend over the last 3 years?):

2010-2011: 16,898 students

2011-2012: 15,857 students

2012-2013: 14,228 students

This data was obtained via the following sources:

- CCC Apply
- Ask Foothill
- Credentials
- SARS
- Other (List)

<http://www.research.fhda.edu/factbook/documents/UnhdupFallIEOTHeadcountEnrollment2013.pdfv>

b. **Demographics analysis:** (example: Is the ethnic breakdown of students you serve proportional to the general college ethnic distribution?) If not, please include possible explanations for the disparity.

A&R serves all students from all ethnic breakdown of students, no specific qualifiers.

c. Please describe services offered off campus and how the effectiveness of these services is assessed.

Students served off campus at Middlefield campus, as well as at local high schools and CCOC. In addition, we serve Eastside Charter School, Year Up Bay Area, SB-70 Regional Consortium, and Mint College in the Philippines.

Data for this area is based on services offered at the following locations:

1. Middlefield
2. CCOC
3. Other (List) Local High Schools

d. **Staffing structure:** Does the staffing structure meet the program or department's needs?

The staffing structure does not meet the needs of the department in serving all students in a timely manner. Enrollment Services has a need for an additional cashier and an Admin Assistant I position at the front desk to offer consistency of services and information.

Section 2: Core Mission Support and Student Equity

The College's Core Missions are reflected below. Please respond to each mission using the prompts below.

a. Basic Skills

How does your service area support the basic skills needs students or programs? Please discuss current outcomes or initiatives related to this core mission and how those initiatives contribute to student equity and success in this core mission area.

Assist students with applications, registration and getting them enrolled in basic skills and noncredit courses.

b. Transfer

How does your service area support the transfer needs of students or programs? Please discuss current outcomes or initiatives related to this core mission and how those initiatives contribute to student equity and success in this core mission area.

Final transcripts get sent to all colleges in a timely manner. E-transcripts will be utilized to expedite this process in order to better serve students. We also coordinate services with evaluators in the Counseling department to assist students in providing all records required for transfer.

c. Workforce

How does your service area support the workforce needs of students or CTE programs? Please discuss current outcomes or initiatives related to this core mission and how those initiatives contribute to student equity and success in this core mission area.

Apprenticeship assistance and OTI get manually assigned early registration dates and are manually uploaded into the registration system.

Section 3: Learning Outcomes Assessment Summary

- a. **Attach 2012-2013 Program Level SA- SLO** – Four Column Report for PL-SLO Assessment from TracDat, please contact the Office of Instruction to assist you with this step if needed.

Unit Assessment Report - Four Column
Foothill College
SA - Admissions & Records

Mission Statement: Admissions & Records is committed to a positive experience that is essential to retention, persistence and to the overall student academic success by providing accurate and consistent information along with friendly assistance as students progress through the educational system.

Primary Core Mission: Basic Skills

Secondary Core Mission: Transfer

Tertiary Core Mission: Workforce

Service Area SLOs (SA-SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
SA - Admissions & Records - 3 Registration Process_1 - New students that attend Day on the Hill / Foothill Open House will be educated on the registration process. Year(s) to be Assessed: End of Quarter	Assessment Method: This can be measured by the number of students that apply and register on that day. Assessment Method Type: Data Target: Students will understand the application and registration process.	11/26/2013 - There were 157 applications that were submitted on 04MAY13 (Day on the Hill DOTH), 84 of the applicants registered for CNSL 5, Introduction for College. Result: Target Met Year This Assessment Occurred: 2012-2013	12/16/2013 - A&R will continue to provide admission and registration assistance on DO to increase number of high school graduate admission to Foothill College. In addition, A will provide workshops to educate high school students on 3SP regulations and the outcome will be that first-time college students will understand the regulations and will complete orientation, educational plans, and assessments before Fall 2014
SA-SLO Status: Active		09/19/2012 - While the Foothill Day on the Hill Open house was very successful with nearly 1,200 in attendance, because the event evolved into Foothill Day on the Hill Open house, my methods of assessment proved to be unreliable. In the past this event was a controlled population of students that were easily trackable, however, the new event was an open house and attendees were encouraged to apply before the event. Many also opted to enroll after the event. Result: Target Not Met Year This Assessment Occurred:	

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SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
		2011-2012 GE/IL-SLO Reflection: I will continue to use this SAO in the future year, but will have to make changes to my tracking methods in order to successfully monitor the student's learning outcome of future Foothill Day on the Hill Open House events.	
ds - 4 Enrollment - Define the existing to be in v Title 5 3SP ave priority s must have o the college (CNSL roved electronic Ed rks e Assessed: leminic Year	Assessment Method: Banner Reports and Analyzing Argos Reports Assessment Method Type: Data Target: 85%	12/16/2013 - Beginning for the fall 2014 registration period, Foothill College will implement a new method for determining the day and time when students are first allowed to register for courses. The change is required by new state regulations. The new method includes state mandated requirements as well as new requirements specific to Foothill College. The Enrollment Priorities Committee began meeting in the summer of 2013 and were guided by the following principles: 1) Adhere to State of California Title 5 regulations 2) The focus should be on behaviors rather than group status 3) Use Student Success Task Force recommendations as a guide, including: a. An emphasis on students selecting an education goal	12/16/2013 - In order to assess outcome, data will be pulled from the system to determine the means by which assigned priority registration a students were able to register. A comparison will be made to see if students registration date based on FH will also be pulled from the Argos system and time of initial registration meeting the enrollment priorit after students who have met the requirements will be determined by the number of students registered.

Annual Student Services Program Review Template for 2013-2014

of transfer, degree, or certificate
 b. And emphasis on students selecting a major
 4) Encourage enrolling full time
 5) Use Enrollment Priorities to encourage student behaviors important for success by providing them their own data

Result:

Target Not Met

Year This Assessment Occurred:

2012-2013

Admissions & Records - 5 Provide support services to facilitate

Assessment Method:

Argo Reports,
 Banner, BDMS
 Reports

12/16/2013 - Currently it takes seven to ten days to log in incoming transcripts and then it takes

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SLOs)	Means of Assessment & Target / Tasks	Assessment Findings/Reflections	Action & Follow-Up
3SP and We will be more transcripts scanned Banner. sites and non-	Assessment Method Type: Data Target: 85%	additional two months to manually input the data in Banner. The target goal a year from now will be to expedite this process to half the time for the processing incoming transcripts. Result: Target Not Met Year This Assessment Occurred: 2012-2013	12/16/2013 - A&R will purchase staff to scan all incoming transcripts and also A&R will hire tv to catch up on all incoming transcripts in Banner.

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Section 4: SLO Assessment and Reflection

Based on your assessment data and reflections, please respond to the following prompts.

a. How do the objectives and outcomes in your service area relate to the program-level student learning outcomes and to the college mission?

Enrollment Services must comply with new 3SP regulations and the outcome will be that students and programs on campus will understand the regulations (orientation, educational plans, and assessments)

b. If your service area has other outcomes assessments at the program level, comment on the findings.

None

c. How has your service area engaged in dialogue about student learning outcomes?

Yes we have engaged in dialogue in Counseling Division meetings and Enrollment Services meetings, as well as student services managers meetings.

Section 5: Service/Program Goals and Rationale

Program goals address broad issues and concerns that incorporate some sort of measurable action and connect to Foothill's core missions, [Educational & Strategic Master Plan \(ESMP\)](#), the division plan, and SLOs. Goals are not resource requests.

a. List Previous Program Goals from last academic year: check the appropriate status box & provide explanation in the comment box

Goal/Outcome (This is NOT a resource request)	Completed? (Y/N)	In Progress? (Y/N)	Comment on Status
1. Promote user friendly office environment oriented to students, staff, faculty and community	Yes	On-going	In process of collecting data (Student Satisfaction Survey)
2. Facilitate access to admissions and registration, and records info.	Yes	On-going	Records requested online, phone, in-person

b. New Goals: Goals can be multi-year (in Section 6 you will detail resources needed)

Goal/Outcome (This is NOT a resource request)	Timeline (long/short-term)	How will this goal improve student success or respond to other key college initiatives?	How will progress toward this goal be measured?
1. Student customer service	Short and long term	Students will be served in a friendlier more timely and organized fashion.	Student satisfaction survey.
2. Implementation of 3SP in regards to BDMS, DW, and creating new website for student info. All student information will be scanned and	Short term and long term	Students will have access to DW info through what is in BDMS system and can get info from new and improved Enrollment website. In addition all college	Measured will be total numbered of enrolled students with educational plans.

assessable to staff and counselors for reviews		and high school transcripts will be scanned	
3. Scan Project: to scan all applications, residency re-class, and high school permission forms ASAP	Short term urgent Until done	A&R needs this project to go urgently due to the fire hazard cited by the fire inspectors in Summer 2013	Measured by the completion
4. To reconcile and reduce the \$800,000 that currently is outstanding in Account Receivable	Long term and short term	Students with outstanding balances have holds that block further registration.	Reduction in debt and removal of registration holds

Section 6: Service/Program Resources and Support

Using the tables below, summarize your program's unfunded resource requests. Refer to the Operations Planning Committee website: <http://foothill.edu/president/operations.php> for current guiding principles, rubrics and resource allocation information.

Full Time Faculty and/or Staff Positions

Position	\$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.	Was position previously approved in last 3 years? (y/n)
1. Admin 1	\$72,000	Offer excellent customer service, organization and consistency to assisting students with admissions info and processes.	No
2. Cashier	\$80,000	Collections follow-up, TouchNet and payment plans online (goal #4).	No
3. TEA for Temporary assignment for scanning project	\$30, 000 URGENT	Per Ed Code 88003 A&R can request to hire TEA for urgent special project that must be done by Summer 2014 (goal #3)	No

Unbudgeted Reassigned Time (calculate by % reassign time x salary/benefits of FT)

Has the program received college funding for reassign time in the last three years? (y/n) No	If yes, indicate percent of time.
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Has the program used division or department B-budget to fund reassign time? (y/n)	None
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Indicate duties covered by requested reassign time:

Responsibility	Estimated \$	Related Goal from Table in section 5 and how this resource request supports this goal.	Est hours per month	% Time
N/A				

One Time B Budget Augmentation

Description	\$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.	Previously funded in last 3 years? (y/n)
See Above URGENT request for TEA to scan records			

Ongoing B Budget Augmentation

Description	\$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.	Previously funded in last 3 years? (y/n)

Facilities and Equipment

Facilities/Equipment Description	\$ Amount	Related Goal from Table in section 5 and how this resource request supports this goal.	Previously funded in last 3 years? (y/n)
10 small scanners for A&R staff URGENT To clear fire hazard paper from office as per fire inspector	\$4,000	All A&R staff will have ability to scan all student documents for immediate access through BDMS including official college and high school transcripts, prerequisite clearances, and all petitions (goal #2)	No
1 scanner CANON Image Formula DR-7090C	\$1,300	One High volume scanner to scan all	No

URGENT To clear fire hazard paper from office as per fire inspector		records stored in A&R (goal #2 and #3).	
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IF THIS SERVICE AREA DOES NOT HAVE AN INSTRUCTIONAL COMPONENT/OFFER DEGREES, PLEASE STOP HERE AND CONTINUE TO SECTION 11.

Section 7: Data and Trend Analysis

List all Programs* covered by this review & check the appropriate column for program type:

Program Name	Certificate of Achievement Program	Associate Degree Program	Pathway Program
N/A			

*If you have a supporting program or pathway in your area for which you will be making resource requests, please analyze it within this program review (i.e. Integrated Reading and Writing, Math My Way, etc.) You will only need to address those data elements that apply.

a. Program Data:

Data will be posted on <http://foothill.edu/staff/irs/programplans/programreviewdata.php> for all measures except non-transcriptable completion. You must manually copy data in the boxes below for every degree or certificate of achievement covered by this program review.

Transcriptable Programs	2010-2011	2011-2012	2012-2013	% Change
N/A				

b. Department Level Data

	2010-2011	2011-2012	2012-2013	% Change
Enrollment				
Productivity (College Goal 2012-13: 535)				
Success				
Full-time FTEF				
Part-time FTEF				

Section 8: Student Equity and Institutional Standards

As part of an accreditation requirement, the college has established institution-set standards across specific indicators that are annual targets to be met and exceeded. Please comment on how these indicators compare at your program level and at the college level. (For a complete description of the institutional standard, please see the instructional cover sheet)

a. Institutional Standard for Course Completion Rate: 55%

Please comment on your program's course success data, including any differences in completion rates by student demographics as well as efforts to address these differences.

b. Institutional Standard for Certificate Completion Number (Transcriptable): 325

Has the number of students completing certificates in your program held steady, or increased/declines in the last three years? Please comment on the data, analyze the trends, including any differences in completion rates by student demographics.

c. Institutional Standard for Transfer to four-year colleges/universities: 775

Based on the transfer data provided, what role does your program play in the overall transfer rates? Please comment on any notable trends or data elements related to your program's role in transfer.

Section 9: Learning Outcomes Assessment Summary

a. **Attach 2012-2013 Program Level** – Four Column Report for PL-SLO Assessment from TracDat, please contact the Office of Instruction to assist you with this step if needed.

b. **Attach 2012-2013 Course-Level** – Four Column Report for CL-SLO Assessment from TracDat, please contact the Office of Instruction to assist you with this step if needed.

Section 10: SLO Assessment and Reflection

Based on your assessment data and reflections, please respond to the following prompts.

- a. What curricular, pedagogical or other changes have you made as a result of your CL-SLO assessments?
- b. How do the objectives and outcomes in your courses relate to the program-level student learning outcomes and to the college mission?
- c. How have you used the assessment results of program-level student learning outcomes to make certificate/degree program improvements?
- d. If your program has other outcomes assessments at the program level, comment on the findings.
- e. How has your department engaged in dialogue about student learning outcomes?

Section 11: Service/Program Review Summary

Address the concerns or recommendations that were made in prior program review cycles, including any feedback from Dean/VP, Program Review Committee, etc.

Recommendation	Comments
1. Customer service needs within Admissions	Students have given positive verbal feedback about their experiences within Admissions, however there is an increase in concern with 3SP regs.
2. Hire the Enrollment Specialists	To better assist college community with admissions and records and the new 3SP.

a. After reviewing the data, what would you like to highlight about your program?

Doing more with less and new way in which business is done in regarding the new 3SP regulations. Assisting in getting students info on admissions (checklist) and to the next appropriate level of interaction, be it orientation, assessment or counseling (essential components to the 3SP).

Section 12: Feedback and Follow Up

This section is for the Dean, Enrollment Services to provide feedback.

a. Strengths and successes of the program as evidenced by the data and analysis:

Getting the appropriate positions and people in the Admissions and Records has been crucial in helping students to feel more welcomed and comfortable while applying and registering. With the 3SP coming from the State, it is clear that many more students will need to be served in a timely manner and helped by individuals to guide them to the next steps they need to take in order to formulate a successful educational plan and college experience.

b. Areas of concern, if any

Staffing was a concern, but it has been addressed in the recent hires of 3 Enrollment Specialist.

Making sure that scanners are available in Enrollment Services for staff to utilize BDMS in order for transcripts to be uploaded in a timely manner for enrollment staff and counselors to be able to see transcripts to assist students.

We need to address the **URGENT** concern of the fire marshal and scan paper files ASAP to remove the existing fire hazard.

a. Recommendations for improvement:

Continued staff development and education trainings on 3SP.

d. Recommended next steps:

- Proceed as planned on program review schedule
- Further review/Out of cycle in-depth review

This section is for the Vice President Student Services to provide feedback.

a. Strengths and successes of the program as evidenced by the data and analysis

Admissions & Records has been undergoing reorganization and transformation under the leadership of Nazy Galoyan. Customer service has greatly improved, response times to students have shortened and I am receiving 95% less complaints than in previous years.

b. Areas of concern, if any:

Admissions & Records will need additional staff as we work to increase enrollment and provide comprehensive services in a timely manner to support student success and completion.

c. Recommendations for improvement:

None

Recommended next steps:

- Proceed as planned on program review schedule
- Further review/Out of cycle in-depth review

Denise Swett, EdD
Vice President, Student Services
1/7/14

A&R - FT/PT Staff Requests

Rank	Requestor	Position	Classification	%	Request Rationale	Dean's Comments
1	Nazy Galoyan	2 Full-time TEA Position	41	100	A&R needs this project to go urgently due to the fire hazard cited by the fire inspectors in Summer 2013	Per Ed Code 88003 A&R can request to hire TEA for urgent special project
2						
3						
4						
5						
6						
7						
8						

A&R - Equipment

Link	Requestor	Equip. Request	\$ Amount	Request Rationale	Dean's Comments
	Nazy Galoyan	10 small scanners for staff	\$4,000.00	All A&R staff will have ability to scan all student documents for immediate access through BDMS including official college and high school transcripts, prerequisite clearances, and all petitions	Implementation of 3SP in re BDMS. All student information scanned and assessable to school counselors for reviews
	Nazy Galoyan	1 scanner CANON Image Formula DR-7090C	\$1,300.00	One High volume scanner to scan all records stored in A&R	URGENT! This project must be completed by Summer 2014