

# Admissions & Records Program Review

Rubric Evaluation	Alfred Guzman (Faculty or Staff From the Division)	Cleve Freeman (Faculty At- Large)	Melia Arken (Classified Staff At-Large)	Laurie Scolari (AVP)
<b>A. Program Information</b>				
<b>Program Mission Statement</b>				
Overall, this section:	Addresses all 8 criteria - Meets the Standard	Addresses 4 to 7 of the criteria – Needs Some Improvement to Meet the Standard		
Reader Feedback	I find the Mission statement to be well stated and clear. It sets a tone for goal's and objectives, and states values which defines standards to be accomplished. I find the Mission statement to fulfill all criteria to meet the standard.	Title V, I believe is the number 5 and not the roman numeral.  Can the beginning of the last sentence of mission be changed a little bit? Instead of “promote an equitable learning environment.” Something like.....provide equitable/accessible options for the matriculation process..... Or maybe add it as an additional sentence?		
<b>Program Learning Outcomes</b>				
Overall, this section:	Addresses all 5 criteria - Meets the Standard	Addresses 3 to 4 of the criteria – Needs Some Improvement to Meet the Standard		

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Reader Feedback	Covers all the basics and simply stated. The learning outcomes are measurable, reflect levels of learning, centered on the students and easy to understand. Meets the standard.	<p>How will each of the four PLO's be evaluated and measured? Application, Petitions/Academic Policies, Dual Enrollment, and Residency</p> <p>Why was the dual enrolled student population singled out for this PLO? Are you specifically only referring to the students that have to submit a concurrent enrollment form?</p> <p>If there are campus wide conversations about updating or streamlining the application/ website/ technology process, at what point do you begin teaching students how to navigate the application process to meet this PLO standard?</p>		

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### B. Students Completing CCC Apply (Step 1)

3. In the data table above, what does the data trend indicate?	The trend has improved over the time span – Excellent	The trend has improved over the time span - Excellent		
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**Data Trend Narrative Explanation - 4. *If the data trend shows an increase, decrease, or no change in the number of students who complete Step 1, explain why.***

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Overall, in this section:	The narrative includes all 3 of the criteria - Meets the Standard	The narrative includes 2 of the criteria - Needs Some Improvement to Meet the Standard		
<b>Action Narrative (if applicable) - 6. Describe the proposed actions you discussed with the program team for improving the number of students completing Step 1.</b>				
Overall, in this section:	The narrative exceeds expectations – the narrative could be used as an exemplar - Excellent	The narrative includes fewer than 4 of the criteria - Needs Major Improvement to Meet the Standard		
Reader Feedback	The author did a good job in the action plan by assessing recent factors that impacted the trend and suggesting a strategy for future improvement. I like the attitude that, even though they are doing well, they could do better. I like the idea that working with other departments to continue more efficient outreach efforts and research for future improvements.	Great point! Regarding transfer student enrollment. The low number could be related to the non-resident fee situation. Unfortunately, it is a challenge to know how to increase transfer enrollment because a lot of it is out of our control. I'm curious to know more about the possible factors that lead to increasing/ decreasing transfer student enrollment. I'm also curious to know how we can legitimately keep track of students that really want to transfer. It's challenging because students can say they want to transfer today and the next day say that		

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		they just want an associates degree.		

### C. Students Meet Assessment Requirements (Step 2)

7. In the data table above, what does the data trend indicate?	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		
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### Data Trend Narrative Explanation - 8. *If the data trend shows an increase, decrease, or no change in the number of students who completed Step 2, explain why.*

Overall, in this section:	The narrative includes all 3 of the criteria - Meets the Standard	The narrative includes all 3 of the criteria - Meets the Standard		
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### Action Narrative (if applicable) - 10. *Describe the proposed actions you discussed with the program team for improving the number of students completing Step 2.*

Overall, in this section:	The narrative includes all 5 of the criteria - Meets the Standard	The narrative includes all 5 of the criteria - Meets the Standard		
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Reader Feedback	The numbers over time are solid and do not suggest action necessary for improvement. Good description of events that occurred to lead to positive numbers. Also	Feedback for 8:  Which month/year were various interventions implemented?  Perhaps include more		
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	commendable is the continued energy - emails, outreach, workshops - to sustain desirable results.	<p>detailed examples of how A&amp;R and Assessment collaborate on specific activities. I understand, there probably is a word count on your end.</p> <p>Feedback for 10:</p> <p>Maybe add something about the transition/ re- org of the Assessment office and how it may/may not affect Assessment numbers in the future.</p> <p>Also, talk about how we will maintain the high number of students needing assessment.</p>		

### D. Students Complete Orientation (Step 3)

11. In the data table above, what does the data trend indicate?	The trend has improved over the time span – Excellent	The trend has decreased over the time span no more than 5% - Meets the Standard		
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**Data Trend Narrative Explanation - 12. If the data trend shows an increase, decrease, or no change in the number of students who completed Step 3, explain why.**

Overall, in this section:	The narrative exceeds expectations – the narrative could be used as an exemplar - Excellent	The narrative includes all 3 of the criteria - Meets the Standard		
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**Action Narrative (if applicable) - 14. Describe the proposed actions you discussed with the program team for improving the number of students completing Step 3.**

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Overall, in this section:	The narrative includes all 5 of the criteria - Meets the Standard	The narrative is not included		
Reader Feedback	Numbers are all in the right direction and at this time there is not a need for correction. The author describes that, over time, orientation has moved mainly from in-person to an online format. To improve cost and efficiency, a change in online methods occurred and is on the track for continued improvement.	<p>Feedback for 12:</p> <p>I'm not sure which section, but can somewhere include something about the challenges we have of keeping track of who has completed all the matriculation steps? There are too many instances with technology glitches with regards to knowing if and when a student complete each matriculation step.</p> <p>How do we know if Orientation numbers improved because of a clearer online process versus more students just happened to want to attend Foothill?</p> <p>What month/year interventions were implemented?</p> <p>Last sentence: How is updating the online</p>		

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		<p>orientation with more information going to improve the number of students that complete the Orientation?</p> <p>Feedback for 14:</p> <p>There was no narrative, but this might be the place to discuss how to work with ETS to create something where students, faculty, and staff can all see what matriculation criteria the student completed or still needs to complete on one simple accessible webpage.</p>		
<b>E. Students Create An Ed Plan (Step 4)</b>				
15. In the data table above, what does the data trend indicate?	The trend has improved over the time span - Excellent	The trend has decreased over the time span by 5% to 10% - Needs Some Improvement to Meet the Standard		
<b>Data Trend Narrative Explanation - 16. <i>If the data trend shows an increase, decrease, or no change in the number of students who completed Step 4, explain why.</i></b>				
Overall, in this section:	The narrative includes all 3 of the criteria - Meets the Standard	The narrative includes 2 of the criteria - Needs Some Improvement to Meet the Standard		
<b>Action Narrative (if applicable) - 18. <i>Describe the proposed actions you discussed with the program team for improving the number of students completing Step 4.</i></b>				

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Overall, in this section:	The narrative includes all 5 of the criteria - Meets the Standard	The narrative is not included		
Reader Feedback	Again, trends are positive so steps are not necessary at this time to improve the number of students completing step 4 - the Ed Plan. It is assuring to know that efforts to continue this trend is occurring. Efforts include counselors going to high schools and events, workshops on weekends and evenings, and updated webpages. It is also commendable that Admissions and Records continues to work with Counselors and Institutional Research to maintain improvement. Meets the standard.	Feedback for 18:  What month/year were activities/interventions implemented?  Answer was "No" to question 17. I think it should day yes.  The answer to 18 should be a conversation between A&R and counselors to discuss the changes in the trend. Also, how to help increase the trend.		

### F. Students Register For Classes (Step 5)

19. In the data table above, what does the data trend indicate?	The trend has decreased over the time span by 5% to 10% - Needs Some Improvement to Meet the Standard	The trend has decreased over the time span by 5% to 10% - Needs Some Improvement to Meet the Standard
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**Data Trend Narrative Explanation - 20. *If the data trend shows an increase, decrease, or no change in the number of students who completed Step 5, explain why.***

Overall, in this section:	The narrative includes all 3 of the criteria - Meets the Standard	The narrative includes fewer than 2 of the criteria - Needs Major Improvement to Meet the Standard
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**Action Narrative (if applicable) - 22. *Describe the proposed actions you discussed with the program team for improving the number of students completing Step 5.***

Overall, in this section:	The narrative includes all 5 of the criteria - Meets the Standard	The narrative includes fewer than 4 of the criteria - Needs Major Improvement to Meet the Standard
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Reader Feedback	<p>The focus is step 5, Registration for classes. The author points out that the trend has been dropping since 2015. One possible reason is when you apply is not same time you can register, time gaps vary from quarter to quarter, and this can be confusing for the student.</p> <p>The second possible reason is a drop in course offerings from 2015. The department plans to work with Institutional Research to see if a reason can be found.</p>	<p>Feedback for 20:</p> <p>When is the month/year of interventions implemented? Perhaps talk more about the challenges of using banner and the quarter vs semester admissions timelines, and how we're always trying to keep up with best practices with deadlines despite the various competing enrollment timelines with semester schools. This is always a moving target and it's challenging to pick know what our campus can do to increase enrollment. Easier</p>
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	<p>Also plans to rework a Welcome email to help students. Along the same lines, creating more tools such as videos of navigating the student Portal, and revamping the onboarding process. In addition, cooperation with other student service departments with messages to target underrepresented under-served populations.</p> <p>There is one idea I have that might be considered. Each student receives an email from once an application has been accepted. We can send a reminder one week before registration opens for the student and the day it is available for the student. If registration is already in effect, that is okay too.</p> <p>Another development that has been growing since 2015 that I think competes for eyes and interest of students: CVC.edu. This is a url to an initiative that has been growing very rapidly</p>	<p>to explain what I'm saying in person.</p> <p>Feedback for 22:</p> <p>How can we evaluate and measure what we do to increase enrollment when it's out of our control?</p>		

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and I think might attract students from Foothill. It links a student to 114 community colleges in the state. So, if a student applies at FH and can't register, well, they have other options.

AB705. This has simplified one requirement for priority registration. Most of this is now online. Admissions and Records can work with Testing to immediately contact students on the classes available to them when the students complete their Self Guided Placements. Whether it be Math or English or a program that requires them. Perhaps suggestions could be made to other student services available or counselor hours included.

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23. In the data table above, what do the data trends indicate about the number of students who completed each of the five enrollment steps by ethnicity?				
African American	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		
Asian	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has improved over the time span - Excellent		
Filipinx	The trend has decreased over the time span no more than 5% - Meets the Standard			
Latinx	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		
Native American	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		
Pacific Islander	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		

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White	The trend has decreased over the time span by 5% to 10% - Needs Some Improvement to Meet the Standard	The trend has improved over the time span - Excellent		
Decline to State	The trend has improved over the time span - Excellent	The trend has decreased over the time span no more than 5% - Meets the Standard		
<b>Data Trend Narrative Explanation - 24. <i>If the data trend shows an inequity in the number of students completing all enrollment steps, explain why there was a change.</i></b>				
Overall, in this section:	The narrative includes all 3 of the criteria - Meets the Standard	The narrative includes fewer than 2 of the criteria - Needs Major Improvement to Meet the Standard		
<b>Action Narrative (if applicable) - 26. <i>Describe the proposed actions for addressing disparities in the number of students completing all enrollment steps by ethnicity.</i></b>				
Overall, in this section:	The narrative includes all 5 of the criteria - Meets the Standard	The narrative includes fewer than 4 of the criteria - Needs Major Improvement to Meet the Standard		
Reader Feedback	In my opinion, this is a delicate, and political, hot potato. As the writer mentions, "...we are below 50% for all ethnicities." I commend the aim to control the "...culture of the office" to encourage persistence of completing all enrollment steps. I agree with the writer that continued outreach	Feedback for 26:  Is our goal to shorten the students time in college? OR Is our goal to support the student to go through college at their pace and support them throughout their journey.		

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	workshops improving the onboarding steps is essential "...so that we can retain these students and see higher completion rates."			
<b>H. Students Completing Enrollment Steps By First Gen</b>				
27. In the data table above, what does the data trend indicate?	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		
<b>Data Trend Narrative Explanation - 28. <i>If the data trend shows a change in number of first-gen student enrollment, explain why there was a change.</i></b>				
Overall, in this section:	The narrative includes all 3 of the criteria - Meets the Standard	The narrative includes 2 of the criteria - Needs Some Improvement to Meet the Standard		
<b>Action Narrative (if applicable) - 30. <i>Describe the proposed actions for addressing disparities in the number of students completing all enrollment steps by ethnicity.</i></b>				
Overall, in this section:	The narrative includes all 5 of the criteria - Meets the Standard	The narrative includes fewer than 4 of the criteria - Needs Major Improvement to Meet the Standard		
Reader Feedback	I commend the writer for attempting to improve the numbers for the goal of having more students sign up for priority registration. I do believe that focusing direct outreach efforts to	It's challenging to meet the standards for this section overall because it appears that increasing enrollment is out of the colleges control.  Feedback for 28:		

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	<p>First-Gen students and working with Counseling to bring back a First-Year Experience Program. Helping educate incoming First-Gen students to the importance of priority registration is a positive direction to increasing numbers.</p>	<p>We already have Puente, Umoja, EOPS. How can we be more intentional in creating a space for First Generation students given the limited resources we have? Also, how can Outreach be more intentional in recruiting First Gen students. We also have to keep in mind, even though Outreach recruits First Gen high school students, the students might prefer to go to a different college out of convenience. Another important consideration is that Foothill is located in a region with a low number of underrepresented students.</p> <p>Feedback for 30:</p> <p>Is the process not laid out in a way that First Gen. can comprehend OR Do First Gen students have other life priorities OR Does the region we live in not have a lot of First Gen students?</p>		

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### I. Students Completing Enrollment By Gender

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31. What do the data trends indicate about the number of students who completed each of the five enrollment steps by gender?				
Females	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		
Males	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		
Non-binary	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		
Decline to State	The trend has decreased over the time span no more than 5% - Meets the Standard	The trend has decreased over the time span no more than 5% - Meets the Standard		
<b>Data Trend Narrative Explanation - 32. <i>If the data trend shows a change in male, female, non-binary, or decline to state enrollment, explain why there was a change.</i></b>				
Overall, in this section:	The narrative includes all 3 of the criteria - Meets the Standard	The narrative includes fewer than 2 of the criteria - Needs Major Improvement to Meet the Standard		

**Data Trend Narrative Explanation - 33. *If the data trend shows a lack of gender parity in your program, what source of that disparity and what is the program doing/planning to do to address this.***



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Overall, in this section:	The narrative includes all 3 of the criteria - Meets the Standard	The narrative is not included		
Reader Feedback	<p>In our political climate, I agree with the writer's view that "...doesn't deadname students and that creates a more welcoming environment for non-binary students." I believe it is prudent to work on simply improving rates for all steps.</p> <p>In my view, the question here is if all incoming students, independent from gender or First-Gen, care enough about priority registration to complete the required steps. Taking a more global view, and with the advent of the ability to choose 114 community colleges (see CVC.edu ) to take classes, is priority registration as critical? The answer is yes, but, only if you are focused on trying to complete everything within two years of your goal at one school. There are other factors, such as wanting to sign up with a popular</p>	<p>Feedback for 32:</p> <p>Narrative was limited. The data provided was confusing. It should probably focus on students overall and not transfer students.</p>		

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instructor, or taking a class that is not offered every quarter. Such reasons I believe do not reach the point of needing to complete all priority registration steps for most students at Foothill.

Another approach might be to find other colleges that have success rates in priority registration for First-Gen and specific genders, and see how they accomplish their results.

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## J. Service Area Outcomes Addendum

Rubric Evaluation	Alfred Guzman (Faculty or Staff From the Division)	Cleve Freeman (Faculty At- Large)	Melia Arken (Classified Staff At-Large)	Laurie Scolari (AVP)
Narrative Explanation - 1. What are the service area outcomes/strategic objectives for the coming year?	Exceeds expectations for all 5 criteria - Excellent	Addresses 2 or fewer of the criteria - Needs Major Improvement to Meet the Standard		
Narrative Explanation - 2. What is your implementation plan for the above-mentioned objectives?	The narrative includes all 5 of the criteria - Meets the Standard	The narrative includes fewer than 4 of the criteria - Needs Major Improvement to Meet the Standard		
3. In the past five academic years, were there any commendations/special mentions identified in accreditation, state reports? If YES, please elaborate	N/A	N/A		
4. In the past five academic years, were there any major citations/findings identified in accreditation, audits or reviews (e.g. areas of improvement, strategic direction, facilities, personnel, etc.)? If YES, please elaborate	Meets the Standard - The program was able to take actions to improve and received the needed support to take the actions Or The program received no citations	Meets the Standard - The program was able to take actions to improve and received the needed support to take the actions Or The program received no citations		

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Narrative Explanation - 5. What actions has the program taken to address the accreditation, audit, or review citations/findings identified.	The narrative includes all 5 of the criteria - Meets the Standard	The narrative includes 4 of the criteria - Needs Some Improvement to Meet the Standard		
Reader Feedback	<p>In my view, the Admissions and Records department has done an good job in the past 5 years maintaining the demanding standards. Although commendations/special mentioned identified in accreditation directly, they deserve kudos for accomplishing 100% online service.</p> <p>In addition to the above accomplishment, it is commendable that writer spells out two goals that are comprehensive and not simple to accomplish. The goals involve not only a total top down review of information provided to students from A&amp;R, but also a rewrite and representation in other formats for online delivery. In addition to this, all staff</p>	<p>1.. What are the service area outcomes/strategic objectives for the coming year?</p> <p>2. What is your implementation plan for the above-mentioned objectives</p> <p>SAO 1: To evaluate A&amp;R's ability to provide college-wide information to students</p> <p>Feedback: How does one measure the evaluation of A&amp;R's ability to provide college-wide information to students?</p> <p>How does one measure the effectiveness of the A&amp;R training and evaluation?</p> <p>SAO 2: To better inform faculty and staff of A&amp;R</p>		

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	<p>are asked to be familiar with handling this information. Now I think that deserves praise!</p>	<p>policies and procedures</p> <p>Feedback: How will decisions be made on what outlines/ed code/Title 5 (I don't think it is the letter V) to be shared with students, faculty, and staff? How will all the information be summarized and explained for everyone to understand and who will be the primary person to interpret all the detailed policies? Will just providing outlines really educate people on how the system works?</p> <p>3. In the past five academic years, were there any commendations/special mentions identified in accreditation, state reports? If yes, please elaborate.</p> <p>Feedback: I interpret this question as, "Were there any commendations/special mentions.....regarding A&amp;R in accreditation.....?"</p>		

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I think “Yes” is the correct answer, but I would reword it after Yes, but not directly. The accreditation team recommended that the college provide more online services. Due to shelter in place, we currently provide many if not all of our services virtually. ( I reword it this way because technically employees still have to visit campus to review students mailed/ physical document submissions)

4. In the past five academic years, were there any major citations/findings identified in accreditation, audits or reviews (e.g. areas of improvement, strategic direction, facilities, personnel, etc.)? If yes, please elaborate.

Feedback: None. I am unfamiliar with this process.

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5. What actions has the program taken to address the accreditation, audit, or review citations/findings identified?

Feedback: None. Related to Question 4.

6. What barriers has the department faced in implementing improvement?

Feedback: None. Related to Question 5.

On a side note, (I think) there have been issues with students that can't get their transcripts through the National Clearing House because the records are from too many years ago.