Chaffey College Program Review
Three Year Review 2011

PROGRAM OVERVIEW

Program Title: Admissions & Records/Cashier's Office

Program Code: 6200 - ADMISSIONS AND RECORDS

Review Type: Student Support

Does this review contain any career technical education (occupational) programs?
No

External Regulations:
No

Chaffey College Mission Statement
Chaffey College improves lives within the diverse communities it serves through equal access to quality occupational, transfer, general education, and foundation programs in a learning-centered environment where student success is highly valued, supported, and assessed.

Please describe how your program supports the college's mission and discuss how your program evaluates its effectiveness in meeting the college mission:
The Admissions and Records/Cashier's Office supports the mission of Chaffey College through the support and assistance provided to students in the areas of admission, registration, and cashiering services. We continue to upgrade and improve our on-line resources to enable students and the community to access a variety of self-service options for their convenience. To support these on-line resources, we maintain computers in the lobby of the Student Services Center and offer personal assistance with navigating the admissions application, registration through My ChaffeyVIEW, and payment services. We also offer a high level of customer service for those who prefer in-person contact. We value the feedback received from students and other constituents and strive to improve our services to meet the needs of the community.

Review Team Response
Mission and goals are appropriately stated. Area should be commended for continued efforts to provide new ways of access to students.
<table>
<thead>
<tr>
<th>Measure</th>
<th>2008-09 to 2009-10</th>
<th>2009-10 to 2010-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Census Enrollment</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Day</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Evening</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Online</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Arranged</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Given the data, what changes can be identified in enrollment patterns? Identify any important trends and explain them.

Retention
Given the data, what changes can be identified in retention patterns? Identify any important trends and explain them.

Success
<table>
<thead>
<tr>
<th>Measure</th>
<th>2008-09 to 2009-10</th>
<th>2009-10 to 2010-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Census Success</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Day</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Evening</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Online</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Arranged</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Given the data, what changes can be identified in student success patterns? Identify any important trends and explain them.

Review Team Response

DEGREE/CERTIFICATE DATA

Review Team Response

STUDENT LEARNING OUTCOMES

Discuss how the number, type, depth, and breadth of the courses support program SLO's.

Discuss how courses in the program articulate with or complement each other.

Discuss how courses in the program interact with other programs on campus (for example: cross-listing, overlapping content, or shared resources).

How and when has your department assessed Program SLO's' and how have you responded to the
results?

What program or course changes have been made based on the result of the assessed outcome?

Review Team Response

Discuss how your services help maintain a high level of student satisfaction.
We maintain a high level of student satisfaction by providing the means for students to be self-sufficient and giving support when problems arise. Student Assistants are available to help students navigate our on-line services. Our full-time staff is available to assist those students who prefer in-person contact. Our Veteran Certifying Official acts as a liaison between our Veteran students and the Veterans Administration. Both staff and student assistants strive to provide a high level of customer service to ensure our students’ needs are met.

Discuss how you evaluate your effectiveness in meeting students' needs.
We rely heavily on student feedback to improve our services. Surveys were distributed to students to rate satisfaction with services, consisting of 7 questions for Admissions & Records, and 5 questions for the Cashier’s Office. Staff are also encouraged to bring forward any suggestions to improve processes.

How and when has your service reviewed or revised SLO?s and/or AUO?s.
SLO's/AUO's were last reviewed for inclusion in the Fall 2009 Assessment Monitoring Report. These reviews were completed prior to my hire, and we have not yet been asked to develop new SLO's. We have discussed new SLO ideas with Institutional Research and have developed ideas to be put into place once we are chosen to complete the SLO process again.

How has your program utilized SLO/AUO assessment results for program improvement?
In response to the survey, we have eliminated the need for a signature page for online transcript ordering, which was causing a great deal of inconvenience to students and longer processing times. As a result, we were able to increase our turn-around time to within 24-hours. We are also participating in eTrans California for sending and receiving electronic transcripts. We are currently working with ITS to offer students the option to request hard copy or electronic transcripts via My ChaffeyVIEW. The Cashier’s Office has placed a link to Frequently Asked Questions regarding the COTOP program for delinquent fees sent to the Franchise Tax Board for collection.

Review Team Response
No. 3: SLO's should be reviewed every year, even if not updated. No. 4: Does not really answer the question.

CURRICULUM UPDATE

<table>
<thead>
<tr>
<th>Courses</th>
<th>Last Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Programs</th>
<th>Last Modified</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Courses should be updated every six years; if course updates are due, please describe your plan and timeline for updating courses:

What steps has your program taken to proactively respond to changing and emerging student and community needs?

Briefly explain:

Review Team Response

Review Team Response

NON-INSTRUCTIONAL PROGRAM INFORMATION

How does your program improve, expand, or support student learning? How do you know?

Describe staff functions and services (these can include diversity, specialties, staff preparation and training, professional activities and committee participation, accomplishments, grants, new programs etc.)

How does your program evaluate its effectiveness?

Review Team Response

STUDENT SUPPORT - ACCESS

How do the services you provide to students facilitate access to learning? (e.g. - admissions applications, payment processing, pre-requisite clearances, assessment testing, adaptive technology, program applications, healthcare, student activities, and other specialized services.)

Our admission application currently remains open throughout the semester to give students maximum opportunity to enroll in full-term and late-start classes. We also offer on-line payment processing that allows students to submit their fee payments at any time of the day or night. Students can access registration, payment, and other services via the web stations in our lobby.

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Description of Service</th>
<th>How many students received this service?</th>
<th>Measured with?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Station Services</td>
<td>Assist students with applications, registration, and payment services.</td>
<td>20000 5067 17116</td>
<td>SLO</td>
</tr>
<tr>
<td>Admissions Application</td>
<td>Facilitate access to enrollment</td>
<td>30000 40220 36632</td>
<td>SLO</td>
</tr>
</tbody>
</table>
**Type of Service** | What knowledge, skills, and/or abilities are learned? | How many students received this service? | Measured with?  
--- | --- | --- | ---  
Front Counter Assistance | Answer student questions regarding applications, registration, residency, petitions, transcripts, deadlines, and all policies and procedures related to the above. | 66299 | 46602 | 40767 | SLO  
Veterans Assistance | Provide counseling to Veteran students regarding VA benefits and assistance with filing these claims. | 458 | 682 | 666 | SLO  

### Additional information:

**Review Team Response**
Good description of department facilitating access to students. Please verify data for possible errors, specifically 2009-2010.

**STUDENT SUPPORT - SUPPORT**

How do the services you provide to students **support** student learning? (e.g. 'counseling, orientations, workshops, financial assistance (scholarships, grants, etc'), career assessments, health education, service learning, advisory committees, and other specialized services.)
Our offices support student learning by serving as a resource for explaining policies and procedures and helping students navigate the system in order to comply with requirements.

| Type of Service | What knowledge, skills, and/or abilities are learned? | How many students received this service? | Measured with?  
--- | --- | --- | ---  
Front Counter Assistance | Answer student questions regarding applications, registration, residency, petitions, transcripts, deadlines, and all policies and procedures related to the above. | 66299 | 46602 | 40767 | SLO  
Veterans Assistance | Provide counseling to Veteran students regarding VA benefits and assistance with filing these claims. | 458 | 682 | 666 | SLO  

**STUDENT SUPPORT - OTHER**

How do the services you provide to students **promote** transfer, completion, specialized services, and/or future success? (e.g. graduation ceremony, CSU/IGETC certifications, university transfer, securing employment, transcript requests, enrollment verification, conferring of degrees/certificates, scanning/imaging documents, phone calls received, face-to-face contacts, refunds granted, and other specialized services.)
We promote transfer success through timely processing of requests for transcripts, enrollment verifications, conferral of degrees/certificates, and maintenance of student records through electronic imaging.
<table>
<thead>
<tr>
<th>Type of Service</th>
<th>How does this contribute to student success?</th>
<th>How many students received this service?</th>
<th>Measured with?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Verification Processing</td>
<td>Provide enrollment verifications not requested electronically through the Clearinghouse.</td>
<td>2282  1349  1635</td>
<td>SLO</td>
</tr>
<tr>
<td>Transcript Request Processing</td>
<td>Provide 24-hour processing for transcript requests.</td>
<td>13000  20089  15889</td>
<td>SLO</td>
</tr>
<tr>
<td>Degree Conferral</td>
<td>Verify and confer degrees and certificates; mail diplomas and certificates to students.</td>
<td>2022  2265  2799</td>
<td>SLO</td>
</tr>
</tbody>
</table>

Additional information:

Review Team Response
Department's response was appropriate.

VISIONARY IMPROVEMENT PLAN (VIP)

Please identify 1-3 program improvement goals for the next three years. Goals should state 'what' you plan to achieve and the rationale 'why' for doing so. 'How' you achieve your goals will be entered under Steps to Success. Keep in mind that your VIP should be SMART:

- Specific
- Measurable
- Action-oriented
- Realistic
- Time-bound

All plans should improve or expand student learning.

Year Three Goal:
Update Admissions & Records website. Reorganize website and make forms and information easier for students to locate; current website is confusing and not user-friendly.

To which planning direction does this goal apply?
Flexible and continuous student support
Connectedness
Sustainability

Year 1 Steps to Success (activities) and VIP Assessment:
Form a committee comprised of Admissions & Records/Cashier staff to review current website. Committee will recommend changes and offer suggestions to make the website more user-friendly. Survey students based on committee recommendations, and offer the opportunity for additional suggestions and/or feedback.

**Year 2 Steps to Success (activities) and VIP Assessment:**
Based on committee recommendations and student survey results, identify and prioritize specific website changes to be made. Begin implementation of changes. Once all changes are completed, survey students again to measure their satisfaction with the updated website. Based on these results, make any needed adjustments.

**Review Team Response**
The goals are clear, concise, attainable, measurable, and are clearly tied to data and SLO assessment results. They follow the handbook instructions: First, describe your goal with a verb. Next, include what you plan to achieve (what) and the rationale (why) in one sentence. An attainable goal that is clearly stated and based on logical rationale. Should include additional departments and related areas as well as student representation on your review committee.

**PROFESSIONAL DEVELOPMENT ACTIVITIES THAT SUPPORT STUDENT LEARNING OR IMPROVE YOUR PROGRAM**

List Recent departmental professional development activities connected to student learning.

<table>
<thead>
<tr>
<th>Recent activities</th>
<th>Recent workshops/courses taken</th>
<th>Recent conferences/training</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Region 9 Classified Workshop, Dealing with Difficult People, ETran California, CCCApply</td>
<td>WAVES, CACCRAO Conferences, XAP Training</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**How are student learning outcomes affected by these professional activities? What steps are recommended for improvement?**
Although our opportunities are limited due to budget constraints, we have been able to take advantage of a few free or low-cost workshops and on-line training courses. The Region 9 workshop gives staff the opportunity to meet colleagues from other CCC’s and share ideas to improve services to students. The ETran California and CCCApply workshops keep us updated on changes to the electronic transcript and online application programs. The WAVES conference is the only national conference hosted by the Veterans Administration and is critical for its updates regarding compliance with VA regulations. CACCRAO keeps us updated on current legislation pertaining to CCC’s, and changes in Title 5 and Ed Code regulations.

**Discuss departmental engagement on campus in connection to student learning.**

<table>
<thead>
<tr>
<th>Governance committees</th>
<th>Other college-related committees</th>
<th>Other campus participation</th>
</tr>
</thead>
</table>
How does your program benefit from your campus engagement?
Committee involvement allows us to share in the decision-making process for the campus, and exposes us to changes and information that will benefit our students.

**Teaching/Years of Service**

<table>
<thead>
<tr>
<th>0-5 years</th>
<th>6-10 years</th>
<th>11-15 years</th>
<th>16-20 years</th>
<th>21+ years</th>
</tr>
</thead>
</table>

Given the data how has your program been impacted?
N/A

Does your program anticipate retirements within the next 3 years?
N/A

**Review Team Response**
Department should be commended for seeking low cost alternatives to conferences and workshops. Department should consider broadening representation on additional campus-wide committees for further representation.

**PROJECTED NEEDS**

Is any part of the program funded by sources other than the instructional budget (such as grants, partnerships, or other means)? If yes, please identify the source, amount, and length of funding.
N/A

After reviewing and analyzing the data and assessment results in this report, please describe and provide rationale for any projected resource needs required to accomplish your Visionary Improvement Plan using the boxes below. Your requests should be based on student need.

**FT Faculty:**

Year 1:

Hiring Criteria:

Year 2:

Hiring Criteria:

Year 3:
Hiring Criteria:

**STAFF**

Year 1
None

Year 2
None

Year 3
None

**EQUIPMENT**

Year 1
None

Year 2
None

Year 3
None

**TECHNOLOGY**

Year 1
None

Year 2
None

Year 3
None

**SOFTWARE**

Year 1
None

Year 2
None

Year 3
None
Year 1
None

Year 2
None

Year 3
None

Review Team Response
No projected needs listed.

Review Team Response
While there are areas that are unclear, overall the document would be useful for planning, supporting and improving student achievement and SLO’s. Overall well done, however the department should work at continuously reviewing the SLO's to ensure they are meeting student support and access and to facilitate continuous improvement in the area. When possible, try avoid acronyms on first reference.