#11

COMPLETE

Collector:	Email Invitation 1 (Email)
Started:	Friday, January 15, 2021 4:59:50 PM
Last Modified:	Friday, January 15, 2021 6:42:20 PM
Time Spent:	01:42:30
First Name:	Greg
Last Name:	Vega
Email:	Gregory.Vega@gcccd.edu
Custom Data:	Admissions and Records
IP Address:	68.7.43.66

Page 1: I. Service Area Overview and Update

Q1

I.1 Department(s) Reviewed:

Admissions & Records

Q2

1.2 Lead Author:

Greg Vega

Q3

I.3 Collaborator(s) - List any person that participated in the preparation of this report:

N/A

Q4

I.4 Dean/Manager:

Jessica Robinson

Q5

I.5. Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review. You can access the 2020 program reviews on the program review webpage.

The Admissions & Records department continues to provide exceptional services to all Cuyamaca College students from application to graduation. The Admissions & Records mission statement is to provide student-centered services that assist students to enter, move through, and complete their educational goals throughout their time at Cuyamaca College in accordance with local, state, and federal policy.

One of the most significant accomplishments that took place in the past year is that Admissions & Records is now fully staffed for the first time in a number of years. Being a fully staffed department has allowed for the redistribution of work to the appropriate positions and relieved staff members who have been assisting with additional duties to ensure that all services provided by Admissions & Records are completed without significant interruption. This has been an important step in aligning with the college's strategic priority of Organizational Health.

In order to provide additional streams of communication for students Admissions & Records adopted e-SARS, branded for Admissions & Records as "e-Admissions." The e-Admissions platform allows students to submit a question that can be viewed and responded to by the Admissions & Records team. Since its implementation in July 2020, several hundred student inquiries have been addressed, which can be tracked via reports.

In responding to new and emerging needs as a result of the transition to a remote working environment, Admissions & Records began the process of transitioning all forms to a fillable format. Various software, including Formstack, have been leveraged in order to ensure that students have the opportunity to submit all forms without the use of a printer or scanner. The Formstack platform allows for data to be viewed in reports, which has been beneficial for reporting purposes.

Many efforts have been made by the Admissions & Records team to ensure that all of the information on the new Cuyamaca College website is up to date and clearly organized. The initial transition to OU Campus resulted in significant clean up efforts as the data migration did not import the correct and most recent information. While there is still additional work to be done on the website, Admissions & Records has worked diligently to ensure that all of the information reflected on the website is correct and up to date.

Admissions & Records piloted the use of the Mitel soft phone, which has been particularly important in the remote working environment. Admissions & Records staff now have the ability to make and receive telephone calls through the Mitel application on the computer desktop. Hourly student workers continue to make phone calls to welcome all new applicants to Cuyamaca College.

In an effort to modernize the services provided to students, Admissions & Records initiated the process of working with a third party, Parchment/Credentials, to outsource the production of official transcripts and expand the availability of electronic transcripts. At the end of the calendar year the Admissions & Records team had began the formal engagement with the external implementation team from Parchment/Credentials with an anticipated time frame of four to six weeks until the "go live" date.

Page 2: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success

Q6

II.1. Student services and administrative areas collect data in many different ways. Please discuss the access, success, and/or other data that your service area is using to inform its plans for the year and/or to evaluate its progress. This may include student achievement data from comparison reports, service utilization data from SARS or another database, demographic information on the students your area serves, student or employee survey results, reports prepared by external organizations, or other data collected by your service area.

In addition to a robust reporting system, which provides data on many different areas related to the department, the adoption of the e-Admissions platform allows for students that have engaged with the department to be tracked via reports. This mechanism will allow for the administration of a Point of Service (PoS) student survey that was developed in partnership with the department of Institutional Effectiveness, Success & Equity.

Q7

II.2. In light of the goals set in your program review, what are your plans to improve equitable student access and outcomes (enrollment, matriculation, success, retention, persistence, graduation, etc.) in the coming year?

Utilize student provided responses from the administration of the Admissions & Records PoS survey to guide the process of reflection and data-informed decision making.

Q8   **Respondent skipped this question**

OPTIONAL UPLOAD 1: Please upload any supporting documentation related to this section. You can upload PDF, Word, and image files.

Q9   **Respondent skipped this question**

OPTIONAL UPLOAD 2: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Q10   **Respondent skipped this question**

OPTIONAL UPLOAD 3: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Q11   **Respondent skipped this question**

OPTIONAL UPLOAD 4: Please include any additional documentation related to this section. You can upload PDF, Word, and image files.

Page 3: II. Student Learning Outcome/Service Area Outcome Assessment and Student Success continued

Q12

II.3. Are the SLOs and/or SAOs an accurate reflection of the department's major priorities?

No, Please describe the department's plan to update them: Transitioning to a remote working environment has resulted in identifying many areas that need to be addressed in order to ensure that student needs continue to be met. This has shifted the departments priorities.

Q13

II.4. Does your service area have an SLO/SAO assessment plan on file with the SLO Coordinator (or the Outcome Assessment Committee)?

Yes

Q14

II.5. What are your key assessment findings over the past year and what have you changed (or will you change over the next year) as a result?

An initial department meeting with the SLO Coordinator resulted in identifying a handful of areas that can become new and appropriate Service Area Outcomes for Admissions & Records. The shift to ensure that students have multiple communication streams and converting forms to an accessible format serve as initial steps towards optimizing services that align with the current remote environment.

Q15

OPTIONAL: Please use the Upload button below to attach any additional documentation you would like to include.

Respondent skipped this question

Page 4: III. Previous Goals: Update

Q16

Goal 1:

Decrease the number of students that apply but do not enroll through continuous efforts to streamline communication through the onboarding process.

Q17

Goal Status

In Progress - will carry this goal forward into next year

Page 5: III. Previous Goals: Update continued

Q18

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Q19   **Respondent skipped this question**

Do you have another goal to update?

Page 6: III. Previous Goals: Update continued

Q20

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

N/A

Q21   **Yes**

Do you have another goal to update?

Page 7: III. Previous Goals: Update continued

Q22

Goal 2:

Gather feedback from students to assess program outcomes and provide responsive services.

Q23   **In Progress - will carry this goal forward into next year**

Goal Status

Page 8: III. Previous Goals: Update continued

Q24   **Respondent skipped this question**

Please describe the results or explain the reason for deletion/completion of the goal:

Q25   **Respondent skipped this question**

Do you have another goal to update?

Page 9: III. Previous Goals: Update continued

Q26

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

N/A - the adoption of the e-Admissions platform will allow for this goal to be met in the next year.

Q27   **Yes**

Do you have another goal to update?

Page 10: III. Previous Goals: Update continued

Q28

Goal 3:

Increase the number of distance services available to students via the department website.

Q29   **In Progress-will carry this goal forward into next year**

Goal Status

Page 11: III. Previous Goals: Update continued

Q30   **Respondent skipped this question**

Please describe the results or explain the reason for
deletion/completion of the goal:

Q31   **Respondent skipped this question**

Do you have another goal to update?

Page 12: III. Previous Goals: Update continued

Q32

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as
action steps and specify the type of request (e.g. submit technology request for new laptop computers).

N/A

Q33   **No**

Do you have another goal to update?

Page 13: III. Previous Goals: Update continued

Q34   **Respondent skipped this question**

Goal 4:

Q35

Goal Status

Respondent skipped this question

Page 14: III. Previous Goals: Update continued

Q36

Please describe the results or explain the reason for deletion/completion of the goal:

Respondent skipped this question

Page 15: III. Previous Goals: Update continued

Q37

Action steps for the next year: If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new laptop computers).

Respondent skipped this question

Page 16: IV. New Goals

Q38

Would you like to propose any new goal(s)?

Yes

Page 17: IV. New Goals continued

Q39

New Goal 1:

Complete the transition of all forms to become a completely "paperless" office.

Q40

Which College Strategic Goal does this department goal most directly support? (Check only one)

Organizational Health

Q41

Please describe how this goal advances the college strategic goal identified above.

Transitioning all forms to an accessible online format will allow students to submit paperwork without the use of a printer or scanner. This will also reduce the amount of supplies needed to carry out internal operations.

Q42

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

This goal emerged as a result of transitioning to a remote working environment, but will be adopted at whatever point in time the college reopens to students and staff.

Q43

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

N/A

Q44

How will this goal be evaluated?

The goal will be considered completed when all forms have been converted to Formstack or Adobe.

Q45   **No**

Do you have another new goal?

Page 18: IV. New Goals continued

Q46   **Respondent skipped this question**

New Goal 2:

Q47   **Respondent skipped this question**

Which College Strategic Goal does this department goal most directly support? (Check only one)

Q48   **Respondent skipped this question**

Please describe how this goal advances the college strategic goal identified above.

Q49   **Respondent skipped this question**

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Q50

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q51

How will this goal be evaluated?

Respondent skipped this question

Q52

Do you have another new goal?

Respondent skipped this question

Page 19: IV. New Goals continued

Q53

New Goal 3:

Respondent skipped this question

Q54

Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q55

Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q56

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Respondent skipped this question

Q57

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q58

How will this goal be evaluated?

Respondent skipped this question

Q59

Do you have another new goal?

Respondent skipped this question

Page 20: IV. New Goals continued

Q60

New Goal 4:

Respondent skipped this question

Q61

Which College Strategic Goal does this department goal most directly support? (Check only one)

Respondent skipped this question

Q62

Please describe how this goal advances the college strategic goal identified above.

Respondent skipped this question

Q63

Please indicate how this goal was informed by SLO (student learning outcome) assessment results, PLO (program learning outcome) assessment results, student achievement data, or other qualitative or quantitative data (from any source):

Respondent skipped this question

Q64

Action steps for this year:If you are requesting resources in order to achieve this goal, please list them below as action steps and specify the type of request (e.g. submit technology request for new computer hardware).

Respondent skipped this question

Q65

How will this goal be evaluated?

Respondent skipped this question

Page 21: V. Resources Needed to Achieve Goal(s)

Q66

What resources is your program requesting this year to achieve the program's goal(s)?

My program is currently not requesting any resources at this time

---

Page 23: Final Check

Q67

Are you ready to submit your program review?If you would like to go back and review a section, select a section a click "Next."

I am ready to submit my program review