PAGE 1
ENROLLMENT TRENDS
(Principles (II) / Rubric Items: **4**)

PAGE 1
STUDENTS & STUDENT SUCCESS
(Principles (II) / Rubric Items: **5**)

PAGE 3
SLO / SAO
(Principles (II) / Rubric Items: **9**)

Program Review - 2015-2016

Admissions and Records

Module:	Department Purpose

Question: Describe the purpose of the Discipline/Program/Service.

Answer:

   The purpose of the office of admissions and records aligns with the mission of West Los Angeles College as a whole: to serve students and the community by providing quality support services. In particular, A&R remains dedicated to the principle andpromise of open access to educational opportunities. To that end, A&R offers student support services that both protect privacy and encourage communication and development.

Question: Describe how the stated purpose aligns with the college mission statement.

Answer: Again, the purpose of the office of admissions and records aligns with the mission of West Los Angeles College as a whole: to serve students and the community by providing quality support services. In particular, A&R remains dedicated to the principle and promise of open access to educational opportunities. To that end, A&R offers student support services that both protect privacy and encourage communication and development

Module:	Enrollment Trends.

Question: Describe the trends in Enrollment and FTES. Given the data, what are the implications for your program/ service?

Answer: Two weeks into the semester, West's enrollment was down 3% over the previous year and a about 5% lower than the FTES goal. However, compared to the other 8 district colleges, only Pierce, Mission and East managed to capture more than 98% growth and they paid for that growth with increased sections, while West showed a small decrease in sections. Two district schools spent substantially more on sections (5% and 7%) but still suffered year-over-year declines in enrollment. Given the district-wide slump in FTES, the data point towards marco (at least regional) forces at work.

Need to review narrative and update

Module:	Students and Student Success.

Question: Based on the demographic trends in enrollment, what are the implications for your Program/ Service?

Answer: Declining enrollment has implications for funding of the college generally but minor declines in enrollment do not have a substantial impact on our program.

Question: Given the data, describe the trends in Success Rates and Retention Rates. What are the implications for the Program / Service?

Answer:

In 2012-2013, West issued 908 awards. In 2013-2014, West issued 726 awards. Although the number of certificates issued dropped dramatically, "AA" degrees increased, from 333 to 368. West, in conjunction with Allied Health, did an investigation to find out whether or not students who purportedly met dental hygiene certificate requirements actually met those requirements and submitted a graduation petition. Ultimately we suspect that some students are not submitting petitions in a timely way.

The grad office will increase its visits to dental hygiene classes and dental hygiene faculty are going to emphasize the importance of submitting timely grad petitions. In addition, the grad petition process is now fully online, so we can more easily track who has and has not submitted a petition for graduation.

Winter 2013 to Winter 2014 there were 377 issued awards. Spring 2014 to Spring 2015 there were 728 awards.
Summer 2015 award issued 35 as of 11/3/15

Question: Given the data, describe the trends in Degrees and Certificates awarded. What are the implications for your Program/ Service?

Answer:

I described this in previous success-related questions.

Module: Staffing Trends

Question: Describe the trends in FTEF. What are the implications for your program?

Answer: The admissions office hired one full-time grad office evaluation technician with SSS&P funds. Since we began implementation of a Senate-directed enforcement of prerequisites, the new staff member was hired to take over prerequisite challenges and clearances for all courses across the campus. The new hire also takes care of other SSS&P mandated duties: priority registration exemption, matriculation exemptions and assessment test exemptions

Need to update narrative with most recent hires in office

Question: Are staffing levels adequate to fulfill the purpose of the Discipline/Program/Service? Explain.

Answer: Generally, yes. Except for two areas: 1. Phones/reception: this will be addressed later in the section. 2. Grad office evaluation: we lost a 0.5 grad technician temporarily, but he will return in early Dec. 2014.

Need to update narrative with staffing for grad tech

Question: Describe the Reassigned and Release time assigned to faculty in the division. Include the faculty name, amount of release/reassigned time, length of time the assignment will last (one semester, one year, if it's renewable, etc.), and the purpose of the release/reassigned time.

Answer: None for staff at this time

Module: Functions and Services.

Question: List the functions and services provided by the Office / Program / Service.

Answer: 1. Applications 2. Verifications 3. Transcript evaluations 4. Transcript delivery 5. Information changes 6. Graduation evaluation 7. Dismissals 8. Petitions: residency, academic renewal, line out, general, etc... 9. Pre-requisite enforcement, challenges,clearances 10. SB 1456-related appeals

Question: What are the emerging trends in technology that affect the program?

Answer: We are affected by the following emerging trends: 1. The move towards completion of online services on mobile devices 2. Upgrades and improvement to notification for services through text (QLESS) 3. The move to a new online application system in anticipation of a new SIS system 4. Staff losses in anticipation of a new SIS system.

College needs to expand its Wi-Fi capabilities on campus for students to be able to use mobile devices to access services with new SIS from PeopleSoft.

College needs to increase the number of licensed users to access Viatron imaging system to handle all critical functions needed to help students with support services.

Question:	Describe the technological advances that have been implemented to improve and streamline the Program/ Service.
Answer:	In the past year, we shifted to a new online application system in anticipation of the new SIS system. This made the process slower and less efficient, not more, but it should pay off in the long term. We also shifted to online graduation petition submission only.

Module: Survey Results

Question:	Describe the results of relevant surveys (point-of-service surveys, student surveys, staff surveys).
Answer:	Admissions conducted no surveys in the past year. We collected our data through ccc apply, QLESS and DEC.
Question:	Discuss the implications of the survey results for the program.
Answer:	See previous answer.

Module: Service Level Outcomes/ SAOs

Question:	Describe the program Service Level Outcomes/ SAO assessment methods and results in the prior year.
Answer:	

Service Level Outcome: Increase "online-only" services in A&R. Our graduation petition submissions process went completely "online" in the spring 2014 semester and it is now much more easy to track submitted graduation petitions. 100% of submissions are now made online. Our application service should be exclusively online. For the fall 2013-spring 2014 school year, XXXXXXX applications were submitted. Of those applications XXXXX were submitted online and XXXX were submitted in person; this representsa XXXXXX increase in XXXX submissions over the previous year. For reasons described above, it may be difficult to push applications exclusively online. Service level outcome: Increase phone response rate and explore reasons for phone calls. In anticipation of the fall 2014 semester, we hired a part-time student assistant to answer phones in our busiest time of year. In making notes on the types of calls received, the assistant found that the overwhelming majority of students are calling for guidance on information, processes, or requests that can be made and completed online. The dean of admissions discussed these findings in college forums such as the Student Services Council. The question was raised: are students simply ignoring instructions or do theystruggle to read and follow written directions? According to data from Assessment services, approximately half of our students fall below English 28, meaning that they would have a hard time following the online instructions found on our website. Since we now know that students will need in-person assistance to complete online processes, we have developed a plan to address this, described later in the report. Service Level Outcome: Increase the speed and reliability with which old (pre-1998) records may be retrieved. The state of our older records is found elsewhere in this review.

Need to update narrative

Question:	How has dialogue regarding assessment results and improvement plans been conducted and documented?
Answer:	The dialogue takes place in the following forums: 1. Weekly deans meetings 2. Collaboration among admissions staff, particularly between the Sr. Office Supervisor and the Dean 3. SSC council meetings 4. The A&R district deans meetings

Module: Departmental Engagement.

Question: What interoffice collaboration has your office/program/service been involved in during the past six years?

Answer: 1. Collaboration with academic affairs for roster collection continues 2. Collaboration with dental hygiene to increase certificate production 3. Collaboration with business office to handle unique situations related to vets and international students 4.Collaboration with financial aid to address changing financial aid requirements 5. Collaboration with matriculation related to SB 1456 6. Collaboration with counseling to take over prerequisite clearances and challenges.

Question: What has your department/ program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

Answer: Admissions works closely with our "Outreach" department, which holds primary responsibility for establishing and maintaining connections with external organizations. Recently the College has delegated a faculty member as an ISA (Casey Hunter) to serve asthe Outreach coordinator and the single point of contact to serve all community and high school relations to re-establish and improve on connections for more effective practices in community building.

Module: Professional Development.

Question: For each regular full-time person in your program, provide the committees in which each person is active, and list the 2 most significant professional development activities engaged in over the last 2 years.

1 Employee Name	2 Committees	3 Role in committees	4 First Prof Dev Activity	5 Year First PD Acitivity

Question: In order to keep current with new developments in your field, are there areas of unmet professional development needs among staff in this program? If yes, please describe.

Answer: The Vice President and Dean of Student Services plan to increase the number of professional development and training opportunities for all office staff particularly for Supervisors.

Module: Facility Planning.

Question: List and describe any current facilities challenges (e.g., location, quantity, quality) affecting your progra○ s ability to achieve its goals and meet institutional needs.

Answer: At the moment, we do not have large "facilities" related challenge with the following exception, noted in last year's program review: 1. Our older records are stored off-site and are in generally insecure and hard to reach containers.

Question: Specify the division/ department's short term goals (1 year) for facilities improvement and functionality.

Answer:

1. In the fall of 2014, I am collecting a bid from facilities to move records into a more secure storage facility. 2. In the fall of 2014, I am collecting a bid from facilities to rehab a room on campus to act as an "information center", helping students who need phone or in-person support for online processes

Need to update narrative

Question: Specify the division/ department's long term goals (2-6 years) for facilities improvement and functionality.

Answer: None at this time.

Module: Completion.

Question: List the people who participated in this Program Review.

Name	Role
Diana Baxter	Staff
Terry McGee	Staff
Glenn Schenk	Administrator

Question: Program Manager: Fill out your name and date of final approval, save, and submit the program review.

Answer: Glenn Schenk 11/4/15