

**Peer Team Report
On
Enrollment Services**

**Kelley Hare, Chair
Dr. Jill Zimmerman
Dorothy Williams
Tiesha Klundt**

Fall 2008

The peer team felt that given the circumstances, Enrollment Services has provided tremendous support to students. The peer team realizes that not only have they had a new dean hired within the last year, they have had a number of retirements as well. The sheer volume of students who utilize Enrollment Services could overwhelm an understaffed team and frustrate students but we observed an extremely committed and resilient staff that works hard to overcome the current circumstances and provide services for students.

Enrollment Services needs to have a broader scope of mission within their role within the district. Enrollment Services consists of three areas: Admissions and Records, Transcripts and Evaluations. Enrollment Services sees themselves as separate departments, as obvious with their writing of program review, where the peer team sees them as one department with three different areas under them.

Enrollment Services sees the need of consistency so that they can make changes needed to every area but need to also realize that without working as a team, the implementation of any changes will take longer than is really necessary. In almost every interview, the staff expressed the need to not only learn their own jobs but also to work more as one unit and cross-train. They felt that doing this would be in the best interests of the students.

Area 1. CURRICULUM

Findings:

1. Enrollment Services does not have any curriculum directly under their area. Even though they indirectly intersect with every academic area and are the final part of a student's curricula when applying for graduation, they do not have to assess any curriculum. The peer review team feels that there needs to be a closer relationship with AP&P as curriculum issues directly affect this area. There is an opportunity for this to happen now with the Enrollment Services dean serving as a member of AP&P.

Area 2. STUDENT SUPPORT AND DEVELOPMENT

Findings:

The peer team felt that there was a need for the increase of classified staff to meet the needs of the students of Antelope Valley College for the Admissions and Records area and to cross train or hire classified employees that can serve as floaters within Enrollment Services.

There also needs to be a review of how to better serve students online. Students who cannot use the online service should be trained for future use of online services. Possibly they could create a tutorial for online use.

Enrollment Services used surveys to evaluate the appropriateness, adequacy and effectiveness of its services. There were only a few references to student surveys and no mention of faculty surveys in the writing of their self-study report.

Recommendations:

1. There is a critical need to increase classified staff to more adequately meet the demands for student support in the Enrollment Services department.
2. Reduce the need for in person registration by improving online presence and access.
3. Improve paper flow and communication between Enrollment Services and Counseling.
4. Improve service at the A&R counter by better utilizing current staff at peak times (possibly cross-training), hiring additional classified staff (possible need of seasonal employees), opening an express window, and having viable computer based services easily accessible.
5. Continue to develop and update all forms of communication.
6. Work with Institutional Research to get better analysis of data. Refine survey techniques and questions.
7. Continue to survey students and faculty. Employees in Enrollment Services should assess survey data and utilize it to improve services.

Area 3. PROGRAM and STUDENT LEARNING OUTCOMES

Findings:

Enrollment Services has developed Student Learning Outcomes. An assessment of the three areas under Enrollment Services SLOs was conducted during the Spring of 2008. The department has used student surveys to invite student input into the evaluation of the program and services. The department has had a tremendous turnover in staff in the last year and that has made it difficult to develop, sustain and monitor consistency particularly in developing and assessing program and student outcomes. However, the campus-wide emphasis on SLOs should bring a more consistent approach with viable data to the program.

Currently, the SLOs are not being clearly articulated. There is a need to establish a plan to articulate the SLOs of the department so that students and staff know what they are and understand their importance and whether or not they are effectively being met.

The peer team found that the effort to assess the program learning outcomes is in the early stages.

Recommendations:

1. Develop a plan to clearly articulate the Student Learning Outcomes to staff as well as other departments, staff, students and the community.
2. Continue work on SLO assessments and PLOs and take corrective action based on their results.
3. Implement an on-going student evaluation process that reaches a broad spectrum of students relating to SLOs and program development.

Area 4. Personnel and Support Services

Findings:

We absolutely agree that the department is in need of additional staffing support.

Enrollment Services lacks adequate support staff in Admissions and Records due to lack of funding. Currently, there are 5 full-time staff members in Admissions and Records. If there was an increase by 2 new full-time employees in Admissions and Records, the quality and consistency of the services provided to students, faculty and other areas would improve.

Another area that needs improvement is the current practice of the articulation of other schools transcripts. Since this process crosses over to the Counseling division, work together collaboratively to recommend improvements of this process.

Recommendations:

1. Hire more full-time classified staff to meet growing enrollment and student demand.
2. Analyze current practice of articulation of other transcripts with the Counseling division and recommend strategies for improvement.

Area 5. Facilities, Equipment and Technology

Findings:

Once again, our team was impressed by the ability of the entire staff to work together and support students in a work environment that clearly needs to be addressed and improved. In the design of the new Student Services building shows Enrollment Services as a single unit working collaboratively.

All areas of Enrollment Services need additional space. Issues such as student confidentiality, lack of adequate space, and the inability to operate in an organized and efficient manner were cited. Classified staff and student workers need upgrades in their work areas as they are confined and their efficiency is impacted.

There is a need to upgrade and increase the data and electrical outlets to maximize the utilization of technology in the department. Student records are stored and locked down in a vault to ensure confidentiality. The vault is at capacity and the college is currently scanning student documents to accommodate future growth.

Recommendations:

1. Increase the physical space allotted to Enrollment Services.
2. Work with ITS to solve storage (hard copy and electronic) issues.
3. Work with ITS to provide an additional location or more computers at peak registration time to assist students.

Area 6. Fiscal Support

Findings:

Enrollment Services is a totally district funded area and, with the growth that we are currently having and the budget constraints that the district is currently facing, they need to possibly find other sources of funding that can meet the needs of the department.

The peer review team does recognize that not only is there a need for staff but there is also the need for upgrades in computer hardware and software. There is a great disservice to students if Enrollment Services is using outdated hardware and cannot keep up with the demands of the students.

Recommendations:

1. Provide funding to increase classified support to adequately serve students at the AVC campus as well as the Palmdale campus.
2. Increase the budget in proportion to the number of enrolled students.
3. Increase funds to upgrade and replace computer hardware and software.
4. Increase funding for the expansion of existing facilities or construction of new facilities to provide adequate facilities for all services.
5. Use matriculation and district funding to augment the implementation of hardware, software and personnel to support the improvements (i.e.

imaging system and Degree Audit-type of student educational plan software program.)

Area 7. COMMUNITY OUTREACH AND PROGRAM AWARENESS

Findings:

Enrollment Services has representation by the Outreach Office at local events and activities. Admissions information and applications are made available during community functions.

Admission information and applications are also found on the college website and in the schedule of classes that are mailed to all District addresses every semester.

Recommendations:

1. Continue community outreach programs and identify and implement ways to expand the scope of its operation.
2. Improve the clarity, amount, and dissemination of information about Enrollment Services available online, in the catalog, and in brochures.
3. Expand communication within the college through department and classroom visits.
4. Explore ways to increase the use of electronic communication with prospective students via SARS and myAVC.

Area 8. STATE AND FEDERAL COMPLIANCE

Findings:

Enrollment Services is monitored, reviewed and revised to ensure they meet all local, state and federal guidelines. Adjustments are made when changes in Title V mandates. Furthermore, Enrollment Services adheres to District Board Policies and Procedures to meet local, state and federal regulations.

Recommendations:

1. Continue to adhere to all federal, state and local mandates.