

Fall 2012 Program Review - Annual Update Profile

As of: 3/15/2013 02:22 AM EST

Program Review - Annual Update Included in this report:

- 1. Discipline/Program/Area Name
- 2. Year
- 3. Name of person leading this review.
- 4. Names of all participants in this review.
- 5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your program.
- 6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence between ethnic, gender, and location/method of delivery groups. Please comment on all three (success, persistence, and retention). Identify which trends and achievement gaps will be addressed in the current academic year.
- 7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes that have resulted in improvements in student achievement.
- 8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operational Outcomes (OOs) were discussed and used to make budget decisions. This should include brief descriptions of assessment results, when the discussions occurred, who participated, and what, if any, budget items/resources resulted.
- 9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes that have resulted in the improvement of SLOs, PLOs and/or OOs this past year.
- 10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self study and subsequent annual update(s). List program goals and objectives for this academic year, adding new ones if needed.
- 11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and explain the connection to outcomes and/or student achievement.

Fall 2012 Admissions and Records (PR)

1. Discipline/Program/Area Name

Admissions and Records

2. Year

2012

3. Name of person leading this review.

LaDonna Trimble

4. Names of all participants in this review.

LaDonna Trimble

5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your... *(The full text shows at beginning of the document)*

Since the peak of AVC's headcount in 2008-2009 there has been a 26.1% decrease

in annual headcount. This decrease in headcount is directly related to severe budget cuts and workload reductions across the state and is not indicative of a lack of community need for education. Similar to the diminished headcount the workload of admissions and records has decreased for in-person services (**BY**), however, monitoring students online use has increased (**BY**) due to the use of electronic enrollment procedures. The impact of FTES and pt/ft ratio may increase the workload of A&R due to system maintenance requirements and verification of online student data.

6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence b... (The full text shows at beginning of the document)

N/A

7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, faci... (The full text shows at beginning of the document)

N/A

8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operation... (The full text shows at beginning of the document)

Based on the increase of technology use, a consultant has been requested to assist with the academic calendar and new Ellucian enhancement programs, which was outlined in program review annual update. In addition, the findings of outcomes assessment defined a need for add authorization technology which prompted the utilization of Ellucian enhancement program, which led to increased efficiency in A&R operations.

9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilit... (The full text shows at beginning of the document)

Since the integration of the new technology outlined in the OO action plan (CITE). The number of in-person transactions has decrease by___ and increase online transactions by___.

10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self ... (The full text shows at beginning of the document)

1. Implement a fully online faculty drop process.
There has been no movement on this goal

2. Propose ITS develop a custom warning message in Banner. The warning will appear in myAVC during registration when the process of adding a with an add authorization code is incomplete.
There has been no movement on this goal

3. Place a full-time A&R employee at the Palmdale Center
Currently, a full-time A&R staff member works at Palmdale during the first week of the semester, which is due to limited funding to assign a full-time position to the center.

11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and e... (The full text shows at beginning of the document)

Human Capital

Director of A&R (CMS)
Attendance and accounting technician

Facilities

New facilities to securely accommodate A&R workload

Other

Increased funding for professional development
 Increased funding for consultants to detect and coordinate system efficiencies.

Fall 2012 Enrollment Services (PR)**1. Discipline/Program/Area Name**

Enrollment Services (Admissions and Records, Graduation, Transcripts)

2. Year

2012

3. Name of person leading this review.

LaDonna Trimble

5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your... (The full text shows at beginning of the document)

Since the peak of AVC's headcount in 2008-2009 there has been a 26.1% decrease in annual headcount. This decrease in headcount is directly related to severe budget cuts and workload reductions across the state and is not indicative of a lack of community need for education.

Admissions and Records:

Transaction data over the past two years was used to determine trends in online and in person transactions. Transaction data include all data processed by students using the system online and by students/staff performing transactions in the office. Each time a course is added or dropped, a transaction has occurred and is tracked via reports that are produced in ITS on a daily cycle.

Data from the last two years shows an overall decrease in the percentage of desk transactions. There was a slight increase from Spring 2011-2012 of 9%, but Fall 2011-2012 decreased by 15.9% and Summer 2011-2012 decreased by 38.1%. The decrease in Summer is partially due to increased activity, but other factors such as a dramatically reduced schedule affected the number of desk transactions as well.

Online activity over the two years has increased exponentially. Much of the increase is not due to an increase in the number in students, but rather the waitlist rollout. Waitlist transactions during registration has led to an 86.7% increase from Spring 2011-2012 and a 279.1% increase from Fall 2011-2012.

Summer web activity decreased by 30.8%, which is consistent with the decreased desk transactions of 38.1%. However, desk transactions did decrease more than web activity suggesting that there was a small decrease in what was being processed in the office.

Graduation:

Though headcount and resources have decreased, the staffing of Graduation and Evaluations has remained stagnant though there has been an increase in degrees and certificates awarded by 8.2% in the past five years.

Transcripts:

Transcript data from the past three years. Data shows a overall three year decline in the number of transcripts produced of 6% with a steady decline of 3% per year.

A calendar year was used to review the data. The number of students requesting transcripts decreased by 4% from 2010-2011, but increased by 1% from 2011-2012. The average number of copies a student requests is steady at 1.36 for the last three years.

6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence b... (The full text shows at beginning of the document)

NA

7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, faci... (The full text shows at beginning of the document)

NA

8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operation... (The full text shows at beginning of the document)

Admissions and Records:

During the last year, there were no budget recommndationa as a result of discussion and review of OOs.

The OO being measured was for Add Authorization Codes (AAC). Data for 201270 ran on 9-13-12 and not all short term courses had started as of that date. The Spring 2012 achievement target minimum 2% or more decrease for in person AAC transactions. From the inception of AAC at AVC, the percentage of web usage of AAC has increased from 77% to 84%. In person use has decreased from 23% to 16%.

Marketing posters have continued to be used around campus to encourage students to complete the entire AAC process.

The target is being recorded as met. Though the inactive AAC percent seems to remain stagnant, the percent of AAC done in person has decreased by 2%.

Conversations about OOs occurred in March 2012 and then again in September 2012. Plans included review of OOs and new plans to begin to assess and evaluate the number of late adds for the purpose of developing a new OO aimed at increasing the number of adds processed during the first two weeks thus reducnt petitions received beginning the third week of term.

Additionally, as a result of OO discussions, even though the AAC target of a 2% decrease was met, Admissions finds that additional training for computer lab staff would be of benefit in assisting students in the use of Add Authorization Codes (AAC) online.

Graduation:

OOs were not measured in the Graduation Office during the last reporting cycle.

Transcripts:

No OOs are being measured in the Transcripts Office at this time.

9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilit... *(The full text shows at beginning of the document)*

Admissions and Records:

The OO focused on Add Authorization Codes (AAC) and the reduction of codes processed in person has decreased to 16% of the total AAC used. Marketing posters and flyers used by Admissions have been circulated for almost four years. There is also a web page dedicated to the use of AAC with a video tutorial. Even with all these aids, the number of inactive AAC (ones having to be reassigned due to various issues) has been stagnant at about 2% of the total AAC used for the term. This data will be reviewed in the coming cycles to determine if there is any pattern to the reasons why an AAC needs to be reassigned.

Graduation:

OOs are not being measured this reporting cycle, however, during the 2010-2011 cycle, much effort in the forms of new brochures and emails targeted at making students aware of the need to apply for graduation. Even with the additional activities, the OO was recorded as not met due to survey results collected over two years. Data remained stagnant at about 50% of students knowing that they need to apply for graduation. Also, as of the 2010-2011 cycle, there was a 7% increase in the number of non-grad students. Students moved into this category do not indicate they are enrolling into the courses needed to finish their certificate or degree.

Transcripts:

No OOs are being measured in the Transcripts Office at this time.

10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self ... *(The full text shows at beginning of the document)*

Admissions and Records:

Implement a fully online Instructor Drop/Census process - Faculty Drop Rosters are being released in a phased release through Banner.
 Custom warning message in Banner advising students to complete the AAC Process - No action has been taken on this goal.
 Full time Admissions and Records employee at the Palmdale campus - Currently, an Admissions staff person reports to Palmdale the first week of the term to assist with admissions/registration transactions.

Graduation:

Scanned evaluation documents in Banner - The Graduation Office has been scanning evaluation records into the online document repository since the goal was established. It is in progress.

Transcripts:

E Transcript CA: Send and receive transcripts electronically - The grant has been applied for, but work toward the project has not yet begun. ITS support is critical in providing movement on this project.

11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and e... (The full text shows at beginning of the document)

Enrollment Services (Administrative Assistant and Admissions and Records):

Facilities and safety are of paramount concern to staff. During a recent emergency drill, staff was instructed to retreat to an office. Lobby employees have no office to retreat to, which would force them to take refuge under their desk or counter in an actual emergency. Furthermore, the open counter concept puts the staff and technology at risk from student vandalism. Being able to "lock down" the office would be of major benefit to the staff and equipment/records.

Enrollment Services Dean/Administrative Assistant office:

New facilities with private office space to accommodate administrative work performed by the Administrative Assistant. Many functions are confidential involving student and/or staff data which is currently performed in a cubicle in an open lobby. Additionally, scheduling and payroll functions that require specific focus are done in the lobby during the peak of registration. Providing adequate work space would increase efficiency and support productivity.

Admissions and Records:

Human Capital: Director of A&R (CMS), Attendance and Accounting Technician

Facilities: New facilities with private office space to accommodate staff work on sensitive projects requiring extreme focus and accuracy such as the production and review of all data for the CCFS 320 apportionment reports, residency determinations, research for petitions, determining athletic eligibility and working with student records/grades. Currently, all these functions are done in the lobby with extreme noise with deadlines that occur during the peak of registration. Facilities for scanning are also needed. Currently, AVC's two high-volume production scanners (valued at appx. \$16,000.00) are stationed at the counter in the lobby as there is no secure room to install them. Staff who attempt to do large volumes of scanning are constantly interrupted by lobby traffic. Providing adequate work space would increase efficiency and support productivity.

Other: Increased funding for professional development, Increased funding for consultants

Graduation:

Human Capital: Graduation Coordinator (new) to handle increase in number of students requesting graduation checks and the increase in uploading of transfer coursework to student records.

Facilities: New facilities with private office space to securely accommodate Graduation Evaluators' processes of awarding of diplomas, certificates and certifications. Providing adequate work space would increase efficiency and support productivity.

Transcripts:

Human Capital: Records Technician (new) to handle increase in the number of students that request official transcripts, enrollment verifications and court ordered subpoenas.

Facilities: Maintain separate office space to ensure that the campus seal and official paper remain in a secure location. Maintaining adequate work space would increase efficiency and support productivity.

Fall 2012 Graduation and Evaluations (PR)**1. Discipline/Program/Area Name**

Graduation and Evaluations

2. Year

2012

3. Name of person leading this review.

LaDonna Trimble

4. Names of all participants in this review.

LaDonna Trimble

5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your... *(The full text shows at beginning of the document)*

Since the peak of AVC's headcount in 2008-2009 there has been a 26.1% decrease in annual headcount. This decrease in headcount is directly related to severe budget cuts and workload and class reductions across the state and is not indicative of a lack of community need for education. Though headcount and resources have decreased, the staffing of Graduation and Evaluations has remained stagnant though there has been an increase in degrees and certificates awarded by 8.2% in the past five years.

6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence b... *(The full text shows at beginning of the document)*

N/A

7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, faci... *(The full text shows at beginning of the document)*

N/A

8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operation... *(The full text shows at beginning of the document)*

There was a discussion in a departmental meeting on the outcome assessment findings and action plans regarding tracking students not graduated (NG).

9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilit... *(The full text shows at beginning of the document)*

Add info on OOs

10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self ... (The full text shows at beginning of the document)

1. Participate in the Chancellor's Office supported eTranscripts
In progress

No modifications to the goals are to be made at this time.

11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and e... (The full text shows at beginning of the document)

Human Capital

Graduation Coordinator (New) - to handle the increase in the number of students requesting, graduation checks and the increase in uploading of transfer coursework to student records.

Facilities

New facilities to securely accommodate Graduation and Evaluations workload.