STUDENT SERVICES PROGRAM REVIEW
ADMISSIONS & RECORDS/EVALUATION OFFICE

1.1 – 1.13 Not Applicable

Area 2: STUDENT SUPPORT AND DEVELOPMENT

2.1   Communications regarding changes in curriculum that may affect the operating
        practices of the Evaluation Office should be communicated directly to
        Evaluations so that the necessary changes can be implemented prior to awarding
        degrees and certificates. Often, this office does not receive timely notifications
        about important changes which directly affect our work. In AP&P's effort to
        keep us informed, we are provided with a copy of AP&P minutes. However, the
        changes that relate to our office are often buried and difficult to identify.

        In order to help students use the graduation and certificate information as an
        academic tool, the published policies should encourage students to request
        graduation and certificate evaluations at least one term prior to their anticipated
        degree or certificate completion date. From a recent survey of students, 79% of
        students surveyed, did not know the process for requesting a graduation
        evaluation or the spring commencement date. By moving the evaluation request
        date up by one term, the Evaluation Office will follow Guiding Principle 5 of the
        Educational Master Plan to increase the success rate of college transfer courses,
        and increase the percent of students who transfer. In addition to the Educational
        Master Plan, by changing the application date, the Evaluation Office will support
        the College's Mission and the Office's SLO to have students learn about the
        graduation process and apply for graduation.

Guiding Principles	1, 5
College Strategic Goals	1, 2, 3, 4, 7, 9
ILO	4, 5
SLO	Students will learn about the graduation process and will learn how to apply for graduation.

2.2   Same as above.

2.3   Many students that apply for Associate degrees and certificates use degree or
        prerequisite credits from other schools. During the 2007 graduation cycle, 568
        transcripts from other schools were evaluated.

        We evaluate the Associates degrees and certificates in a timely manner and in an
        effort to keep students informed about their status, we also evaluate them for
        degree or certificate complete after changes are made students academic history.

As our college needs have changed, the software needs have also changed and, quite some time ago, the administrators concluded that the Banner CAPP software was unable to meet our program needs. Student Services is committed to online software that will address students' degree progress needs; and a commitment has been made to consider Degree Works as a software option. By implementing an integrated degree software solution, we will streamline processes and minimize the number of hand calculated evaluations that are required. Of course, any changes in software will require more training and IT support for the office.

During the 2007 graduation cycle, a total of 1,144 degrees or certificates were awarded without computer generated assistance by the Evaluations Office. By returning to an online software solution, we can address Guiding Principle 7 of the Educational Master Plan to provide 24 hours online access and Guiding Principle 12, to use the college's resources in the most efficient manner to build and maintain strong services. According the survey that we conducted in early 2008, 54% of students that completed our online survey reported that they found out about the graduation evaluation process from some other source.

If we adopted a new online degree progress service, we could positively affect our SLO to learn about the graduation process and learn how to apply for graduation.

Guiding Principles	1, 5
College Strategic Goals	1, 2, 3, 4, 7, 9
ILO	4, 5
SLO	Students will learn about the graduation process and will learn how to apply for graduation.

2.4   Accurate information from students is required in order to provide a thorough evaluation. If students have attended other institutions, we require the official transcript from other institutions prior to evaluating the degree or certificate requirements. It would be useful to encourage students to submit their official transcripts from other institutions once they are admitted to AVC. Survey responses showed that 44% of students did not know that they needed to send official transcripts to AVC when they apply for degree or certificate evaluations.

Guiding Principles	1, 5
College Strategic Goals	1, 2, 3, 4, 7, 9
ILO	4, 5
SLO	Students will learn about the graduation process and will learn how to apply for graduation.

2.5   All students requesting assistance from the Evaluation Office are treated equally. Once they request the services of the Evaluation Office, the application is processed according to the submission date and the anticipated term of completion. When a student does not apply for an evaluation in a timely manner, the Evaluation Office completes the evaluation according to the students' stated deadline.

Guiding Principles	1, 5
College Strategic Goals	1, 2, 3, 4, 7, 9
ILO	4, 5
SLO	Students will learn about the graduation process and will learn how to apply for graduation.

2.6   The physical space in the Evaluations Office is too small for two-full time employees, a student worker and the required on-site storage needs. In an effort to successfully research an evaluation or certificate, it is often necessary to pull transcripts from the vault or the Transcript Department. Therefore, the proximity to the Transcript Office and the vault is very important.

Recently, a phone and a computer were added to the office and the additions make it possible for student workers to use Banner in preparing the graduation and certificate applications and to perform receptionist duties. The added work station resulted in an immediate benefit to the office and increased the effectiveness of the program.

The Evaluators feel that more working space in their office would make it easier to complete the high volume of fall and spring requests.

In the future, the office will need to research the acceptance of online degree and certificate applications. But, since only 8% of the students surveyed in early 2008 reported finding graduation information online, it will be necessary to launch a marketing strategy to inform students about the development of future programs. Guiding Principles, 2, 5, 6, 7, 12 and 14 all support the acceptance of online degree and certificate applications.

Guiding Principles	2, 5, 6, 7, 12, 14
College Strategic Goals	1, 2, 3, 4, 7, 9
ILO	4, 5
SLO	Students will learn about the graduation process and will learn how to apply for graduation.

2.7　　All students are treated respectfully and cordially by the employees in the office and each employee models the college's ILO to demonstrate good, citizenship and teamwork.

　　　　Guiding Principles　　　　1, 5
　　　　College Strategic Goals　　1, 2, 3, 4, 7, 9
　　　　ILO　　　　　　　　　　4, 5

2.8　　Not Applicable

2.9　　All records are maintained in the main AVC computer. All written records are stored in the vault. The evaluations office recently gained a filing cabinet which has increased the ease of records retrieval for commonly used files.

　　　　Guiding Principles　　　　1, 5
　　　　College Strategic Goals　　1, 2, 3, 4, 7, 9
　　　　ILO　　　　　　　　　　4, 5

2.10　Self-evaluation and improvement in our skills is an on going process. Training classes for new computer programs have helped make our job more efficient. As a result of Program Review, new and existing Banner processes will be implemented and additional training will be required.

　　　　Guiding Principles　　　　1, 5
　　　　College Strategic Goals　　1, 2, 3, 4, 7, 9
　　　　ILO　　　　　　　　　　4, 5

Area 3: PROGRAM AND STUDENT LEARNING OUTCOMES

3.1　　Student Learning Outcomes have been written for the office and a student survey was completed in early 2008. We successfully completed one activity to assist us with our SLO to learn about the graduation process and apply for graduation. All students with a priority registration appointment were mailed a post-card that contained information about the March 1, 2008, priority date for graduation applications. That encompassed over 25,000 appointment cards. We are still in the process of analyzing the data to determine if that activity increased the number of early applicants, but the data won't be available until after April 15.

There is also a planned activity to call students with at least 50 units to advise them to apply for graduation. Once we analyze the success margin with those activities, a follow up survey instrument will be used to determine our effectiveness.

Guiding Principles	1, 5
College Strategic Goals	1, 2, 3, 4, 7, 9
ILO	4, 5
SLO	Students will learn about the graduation process and will learn how to apply for graduation.

3.2   According to the survey results from early 2008, 87% of students that applied for a degree or certificate found the process to be easy, but 78% of the overall responses said that they did not know the process of graduation. 53% found out they needed to apply for graduation from some other source and only 8% used the web to obtain graduation information.

Unfortunately, 61% of the students surveyed did not feel well informed regarding their graduation application, but an encouraging number of the comments in the survey suggest that students learned about the Evaluation Office by participating in the survey.

Guiding Principles	1, 5
College Strategic Goals	1, 2, 3, 4, 7, 9
ILO	4, 5
SLO	Students will learn about the graduation process and will learn how to apply for graduation.

3.3   Not Applicable.

Area 4: PERSONNEL AND SUPPORT SERVICES

4.1   The office has two evaluators and a student employee. For many years the office shared a student employee with the Transcript Office, but that resulted in the program needs of the office being unmet. Having our own student worker has greatly reduced our dependence on other offices for clerical support.

College Strategic Goals	1

4.2   Same as above – Future needs will be monitored.

4.3   The Evaluators have a full work load throughout the year and as the student population increases, we will need to research more efficient ways to meet our program needs. The calculations and evaluations for the associate degrees are currently being handwritten, but as new releases of Banner become available, the A&R Technical Analyst will research more effective and efficient ways to complete a degree summary by using integrated processes with Banner.

4.4   Not Applicable

4.5   There are adequate opportunities for staff development. We are encouraged to attend seminars and take classes.

        College Strategic Goals   7, 9

4.6   Not Applicable

4.7   The evaluation process encourages improvement with regard to performance and education. Accomplishments are recognized and rewarded. After the probationary period, staff is evaluated yearly in spring

        College Strategic Goals   1, 3, 7, 9

4.8   The evaluation processes assess effectiveness and encourage improvement.

Area 5: FACILITIES, EQUIPMENT, AND TECHNOLOGY

5.1   Facilities are appropriate for two evaluators, but additional storage, security and privacy needs will need to be addressed. The Educational Master Plan addresses the storage, security and privacy issues by recommending an imaging system for records management and retrieval.

        Even with imaging, security remains an issue for the Evaluation Office. Students enter our office to request service while documents of other students remain on our desk. Therefore, for security and privacy reasons, students should not be able to enter the office unannounced. If there are no safety concerns once Facilities evaluates our request for a full door with a swing top half, the staff is amenable to having such a door installed.

5.2   Hardware equipment is sufficient, and as the technology changes, the office is quite willing to adapt processes and procedures to be more efficient. There are plans to update software technology with Degree Works.

5.3   See 5.1

5.4   We have adequate outlets and sufficient lighting. Workstations could be larger with larger desks.

Area 6: FISCAL SUPPORT

6.1   The allocated resources for the Evaluation Office's supplies and budget remains in Student Development. Due to the increase in the number of graduates over the past three years, inadequate increases in the supplies budget has resulted in a discussion about the cost of diploma covers. We are currently researching a new diploma style and diploma cover which may decrease the overall cost of supplies.

6.2   The objective to award diplomas in a diploma cover after students complete a degree or certificate will not be met if additional resources are not obtained. Currently, diploma cover cost far exceeds the budget expectations and it may not be realistic to continue to provide the covers. Also, AP&P is in the process of developing Certificates of Achievement: IGETC and CSU/GE. If approved, the office will need to publish the changes as quickly as possible, and calculate the additional cost to the office.

6.3   We need larger desks if possible. Lighting and space are sufficient.

Area 7: COMMUNITY OUTREACH AND PROGRAM AWARENESS

7.1   Since 78% of the students surveyed in early 2008 did not know the process of graduation, a marketing campaign to inform the community that students' have the option of earning degrees and certificates at AVC will be explored by informing students about our programs. We will have to increase participation and teach students how to navigate from the evaluation application process through the spring commencement ceremony.

Guiding Principles	1, 5
College Strategic Goals	1, 2, 3, 4, 7, 9
ILO	4, 5
SLO	Students will learn about the graduation process and will learn how to apply for graduation.

7.2   Students should be educated about the advantages of earning a degree or certificate from AVC. Our web page should highlight the accomplishments of students that remain in college through completion. Emails were sent through myAVC in Spring 2008 to inform students about the expiration of the Letters, Arts and Sciences major and graduation application deadlines. A&R received several email and in-person change of major requests as a result of the myAVC announcement regarding the Letters Arts and Sciences major.

Guiding Principles	1, 5
College Strategic Goals	1, 2, 3, 4, 7, 9
ILO	4, 5
SLO	Students will learn about the graduation process and will learn how to apply for graduation.

7.3   The graduation ceremony is held once yearly in the spring and is coordinated by Student Development.

Area 8: STATE AND FEDERAL COMPLIANCE

8.1   The Evaluation Office adheres to state and federal guidelines.

8.2   The Evaluation Office adheres to all college policies and procedures.

Summaries and Recommendations:

<u>Summary of findings and their significance</u>

Most students, staff, administrators, faculty and the community are uncertain of the services and programs that are offered in the Evaluation Office. Although the office has many responsibilities, the majority of the program time is spent evaluating students' for A.A. and A.S degree completion.   Because the office is not easily identified by its name, consideration and research for a name change should be evaluated. The current staff is in favor of changing the name to, Graduation Office.

As the policies and procedures in Counseling and AP&P are implemented, the Evaluation Office will need to work with staff, faculty and administrators to discuss the impact on their existing operating procedures. Recently, the Enrollment Services and Counseling deans evaluated how the articulation process affects Evaluation's ability to review and award degrees and certificates. As a result of the discussions, a shift in articulation responsibilities has occurred and we are expecting improvements in our program effectiveness as a result of the changes.

<u>Major Recommendations to include plan of action and associated cost, expected outcomes of goals and objectives and timeline</u>

- Purchase an integrated degree progress software that supports Banner
  - Continue to research Degree Works at conferences.
  - Continue to research other integrated software that support Banner at conferences.
  - Request that the A&R and Counseling Technical Analyst continue conversations with other colleges regarding their progress with integrated degree progress software.
  - During the testing phase of the integrated degree progress software, additional personnel or reassignment of duties may be required.
  - ITS and Degree Works consultants will need to put together a test and training schedule in conjunction with Counseling and Evaluations.
  - The timeline for the purchase of Degree Works or some other integrated degree progress software may be greater than 5 years with an approximate cost of $150,000.

- Once AVC has a web-based integrated degree progress system, students, counselors, the Transfer Center and Evaluators will have 24-7 online access to students' degree or certificate progress.
- An integrated degree progress system will result in improved relations between counselors and students.
- Perspective students will consider AVC as a first choice once they find out that AP, IB or other transfer work is evaluated for unit, subject or grade credit immediately after official information is received.

- **Recommended changes to the Educational Master Plan to include student needs, response to ILOs, PLOs, SLOs and external mandates such as state requirements, industry and professional standards, etc.**

  Many students and families are accustomed to 24-7 access to student information. After reviewing several high school and other colleges' online degree progress summaries, it's evident that many area schools are delivering 24-7 access to students' degree summaries. Rather than risk cancelling another degree progress summary (CAPP), the college will need to slowly research the effectiveness of online education plans and degree summaries.

  As the college moves in the direction of teaching students to rely on technology for answers, the challenge to maintain our Web page with current and accurate information should be given the highest priority.