IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW
NON-ACADEMIC PROGRAMS

DATE:	February 5, 2013

DEPARTMENT/PROGRAM:	Admissions & Records

PREPARED BY:	Gloria J. Hoisington Name	*[signature]* Signature
AREA DEAN/DIRECTOR:	Sergio Lopez Name	*[signature]* Signature
AREA VICE PRESIDENT:	Todd Finnell Name	*[signature]* Signature

IMPERIAL VALLEY COLLEGE
MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals
Educational Master Plan 2012-15
Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.

IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW
NON-ACADEMIC PROGRAMS

I. **PROGRAM/DEPARTMENT DISCRIPTION** (include Vision; Mission; Services-Functions; Funding Sources Statement)

The Imperial Valley College Admissions & Records office is dedicated to student access and success by providing accurate and timely information regarding application, registration and academic policies and providing responsive and respectful service to students, faculty, staff and the community.

II. **SERVICE AREA OUTCOMES** (identify outcomes; methods, implementation of assessment process; results; decisions & recommendations)

I. Student Services/Admissions & Records: Admissions Area

Outcome #1: Students will continue to become more knowledgeable about services available in our office, services offered online via the college website, time required to fulfill requests, and visits to the office and number of inquiries will be decreased resulting in increased student satisfaction. A student survey will be created in Survey Monkey and sent to students to determine areas of concern within our department.

Est. Completion Date: June 30, 2013   Way(s) to assess: Statistical data collected from Survey Monkey.

Outcome #2: Student applications for admission (CCCApply) errors/issues will be resolved more quickly by improved communication (Help Desk Ticket) with IT Department.

Est. Completion Date: Ongoing   Way(s) to assess: Statistical data collected from the Help Desk Ticket process.

II. Admissions & Records: Registration Area

Outcome #1: Students will be better informed regarding priority registration, the limit of units during the priority registration period and any other registration changes implemented during the 2012-13 academic year.

Est. Completion Date: June 30, 2013   Way(s) to assess: Documentation of methods of communication to students.

Outcome #1: Student records will be more readily accessible by students, counselors and admissions staff allowing for improved service to students.

Est. Completion Date: Ongoing

Way(s) to assess: Statistical data collected for items scanned and posted on WebSTAR.

Outcome #2: Student request for transcripts will be automated within Docufide and our Student Portal. This will hopefully improve the request process and the turnaround time.

Est. Completion Date: Ongoing

Way(s) to assess: Pre and Post evaluation of the online process.

Outcome #3: Student transcripts will be received electronically by our college and integrated with Banner allowing for improved articulation of courses.

Est. Completion Date: July 1, 2013

Way(s) to assess: Comparative data collected for transcripts received and Evaluated from last year and this year.

III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)
See Table 1 for 2011-2012 data.
See Table 2 for Fall 2012 data.

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department provide thorough interpretation of data and complexity of analysis)

One of the strengths of the college is that great improvements have been made to our IT Department which benefits everyone. This has allowed us to improve our website and student access to forms, deadlines, and procedures, etc. Our communication with students was also greatly improved by giving students an IVC email address and providing a Student Portal. Being able to email students in lieu of sending letters or posting information on the Student Portal has saved our program and the college thousands of dollars.

We have made great strides in communicating with students however there is still opportunity for improvement. One area that we need to improve in is the scanning and indexing of the many documents that come in to our office. The data reflects we have made some headway in scanning however we need to move forward with the indexing to student records. Students have been instrumental in assisting with the scanning part of this however with staff reductions we have not been able to keep up with the

indexing. As is noted in the data for Fall 2012 this process has been greatly reduced in quantity of documents if compared to last year. We are currently looking at alternatives to address this concern.

V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; areas of concern are addressed; provide recommendations for future direction of your program/department and address applicable needs (funding, facilities, staffing technology, professional development, marketing.)

One of the major strengths of our department is staff. We have four individuals who have been with this department for many years and thoroughly understand all aspects of this office. All of our staff is dedicated to helping students and making sure their requests are processed as quickly as possible. One of our challenges lately is that within the last two years staff within our department has been reduced by two. These two positions are detrimental to the daily operations of the department. This impacts the turnaround time for student requests and the scanning/indexing of documents. Our current need is to at least bring back one additional A & R Technician position to our department as we currently only have two. This would allow us to process student requests in a timely manner and get back to the scanning/indexing of documents in our area.

We are trying to automate as many services as possible for staff and students to provide better service to our students. We will be conducting a student survey to determine the needs of the department and area improvements needed.

VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process.)
Click here to enter text.

PROGRAM REVIEW FOR NON-ACADEMIC PROGRAMS
PROCESS IMPROVEMENT OPPORTUNITIES

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: Click here to enter text.
Opportunities for:
PROCESS #1: Improving call answering especially during peak times. Even with the switchboard being moved to the President's Office our department continues to receive the majority of calls.
Work efficiencies: If improved this would greatly improve the work efficiency in our office.
Cost reductions: Click here to enter text.
Contributions to student enrollment &/or success: Answering phone calls in a more efficient manner would contribute to student enrollment.
Supports Institutional Goal and Objectives: 2.3
PROCESS #2: Ordering of transcripts and the receiving of electronic transcripts.
Work efficiencies: This would save evaluators time by not having to scan and index incoming transcripts.
Cost reductions:
Contributions to student enrollment &/or success: This would contribute to student success and enrollment by providing articulation of transcripts in a more timely fashion.
Supports Institutional Goal and Objectives: 2.3
PROCESS #3: Click here to enter text.
Work efficiencies: Click here to enter text.
Cost reductions: Click here to enter text.
Contributions to student enrollment &/or success: Click here to enter text.
Supports Institutional Goal and Objectives: Click here to enter text.

Table 1.

SAO Data from 2011-2012

I. Admissions Area

Outcome #2:

Item	Fall 2011 Numbers	Fall 2012 Numbers
Number of students on probation	1824	1066
Number of students dismissed	264	173

Outcome #3:

Staff	Number of Help Desk Tickets submitted during 2011-12
Gloria	10
Isabel	35
Nelda	7

II. Registration Area

Outcome #1:

Budget Item	10-11 Budget	10-11 Actual	11-12 Budget	11-12 Actual
Postage	$13,000	$3,117.17	$21,000	$1,476.89

Outcome #2:

Item	Fall 2012 semester
Number of students on Wait List (8/24/12)	978
Number of students enrolled	7861

III. Records Area

Outcome #1:

A & R Staff	# Documents Scanned	# Documents Indexed
Gloria	400	400
Jose	10,200	10,200
Lisa	2378	1218
Lluvia (Temporary Employee)	188	3481
Isabel		9000
Carol	600	600
Edith (Workstudy Student)	7620	7620
Nelda		10,000

Table 2

Data from Fall 2012

III. Records Area

Outcome #1:

A & R Staff	# Documents Scanned	# Documents Indexed
Lisa	1160	1160
Jose	953	953

Outcome #3:

Item	Fall 2012 Semester
Transcripts processed through Docufide	1646