PROGRAM REVIEW
STUDENT SUCCESS SERVICES

A. PROGRAM INFORMATION

1. Program Mission Statement

Admissions and Records Mission Statement

We are committed to providing high-quality services to support students in achieving their educational and career goals. By applying advanced technology, we effectively guide students through the application and registration processes while adhering to Title V and Education Code standards. We promote an equitable learning environment for the diverse community of students, faculty, and staff in which we serve.

2. Program Level Student Learning Outcomes

Please list the program level student learning outcomes

Admissions and Records

Application: Students will demonstrate an understanding of how to complete & submit online application.

Repeating a Course: Students will know how to complete the 3rd Attempt Release Form, understand that it's the final attempt and know how to file a petition.

Auditing a Class: Students will demonstrate an understanding of the process, timeline, and forms that must be completed to audit a class.

Parking Permits: Students will know how and where to purchase a parking permit.

Refund Deadline Process: Students will understand when and how they can qualify for a refund and know the procedure to follow.

Pass/No Pass Grading: Students will understand the policies and process for how to request a pass/no pass grade.

Enrollment Verification: Students will understand the process, form and timeline for obtaining enrollment verification.

Ordering Transcripts: Students will know how to navigate our transcripts website and/or my portal to easily request transcripts.

Petitions/Academic Policies: Students will understand when, how and what is needed to complete the correct petition timely. As a result, the number of incorrect petitions will drop.

Prerequisites: High school students will understand the pre-req process.
Late Add/Drop: Students will understand when to register, how to register and how to drop within the deadlines and as a result, the # of calls, emails, and visits will decline.
Tuition Fees: Students will understand the cost of tuition for various students (resident, non-resident, international) under different kinds of visa.
International Concurrent Enrollment: Students will understand what required documents to submit and as a result, the number of calls and visits will decline.
Dual Enrollment: Students will understand how to navigate the website, understand the application and registration process.
Residency: Students will learn what the requirements are for residency and understand the documentation required.
Incomplete/Grade Change: Students will understand how to dispute a course grade & what actions to take if unable to complete the course.
Record Change: Students will understand the process that will result in a record change.

Completed enrollment means that the student has completed the following five steps to become a student including: complete CCC Apply; meet assessment requirements; complete orientation; create an education plan; and register for classes. The chart below captures the first step - students who compete CCC Apply. The data will include: new first-time students, first-time transfer students and returning students.

Data Includes

New First-Time Students = First-time student in college (after leaving high school)

First-Time Transfer Students = Transfer student from another college

Returning Students = Returning student to this college after absent for a main term

B. Students Completing CCC Apply (Step 1)

{Insert data chart here for **STEP 1: Complete CCC Apply**}

Figure 1.

3. In the data table above, what does the data trend indicate?

___the data trend shows an increase in the number of students completing Step 1
___the data trend shows a decrease in the number of students completing Step 1
___the data trend shows no change in the number of students completing Step 1

4. If the data trend shows an increase, decrease, or no change in the number of students who complete Step 1, explain why (100 words or fewer).

5. Does the data trend suggest actions are necessary to improve the number of students completing Step 1?
___yes
___no

6. If yes, describe the proposed actions you discussed with the program team for improving the number of students completing Step 1 (100 words or fewer).

C. Students Meet Assessment Requirements (Step 2)

{Insert data chart here for **STEP 2: Meet Assessment Requirement.** Chart to include new first-time students, first-time transfer students and returning students.}

Figure 2.

7. In the data table above, what does the data trend indicate?
___the data trend shows an increase in the number of students completing Step 2
___the data trend shows a decrease in the number of students completing Step 2
___the data trend shows no change in the number of students completing Step 2

8. If the data trend shows an increase, decrease, or no change in the number of students who completed Step 2, explain why (100 words or fewer).

9. Does the data trend suggest actions are necessary to improve the number of students completing Step 2?

___yes

___no

---

10. If yes, describe the proposed actions you discussed with the program team for improving the number of students completing Step 2 (100 words or fewer).

D. Students Complete Orientation (Step 3)

{Insert data chart here for **STEP 3: Completed Online Orientation.** Chart to include new new first-time students, first-time transfer students and returning students.}

Figure 3.

11. In the data table above, what does the data trend indicate?

___the data trend shows an increase in the number of students completing Step 3

___the data trend shows a decrease in the number of students completing Step 3

___the data trend shows no change in the number of students completing Step 3

---

12. If the data trend shows an increase, decrease, or no change in the number of students who completed Step 3, explain why (100 words or fewer).

---

13. Does the data trend suggest actions are necessary to improve the number of students completing Step 3?

___yes

___no

14. If yes, describe the proposed actions you discussed with the program team for improving the number of students completing Step 3 (100 words or fewer).

E. Students Create An Ed Plan (Step 4)

{Insert data chart here for **STEP 4: Create an Ed Plan.** Chart to include new first time students, first time transfer students & returning transfer students.}

Figure 4.

15. In the data table above, what does the data trend indicate?

___the data trend shows an increase in the number of students completing Step 4
___the data trend shows a decrease in the number of students completing Step 4
___the data trend shows no change in the number of students completing Step 4

16. If the data trend shows an increase, decrease, or no change in the number of students who complete Step 4, explain why (100 words or fewer).

17. Does the data trend suggest actions are necessary to improve the number of students completing Step 4?
___yes
___no

18. If yes, describe the proposed actions you discussed with the program team for improving the number of students completing Step 4 (100 words or fewer).

```
┌─────────────────────────────────────────────────────────┐
│                                                         │
│                                                         │
└─────────────────────────────────────────────────────────┘
```

F. Students Register For Classes (Step 5)

{Insert data chart here for **STEP 5: Register for Classes.** Chart to include new first time students, first time transfer students & returning students.}

Figure 5.

19. In the data table above, what does the data trend indicate?

___the data trend shows an increase in the number of students completing Step 5

___the data trend shows a decrease in the number of students completing Step 5

___the data trend shows no change in the number of students completing Step 5

---

20. If the data trend shows an increase, decrease, or no change in the number of students who completed Step 5, explain why (100 words or fewer).

---

21. Does the data trend suggest actions are necessary to improve the number of students completing Step 5?

___yes

___no

---

22. If yes, describe the proposed actions you discussed with the program team for improving the number of students completing Step 5 (100 words or fewer).

G. Students Completing Enrollment Steps By Ethnicity

The chart below shows the number of students who completed each enrollment step by ethnicity. For example, a line graph will show the number of African American students who completed each of the five steps including: complete CCC Apply; meet assessment requirements; complete orientation; create an education plan; and register for classes.

{Insert data chart here. Data to include new first time students, first time transfer students & returning students.}

Figure 6.

23. In the data table above, what do the data trends indicate about the number of students who completed **each of the five enrollment** steps by ethnicity?

AFRICAN AMERICAN

___the data trend shows an increase in completed enrollment steps by **African American** students

___the data trend shows a decrease in completed enrollment steps by **African American** students

___the data trend shows no change in completed enrollment steps by **African American** students

ASIAN

___the data trend shows an increase in completed enrollment steps by **Asian** students

___the data trend shows a decrease in completed enrollment steps by **Asian** students

___the data trend shows no change in completed enrollment steps by **Asian** students

FILIPINX

___the data trend shows an increase in completed enrollment steps by **Filipinx** students

___the data trend shows a decrease in completed enrollment steps by **Filipinx** students

___the data trend shows no change in completed enrollment steps by **Filipinx** students

LATINX

___the data trend shows an increase in completed enrollment steps by **Latinx** students

___the data trend shows a decrease in completed enrollment steps by **Latinx** students

___the data trend shows no change in completed enrollment steps by **Latinx** students

NATIVE AMERICAN

___the data trend shows an increase in completed enrollment steps by **Native American** students
___the data trend shows a decrease in completed enrollment steps by **Native American** students
___the data trend shows no change in completed enrollment steps by **Native American** students

PACIFIC ISLANDER

___the data trend shows an increase in completed enrollment steps by **Pacific Islander** students
___the data trend shows a decrease in completed enrollment steps by **Pacific Islander** students
___the data trend shows no change in completed enrollment steps by **Pacific Islander** students

WHITE

___the data trend shows an increase in completed enrollment steps by **White** students
___the data trend shows a decrease in completed enrollment steps by **White** students
_the data trend shows no change in completed enrollment steps by **White** students

DECLINE TO STATE

___the data trend shows an increase in completed enrollment steps by **decline to state** students
___the data trend shows a decrease in completed enrollment steps by **decline to state** students
___the data trend shows no change in completed enrollment steps by **decline to state** students

24. If the data trend shows an inequity in the number of students completing all enrollment steps, explain why there was a change (Use a separate bullet point for each category).

25. Do the data trends suggest programmatic actions are necessary to address disparities in the number of students completing all enrollment steps by ethnicity, including low completion within a particular group?

   ___yes

   ___no

---

26. If yes, describe the proposed actions for addressing disparities in the number of students completing all enrollment steps by ethnicity (100 words or fewer).

H. Students Completing Enrollment Steps By First Gen

Tracking first-gen students is important in that it aligns with the Student Funding Formula.

{Insert data chart here. Chart to include new first time students, first time transfer students & returning transfer students.}

Figure 7.

27. In the data table above, what do the data trends indicate about the number of first-gen students completing each of the 5 enrollment steps?

___the data trend shows an increase in completed enrollment step by first-gen
___the data trend shows a decrease in completed enrollment step by first-gen
___the data trend shows no change in completed enrollment step by first-gen

---

28. If the data trend shows a change in number of first-gen student enrollment, explain why there was a change (100 words or fewer).

---

29. Do the data trends suggest programmatic actions are necessary to address disparities in the number of students completing all enrollment steps by first gen?

___yes

___no

30. If yes, describe the proposed actions for addressing disparities in the number of students completing all enrollment steps by ethnicity (100 words or fewer).

I. Students Completing Enrollment By Gender

The chart below shows the number of students who completed each enrollment step by gender.

{Insert data chart here. Chart to include new first time students, first time transfer students & returning transfer students.}

Figure 8.

31. In the data table above, what do the data trends indicate about the number of students who completed each of the five enrollment steps by gender?

FEMALES

___the data trend shows an increase in the **female** enrollment rates
___the data trend shows a decrease in the **female** enrollment rates
___the data trend shows no change in the **female** enrollment rates

MALES

___the data trend shows an increase in the **male** enrollment rates
___the data trend shows a decrease in the **male** enrollment rates
___the data trend shows no change in the **male** enrollment rates

Non-binary

___the data trend shows an increase in the **Non-binary** enrollment rates
___the data trend shows a decrease in the **Non-binary** enrollment rates
___the data trend shows no change in the **Non-binary** enrollment rates

Decline to state

___the data trend shows an increase in the **Decline to state** enrollment rates
___the data trend shows a decrease in the **Decline to state** enrollment rates
___the data trend shows no change in the **Decline to state** enrollment rates

32. If the data trend shows a change in male, female, non-binary, or decline to state enrollment, explain why there was a change (100 words or fewer).

33. If the data trend shows a lack of gender parity in your program, what source of that disparity and what is the program doing/planning to do to address this?

34. Use this opportunity to provide feedback on the template or address a topic that was not previously discussed.

SERVICE AREA OUTCOMES ADDENDUM

1. What are the service area outcomes/strategic objectives for the coming year?

a. To evaluate A&R's ability to provide college-wide information to students by Fall of 2020.
b. 2. To better inform faculty and staff of A&R policies and procedures by Fall 2020.
c. To create 18 workflow documents for all the major A&R policies and procedures by Spring 2021.
d. To conduct an analysis of students who complete the 5 step enrollment process (all students, race, first gen, gender) and create an action plan by Fall 2020.
e. To improve student response time by Fall 2020.
f. To apply improved technology for better processing of student and faculty forms by Spring 2021.
g. To ensure website/communication (email/FAQ) are clearly understood by students by Fall 2020.
h. To better inform staff of Title 5, California Education Code and Admissions and Records Policies and Procedures by Fall 2020.

---

2. What is your implementation plan for the above-mentioned objectives (100 words or fewer)

---

3. In the past five academic years, were there any commendations/special mentions identified in accreditation, state reports? If YES, please elaborate (300 words or fewer):

---

4. In the past five academic years, were there any major citations/findings identified in accreditation, audits or reviews (e.g. areas of improvement, strategic direction, facilities, personnel, etc.)? If YES, please elaborate (300 words or fewer):

5. What actions has the program taken to address the accreditation, audit, or review citations/findings identified?

6. What barriers has the department faced in implementing improvement? (300 words or fewer)