

22-23 Annual Progress Report

Recommended actions for improvement identified in the 5-Year Self-Study.

1. Improve our Welcome email which will have more guiding information for students to use prior to registration. We can also provide more tools, such as videos on how to navigate My Portal and the registration process. With our implementation of Guided Pathways, the onboarding process is being revamped.
2. Targeted outreach with registration workshops for Black/African American, Native American, and Filipinx students to increase headcounts. With increasing the headcount it will be imperative that we have improved onboarding steps that are mentioned in the above matriculation steps. We need to emphasize the importance of completing these steps because of the benefits for long-term success and how it can shorten student's time at the college.
3. Though the trend suggests no actions are needed, we are working to improve the orientation. The Orientation is a requirement for priority registration, which makes students want to complete this step. This is a great opportunity for the college to give students helpful information. Admissions will lead this effort and work with the online learning office to make the orientation more welcoming. We will do this by adding short videos on topics and also create more directed resources for all populations. We are receiving requests from high school students and their parents for more onboarding tools. As our dual enrollment population has surged these last few years, assisting these students now can assist with increasing our first-time student population after they graduate from high school. With earlier interventions, our attrition rates will improve as well.
4. We'd like to have our student service reviewed and how many times a student engages with our office. We'd like to see how many students return for the same question or service. It would be interesting to us to see if they receive their answers at Admissions and do not have to visit other locations. It would help the college in deciding if a Welcome Center is needed.

Actions taken and progress made in accomplishing the improvement.

1. Completed, new HTML formatted Welcome Emails with better guidance have been created. We have moved to update cashiering emails and this project is expected to be done by June 2023
2. Completed, and worked with ETS to have all Argos reports contain ethnicity data. We then provided marketing and support services groups like EOPS, DSPPS, and Athletics with these reports so that they can do direct outreach.
3. Completed, working with the Guided Pathway team, the Online Orientation was updated which presents students with more information about the importance of the matriculation steps. Additional work is being done after receiving survey responses from students.
4. In progress: A survey was developed but has not been launched that will ask students about our level of service virtually and in person. It will go live by Winter Term 2023.

Evidence used to evaluate progress.

(ex: What data are you using to make your progress judgment?)

Evidence for these has been simply completing the initial actions mentioned. We can produce physical proof of all the changes that were made. We will use survey data to receive an additional evaluation of these changes.

New trends, policies, or state initiatives that have impacted your actions for improvement.

Our Education Technical Services (ETS) team informed us that we needed to move to a baseline system called New Generation System (NGS). Baseline means that this new system requires us to remove and not add any local modifications to our Student Information System. This means tools that we have created to improve workflows or student-facing processes may be affected and some may decrease the service we currently provide. We will continue to work with our ETS team and vendor to come up with solutions to decrease the changes that can impact students and staff.

Actions needed/designed to address the area of work/improvement for new trends, policies, or state initiatives.

Continued work with our vendor, Ellucian, of our Student Information System and provide strong feedback about the tools they provide. They should match the output our ETS team has done and made over the years to improve their software. Weekly meetings are already in progress with both ETS and the vendor support team. As we learn about these changes we are documenting and writing up new processes so that the continuity of services is not affected.

Additional work is needed on surveying students so that we can also provide evidence of how changes made have improved student outcomes. Enrollment has already improved from the previous year.

This form is completed and ready for acceptance.

Administrator's Name:

Date:

Comments: