



**NON-INSTRUCTIONAL/ADMINISTRATIVE PROGRAM REVIEW
2016-2017 ANNUAL UPDATE**

1. Area/Department/Office Name: Enrollment Services	2. For Year: 2018-2019
3. Name of the person leading this review: LaDonna Trimble	
4. Names of all participants in this review: LaTara Edmondson, Mari Belton, Mary Skipper, Anet Youkhana, Susette Lara, Samuel Garza, Amy Ramos, Kelly Brogan, Esperanza Perez, Qiana Brown, Ryan Aziminaraki, Wade Saari	
5. Status Quo option: Year 1: Comprehensive review Year 2: Annual update or status quo option Year 3: Annual update Year 4: Annual update or status quo option	<p>In years two and four of the review cycle, programs may determine that the program review conducted in the previous year will guide program and district planning for another year.</p> <p><input type="checkbox"/> Check here to indicate that the program review report written last year accurately reflects program planning for the current academic year.</p> <p>(Only programs with no updates or changes may exercise the status quo option. All others will respond to questions 6 – 10.)</p>

Data/Outcome Analysis and Use

Please review and interpret data:

#	Indicator	Comments and Trend Analysis
6.	Report program/area data showing the quantity of services provided over the past five years (e.g. number of transactions, acreage maintained, students served, sales figures, etc.)	<p>Comment on trends and how they your program: See chart below</p> <p>The average percentage increase in online registration transactions between 2012-13 and 2015-16 academic years was 68 percent. During an almost parallel timeframe, the number of class seats waitlisted decreased by 44 percent. The percentage increase in online registration transactions and decrease in the number of seats waitlisted, verifies that students are learning to use the online registration services in a timely manner.</p>

ENROLLMENT SERVICES - QUANTITY OF SERVICES							
	2011-12	2012-13	2013-14	2014-15	2015-16		
Admissions and Records							
Online Registration Transactions	NA	519,061	914,420	847,965	854,068		
Online Applications	24,463	25,470	22,949	18,957	18,384		
Number of Students on Waitlist	25,858	23,554	19,698	14,921	14,386		
Authenticated Add Codes	15,783	16,336	16,276	16,334	16,621		
Graduation							
AA and AS Degrees Awarded	920	1129	1435	1618	1808		
Certificates Awarded	503	537	512	760	784		
Certifications Completed	673	869	821	839	1189		
Assessment Tests							
Number of Tests Taken	23,381	23,929	26,508	21,536	22,044		
Transcripts Processed							
Hard Copies Received	2,499	2,431	2,621	2,953	2,960		
Hard Copies Sent	12,562	12,368	12,584	12,324	12,443		
Online Received eTRXs	NA	NA	NA	NA	352		
Online Sent eTRXs	NA	NA	NA	NA	4,248		

7. Cite examples of using outcome (PLO, ILO, and/or OO) action plans as the basis for resource requests and how the allocation of those resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes resulted in or correlate with improved outcome findings over the past five years.

ILO/PLO/OO	Action Plan	Current Status	Impact of Action
OO	Increase the opportunities for students to learn to use online A&R services (instructions provided on campus monitors, in departments across campus, and emailed)	Ongoing	Enrollment Services and SSSP resources supported the implementation of the action plan.

8. Review the goals identified in your most recent comprehensive self-study report and any subsequent annual reports. Briefly discuss your progress in achieving those goals.

Goals/Objectives	Current Status	Describe any relevant measures/data used to evaluate the impact
Admissions & Records: Faculty Drops	Ongoing	No relevant progress-ITS and Enrollment Services will evaluate Ellucian’s progress with the existing (faulty) faculty drop process (or a new drop process) and present the technical options to faculty when available. The ability to drop students in real time may result in fewer students’ receiving a financial aid overpayment and an increase in student access to classes.
Admissions and Records: Records Management (scanning)	Ongoing	Admissions and Records continues to scan documents. However, the continuous submission of confidential material and years of accumulated hard copy material makes it difficult to respond to record requests from auditors in a timely manner. Over a 12-month period, A&R is able to scan one semester of confidential material.
Transcripts: Electronic transcripts and enrollment and degree verifications	Ongoing	eTranscript California was deployed in February 2016 and over 4000 transcripts have been sent to other institutions in that time. eTranscripts allows the receiving institution to receive students official electronic transcripts in hours rather than days. No relevant progress was made to electronic enrollment and degree verifications, but a technical evaluation of both will take place over the next year.
Graduation: Utilization of scanning and electronic communications to students	Completed	The Graduation Office utilizes scanning and electronic communications to students.

Briefly discuss your progress in achieving those goals:
A&R continues to communicate with ITS in an effort to provide faculty with a real time faculty drop process. Ellucian’s ability to address an unresolved issue with the existing drop process or a software upgrade from Ellucian will be necessary.
A&R will continue to scan documents as time permits.
The ability to provide electronic enrollment and degree verifications will be evaluated over the next year.
Graduation completed the utilization of scanning and electronic communication to students.

Please describe how resources provided in support of previous program review contributed to program improvements: To date, additional resources for scanning have not been available, but an augmented one-time budget request was submitted for FY 2017-18.

9. Based on data analysis, outcomes, program indicators, assessment and summaries, list discipline/area goals and objectives to advancing district Strategic Goals, improving outcome findings and/or increasing the completion rate of courses, certificates, degrees and transfer requirements in 2016-2017. Discipline/area goals must be guided by [district Strategic Goals](#) in the Educational Master Plan (EMP), p.90. They **must be supported by an outcome or other reason (e.g., health and safety, data analysis, national or professional standards, a requirement or guideline from legislation or an outside agency).**

Goal #	Discipline/area goal and objectives	Relationship to Strategic Goals* in Educational Master Plan (EMP) and/or other	Expected Impact on Program Outcomes/Student Learning	Action plan(s) or steps needed to achieve the goal**	Resources needed (Y/N)?
1	Increase the use of online A&R services	*2. Increase efficient and effective use of all resources: Technology, Facilities, Human Resources, Business Services	Increase students' ability to navigate online services and increase staff availability to assist students with issues that require staff intervention (SSSP)	Expand the use of online A&R services by consistently communicating the availability of technical resources on campus and electronically	No
2	Increase the accessibility of confidential records for auditors and the campus in a timely manner	1. Commitment to strengthen Institutional Effectiveness measures and	Decrease the response time to provide external auditors with required records	Systematically reengineer the availability of records to an electronic format	Yes

****Action plan verbs:** expand, reduce, maintain, eliminate, outsource, reorganize, re-engineer, study further, etc.

10. Identify significant resource needs that should be addressed currently or in near term. For each request type identify which **discipline/area goal(s) from 9 guide this need.**

Indicate which Discipline/area Goal(s) guide this need	Type of Request (Personnel ¹ , Technology ² , Physical ³ , Professional development ⁴ , Other ⁵)	New or Repeat Request?	Briefly describe your request here	Amount, \$	One-time or Recurring Cost, \$?	Contact's name
2	Personnel	Repeat	Hire an hourly employee to assist in the scanning preparation process	\$20,000	One-time	L. Trimble
2	Other	Repeat	Obtain services from a professional records management company for the purpose of scanning and indexing confidential documents into AVC's	\$50,000	One-time	

			document management system.			L. Trimble
	Physical	Repeat	Switch office spaces within SSV (email sent to facilities on July 7, 2016) Provide a shared workspace for the Graduation Office Coordinators. After SSSP funded an additional Graduation Coordinator, the existing space could not accommodate three employees, so one employee was moved to another building.	Unknown	One-time	L. Trimble

¹List needed human resources in priority order. For faculty and staffing request attach Faculty Position Request form.

²List needed technology resources in priority order.

³In priority order, list facilities/physical resources (remodels, renovations, or new) needed for safer and appropriate student learning and/or work environment.

⁴List needed professional development resources in priority order. This request will be reviewed by the professional development committee.

⁵List any other needed resources in priority order.