

**INSTRUCTIONAL PROGRAMS AND AREAS  
PROGRAM REVIEW/PLANNING AND EVALUATION PROCESS**

**QUESTIONNAIRE FOR NON-INSTRUCTIONAL PROGRAMS**

**INSTRUCTIONS:**

Complete all sections as instructed. Click the shaded sections to type your answer. When completed, please save your file and e-mail as an attachment to tanya\_hanton@westvalley.edu.

**A. INTRODUCTORY QUESTIONS:**

1. Program Name: ***Admissions & Records***
2. Person(s) completing the questionnaire: *Paula Pritchett*
3. Date of completion: *11/4/07*
4. What are the primary purposes of the program? Check all that apply.
  - WVC Degrees and Certificates
  - Transfer Courses
  - WVC General Education
  - Lifelong Learning/Life Enrichment
  - Occupational / Vocational Courses
  - Student Support Services
  - Academic Support Services
  - Administrative Functions

5. In one paragraph, how does the program further the College's mission and goals? (only new information need be added)

*Same as prior Program Review*

6. In one paragraph, what significant events have affected or impacted the program since the last program review?

*Technology has played a big part in the A & R processing functions. Our office is moving towards a paperless environment. This still means we have a lot of paper documents that needs to be scanned. Since scanning to laser fiche is the new technology in offices, we want to also scan our old (archive) transcripts. This will give us more space in our Records Office and allow us to concentrate on the security of records and personnel that is needed.*

## B. DATA ELEMENT ANALYSIS SECTION (ANALYSIS AND RESPONSE)

1. In analyzing any available program data concerning student use of services:

- a) What significant trends are revealed in the data?
- b) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

*Given recent experiences for records management issues and security in the community college environment, records security is very important. We also know that our students use on-line services to a greater degree so must be more prepared to evolve the It is very important to keep tight security on our student information and records. We will have to investigate the cost and staff hours it would take for the scanning of all the documents that need to be done. Based on our Emergency preparedness training, we also need to secure our office (particularly the Records area and safe room) for hazards and access security.*

2. In analyzing any available program data concerning student demographics (e.g. gender, age, ethnicity):

- a) What significant trends are revealed in the data?
- b) What factors might contribute to any program differences compared to college-wide data? See attachment for college-wide statistics.
- c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

*Our students are used to requesting transcripts through modern technology. They want the ease of requesting transcripts right at their finger tips. Students don't want to have to travel or wait long period of times. They are looking for convenience. We are looking at using outside vendors to help in the processing of transcript requests as we did for on-line parking.*

3. In analyzing any available program data concerning program "satisfaction" (e.g. extent of services available, timeliness of appointments, effectiveness of service, follow-up opportunities, referral process to other services, contribution to personal or academic development):

- a) What significant trends are revealed in the data?
- b) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

We continue our regular Supervisors meetings and McFaarOuti activities im0proving our front-line services using both our own response as well as outside measures such as the recent Collegiate In-Site process. We participate in monthly Curriculum–Student team meetings looking at the technology integration of Datatel and web services; we regularly attend bi-weekly Student Service Council meetings. Upgrading access, ease of use, and user oriented processes and technology features – for students and staff – reduces our complaints and prioritizes service. This is on-going.

4. In analyzing available program data concerning success measures (e.g. transfer rates or AA degrees, retention rates for students, course completion, and/or contribution to student learning):

- a) What significant trends are revealed in the data?
- b) What factors might contribute to any significant differences from the College averages? See attachment.

*The number of our students receiving degrees is increasing, for example.*

5. Are there any data or factors (e.g. integration of technology; college, district, or state expectation or mandates) concerning staffing in the program, that suggest a need for increasing or decreasing program staff (e.g. permanent and associate FTE, permanent and hourly classified staffing or administrative staffing)?

*We are more directly involved in serving special populations and new students such as those at the off-site locations, the AJ academy, our distance learning students and through our various high school endeavors: Early Admissions, Middle College, Concurrent Enrollment etc. the more complex functions of Datatel require staff to have more complex problem solving, critical thinking, and communication skills not necessarily reflected in current job descriptions. Our 12 month, multiple session and extensive service hours have us struggling to provide adequate coverage. We have requested positions through the District classified staff position request process. We also need to implement a more thorough training and documentation process to make sure that the stream of hourly staff are adequately prepared to serve the public. This is on-going and a need reaching critical proportions to have a trained FT/PT staff meeting more complex student and institutional needs.*

### **C. STUDENT LEARNING OUTCOMES (ANALYSIS AND RESPONSE)**

1. Considering any program level Student Learning Outcomes that have been developed:

- a) What relevant findings have been derived through the SLO assessment process?
- b) What changes have been implemented, or are planned, based on the findings since the last program review?
- c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

**NOTE: Please contact LeAnn McGinley (741-2402), Assessment Coordinator, with any questions concerning SLOs.**

*N/A We will begin working on this during the Spring 2008 semester.*

## D. EXTERNAL INFLUENCES SECTION (ANALYSIS AND RESPONSE)

1. If applicable, considering the effect of external influences on the program's purposes and goals:
  - a) How do accreditation requirements, government regulations, advisory boards, labor market demand, transfer institution articulations or other external factors affect the program?
  - b) How might these influences form the basis for an action, objective, or request for resources?

*New rules or regulations that get updated through Title V have influenced our program and will continue to do so. We need to re-form a structured Academic Appeals Committee to address redress needs of students as outlined in the college Catalog. The Accreditation standards reference Records security and FERPA information. As mentioned previously, we need to enhance the physical security of certain records and the actual Records space. It has been determined that our on-line security for Records is adequate but continual training and review is needed to remind staff of the importance of this aspect of the college.*

*We will be requesting funds for increased scanning capacity to work towards that secured process more thoroughly integrated into our activities. We will also do a building review to see how to better protect our staff and keep the physical space more accessible yet secure. We also want to augment our lobby design to have amore adequate and secure place for students to do electronic transactions. This is a minimal augmentation to meet student expectations so they can do the transactions we expect them to.*

## E. STUDENT FACTORS SECTION (ANALYSIS AND RESPONSE)

1. What program changes or initiatives has the program implemented since the last program review to meet the needs of its student population?

*We have upgraded the Student Data System to R18. This will allow us to use more current technology for the purpose of applying, registering, paying fees, unofficial transcripts. We need to continually upgrade our web pages providing clearer and better access to information. This clearly impacts the student experience. We have forms on line and updated the Concurrent Enrollment information. We have improved - to some extent – our lobby 'look' (phase 1) and have a new front door which has been a terrific improvement in look and feel.*

## F. SUMMARY AND CONCLUSIONS SECTION:

1. General conclusions and summary statement.

*Each year we try to improve our services to students by using the latest technology available. As technology improves, so does the expertise of our staff to help serve our students better.*

2. Program Strengths:

*Our staff is made up of many years of service and knowledge. We also have new staff who bring in fresh new ideas and suggestions. We participate in various college committees impacting student experiences so the viewpoint of the A&R staff has a voice. We are leaders in the integration of Datatel and are frequently consulted by others throughout the staff and district to problem solve various issues. We work on new applications (on-line parking and also working towards issuing our own degrees in the near future)*

3. Program Challenges:

*We have to work together as a team for the good of the students. The cycles of activity and the year round school schedule combined with staffing levels has impacted morale and staff stress. On-going training and documentation needs should be addressed. We have to be more responsive and prepared to serve new populations with new needs and expectations. We need to become more technologically adept and 'invent' new systems to enhance our capabilities on meeting student needs and certainly their expectations.*

**G. ACTIONS AND OBJECTIVES SECTION**

Based on the foregoing analyses and findings in Sections A. through F., what are the program's intended actions or objectives for the next three years?

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- *Re-organize A&R with upgrades job descriptions and roles that support new and emerging functions*
- *Keep upgrading our physical space with the emphasis on security, ease of use, student centered usage, all part of a positive looking workplace.*
- *Adding to the A&R web pages: forms, processes, and access*
- *Ability to 'do' our own degrees allowing us more flexibility for students*
- *Work with tech staff and Dean, matriculation, and IS to have more ease of use for basic student functions in the Application and registration process.*

**Timelines**

Over the next three years, what are the program's timelines (in terms of predicted initiation and completion dates) for the stated actions or objectives?

*As resources allow, we will work on these as we can. The r-organization objective has been started collaboratively with Mission College.*

Which of these actions or objectives would be initiated and completed within the coming year, given adequate resources?

*A critical need and priority is to address the staff and training needs. Our need to augment the A&R Building technology needs is also acute and a priority for 07-08.*

**H. RESOURCE REQUESTS 2006-2007**

1. Please indicate if any of the resource requests identified in the previous program review were funded through one or more of the various WVMCCD resource allocation processes that were available in 06 – 07 (e.g. FTE allocation, classified staff, one time funding, budget augmentation, facilities, Land Corporation):

Please complete the following table (leave blank if the answer is not applicable):

	FUNDED by WVMCCD?
Full-time faculty FTE: <i>N/A</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Associate faculty FTE: <i>N/A</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Classified Staff FTE: <i>(Filled Student Services Tech position (switchboard))</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Partially

Classified Hourly (in dollars): <i>No additional dollars but did receive same budget as 06-07 for the current year</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Administrative Staff FTE: <i>N/A</i>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Partially
Facilities (brief narrative description): <i>We did get a new front door (YEA!!) and also paint for the A&amp;R areas</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Partially
Equipment (brief narrative description with estimated total cost): <i>We did receive some additional funds for staff computer upgrades (matched by own funds)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Partially
Supplies (brief narrative description with estimated total cost):	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Staff Development (brief narrative description): <i>Our staff has participated in the district Leadership Development Academy monthly sessions. Conferences and group activities have been funded through our own resources to date.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Other (please specify):	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
<p>2. What have you been able to accomplish as a result of the resource obtained?            (e.g. improved retention success and persistence, improved equity, new SLOs, higher enrollment, new online or satellite campus classes....)</p> <p>We have a door that works and locks and our physical space is much improved. We have a ways to go.</p> <p>NOTE: The Program Review Committee realizes that in some cases, accomplishments and changes resulting from resource acquisition are too recent to be measurable. The current Program Review process is only one year old. Future reviews of funding requests will focus on accomplishments and change occurring over a two-year period.</p> <p><i>Click once here and type your response</i></p>	

**I. RESOURCE REQUESTS 2007-2008**

**Please complete the following table (leave blank if the answer is zero or none):**

Full-time faculty FTE

Associate faculty FTE

Classified Staff FTE: *1FTE: additional position between Records and Admissions to add to serving our new populations and allow us to be more visible at on and off campus sites.*

Classified Hourly (in dollars): *\$15,000 (to also cover some of the staffing needed for scanning backlog of records.*

Administrative Staff FTE:

Facilities (brief narrative description): *\$25,000 (further safety and design needs) More may be needed for additional safety and security needs; also any building re-design plans will need major resources to enhance function and access.*

Equipment (brief narrative description with estimated total cost): *Student computer bank in lobby (approx \$14,000).*

Supplies (brief narrative description with estimated total cost): *Scanning license and annual maintenance – cost varies depending on enrollment and needs.*

Staff Development (brief narrative description): *managerial and supervisor training , staff training on Datatel and web development, communication skills including intercultural, stress management, safety and emergency prep including 1<sup>st</sup> Aid/CPR*

Other: *Multimedia resources for posters etc,*

When completed, please save your file and e-mail (using the File: Send To menu) to [tanya\\_hanton@westvalley.edu](mailto:tanya_hanton@westvalley.edu)