

Annual Program Plan/Review Assessment
Student Services Planning Committee

PROGRAM/OFFICE: ORIENTATION, ASSESSMENT AND REGISTRATION

#	Section	Feedback	Response
0	Executive Summary	<ol style="list-style-type: none"> 1. Summary is missing an overview of the challenges and action plans 2. Suggest adding the number of students served, new initiatives, and planned initiatives 3. Provide more details on program development for seamless process 4. Is this process helping students to set education and career goals? 5. Should challenges be included in the executive summary? 6. Would suggest that summary include numbers of students served, new initiatives and planned initiatives 	<ol style="list-style-type: none"> 1. Our team was using the previous program review template. Will revised this area 2. Good suggestions – Information is located elsewhere in the document. Will revise 3. Good suggestion 4. Yes – Students are asked to select a goal during orientation as this is mandated through SSSP 5. Yes – Will add the challenges to this area 6. Good suggestion – Will add the number of students served, new initiatives and planned initiatives to this area
1	Mission (Program Context)	<ol style="list-style-type: none"> 1. Good 2. Nicely written, clear and concise 	<ol style="list-style-type: none"> 1. Thanks 2. Thanks
2	Program Description (Program Context)	<ol style="list-style-type: none"> 1. New Pipeline data would be good to include 2. Nice clear concise table 3. Really like the flow chart. What % of new students attend orientation? 4. Nice to see the numbers of students served. It's hard to read the graphic. 5. Like the concept of having a visual here to describe the program 6. What was the average wait time for drop-in 7. Really like the flow chart. Approximately, what % of new students attend orientation? 	<ol style="list-style-type: none"> 1. We just received the new data and will do a comparison of the numbers 2. Thanks 3. We just received the new data and will do a comparison of the numbers 4. Noted 5. Thanks 6. Sample wait times for Fall 2016 August 19, 2016 Number of Students: 25 Average Waiting Time: 14 Minutes Shortest Waiting Time: 1 Minute Longest Waiting Time: 51 Minutes

			<p>August 22, 2016 Number of Students: 68 Average Waiting Time: 28 Minutes Shortest Waiting Time: 0 Minutes Longest Waiting Time: 1 Hour, 4 Minutes Source: SARS Counseling Grid</p> <p>7. We just received the new data and will do a comparison of the numbers</p>
3	Community and Labor Needs (Program Context)	1.	1.
4	Major Accomplishment (Looking back)	<ol style="list-style-type: none"> 1. Excellent Overview of Accomplishments 2. Describe the impact of hiring the OAI 3. Great accomplishments – Are there others specific to registration? 4. Add information about hiring new OAI 5. How long does the hands on training session for teaching a student vital online college resources take? 6. Are the trainings as needed or are they regularly scheduled? 7. Are you able to see when students finish the online orientation? How long does the in person vs the online orientation take? 8. Lots of accomplishments 9. Great job. Clearly have an impact on student success 10. Very impressive result for new student orientation 99% satisfaction 11. Probably should add Steven to this part and its impact 12. Great accomplishments 13. Are there others specific to registration 	<ol style="list-style-type: none"> 1. Thanks 2. Looking back, OAI had not been hired 3. Out of sample group of students 94% of students registered in either Summer and/or Fall, We are heavily involved in Proactive Registration which reaches out to basic skills students encouraging them to take advantage of priority registration, students now receive emails reminding them of their appointment and if they miss their date a reminder is sent reminding them to register and BANNER XE is coming in Fall which will give registration a brand new look and feel 4. Looking back, OAI had not been hired 5. 30 to 40 minutes which is the second part of orientation 6. Trainings are regularly scheduled during the second half of orientation 7. Not at this time. Students notify us when they are done. In-person orientation is a max of 1.5 hours including the hands on training and the online is self-pased 8. Thanks 9. Thanks 10. Thanks 11. Looking back, OAI had not been hired 12. Thanks 13. Out of sample group of students 94% of students registered in either Summer and/or Fall, we are heavily involved in Proactive Registration which reaches out to basic skills

			students encouraging them to take advantage of priority registration, students now receive emails reminding them of their appointment and if they miss their date a reminder is sent reminding them to register and BANNER XE is coming in Fall which will give registration a brand new look and feel
5	Impact of Resource Allocations (Looking back)	1. Add information regarding how the hiring of the new OAll impacted how we serve new students	1. Looking back, OAll had not been hired
6 A	State of the Program - Observation	<ol style="list-style-type: none"> 1. Great information on Proactive Registration 2. Great job responding to the delay in common assessment. Could we have done anything differently looking back? 3. Has the on-line orientation increased the number of students attending orientation? 4. Great data 5. Clear and easy to read tables 6. Add a strength like: Outstanding customer service consistently delivering acute and timely information vital to student success and retention 7. The 1st and 2nd challenges seem like goals rather than challenges 8. Thank you for all the wonderful work that your team has done in helping students transition to our college smoothly 9. Has the online orientation increased the number of students attending orientation? 	<ol style="list-style-type: none"> 1. Thank you 2. Unfortunately not, the process has been state driven. 3. Yes – From October 2016 to now we had 1903 orientations started and 526 completed. The majority of students continue to use the in-person option 4. Thanks 5. Thanks 6. Great suggestion 7. Will reword the challenges 8. Thanks 9. Yes – From October 2016 to now we had 1903 orientations started and 526 completed. The majority of students continue to use the in-person option
6 B	State of the Program - Evaluation	<ol style="list-style-type: none"> 1. Excellent strategies to implement changes for improvement 2. Very thoughtful list of possible program changes 3. Can we use online orientation for off campus sites? 4. Do we have staffing to provide orientation for off campus sites? 5. You say that an improvement to your program would be to offer on-line orientation sessions throughout the registration period. Are 	<ol style="list-style-type: none"> 1. Thanks 2. Thanks 3. Yes – Currently available on Websmart 4. Yes – Just started offering this service 5. No – The on-line orientation is available all year round 6. Noted 7. Thanks 8. Thanks

		<p>students only able to take the online orientation during specific dates and times?</p> <ol style="list-style-type: none"> 6. Perhaps aligning the changes to address corresponding challenges 7. Great 8. Very thoughtful list of possible changes 	
7 A	Current Service Area Outcomes (SAOs) Assessment and Student Learning Outcomes (SLOs) Assessment	<ol style="list-style-type: none"> 1. Updated pipeline data will be interesting to review to see if there is an improvement 2. New student orientation satisfaction survey seems like an SLO. 3. New student orientation satisfaction survey seems like an SLO 	<ol style="list-style-type: none"> 1. Noted – Information just released, will need to do a comparison 2. Will revise wording 3. Will revise wording
7 B	SAO Assessment Plan	<ol style="list-style-type: none"> 1. Excellent SAO assessment plan 2. Straightforward 	<ol style="list-style-type: none"> 1. Thanks 2. Thanks
7 C	SAO Assessment Results and Impact	<ol style="list-style-type: none"> 1. Excellent SAO assessment and results 2. 99% !!!!! 3. Excellent results 4. Great chart showing satisfactory survey numbers! 5. Excellent results 	<ol style="list-style-type: none"> 1. Thanks 2. Thanks 3. Thanks 4. Thanks 5. Thanks
7 D	SLO Assessment Plan	<ol style="list-style-type: none"> 1. 	<ol style="list-style-type: none"> 1.
7 E	SLO Assessment Results and Impact	<ol style="list-style-type: none"> 1. 100% !!!!! 2. It's great to see the SLO Orientation Report data 3. Wonderful Graph 4. Really great efforts with orientation and student awareness 	<ol style="list-style-type: none"> 1. Thanks 2. Thanks 3. Thanks 4. Thanks
7 F	SAOs and SLOs for the Next Review Cycle	<ol style="list-style-type: none"> 1. Nice clearly laid out table! 2. Very detailed 3. Great work! 	<ol style="list-style-type: none"> 1. Thanks 2. Thanks 3. Thanks 4. Good suggestion

		<ol style="list-style-type: none"> 4. Include the text message to remind students about registration. Students seem to respond well with texts. 5. Clear and concise. Well done! 	<ol style="list-style-type: none"> 5. Thanks
8	Equipment, technology, and facilities requests	<ol style="list-style-type: none"> 1. Funding for PEP and Hourly Staff will need to be requested in the 2017-2018 budget planning. More details may need to be provided 2. Clear information on the need for registration "Hourly" and resources for PEP 3. Clear information on the need for registration "Hourly" and resources for PEP 	<ol style="list-style-type: none"> 1. Team will be put forward request next budget cycle 2. Thanks 3. Thanks
9	Strategic Action plans	<ol style="list-style-type: none"> 1. 	<ol style="list-style-type: none"> 1.

Overall Commendations:

1. Excellent Program Review. Major accomplishments are well documented and program improvements are specific and student centered. The list of accomplishments by Counseling was very impressive. I'm happy to see that students are seeing a great benefit from the resources you received. I particularly like that evening counseling hours can be offered since there a lot of evening students and they sometimes have a hard time getting support they need.
2. I just want to comment that I strongly believe highlighting both the DRC and PCC during the orientation process as you've done for some time now has contributed to our growth in both of those programs and more importantly has worked towards destigmatizing disability and mental health services on our campus. Thank you for all that you do!
3. Perhaps more information specific to the registration component.
4. As usual the services provided by the Welcome Center, Orientation and Assessment/Placement Services and Registration have been vital to start our students on the right path to academic success. It's good to see that methods to streamline things such as registration are being provided to students. I'm sure they appreciate it as starting a college career or returning to school can be stressful enough as it is. Great job!
5. Clear and concise Program Review. This was easy to follow and understand. Wonderful graphics illustrated key take-aways. I really appreciated reading sections 9-14.
6. Very impressive accomplishments. Your department is essential to the student success. Thank you for all the wonderful work!
7. Provided a comprehensive look at accomplishments and goals

Overall Recommendations:

1. The Application to Registration pipeline data could strengthen your program evaluation. It is possible to request this data in early February so that it can be included in your next program review.
2. Clearer identification of challenges and strategies to overcome them. I also feel that there are more accomplishments than what you give yourself credit for in this report.
3. The only suggestion is to utilize the text message to remind students about their registration.
4. Perhaps more information specific to the registration component

Overall Program Effectiveness:

1. Highly effective
2. Highly effective
3. Highly effective
4. Highly effective
5. Highly effective
6. Highly effective
7. Highly effective