

2018-2019 Program Review Cycle



Student Services Programs

CAN Program Review (Student Services) - Assessment, Orientation, & Registration (Odd Year)

Program Review Narratives

2018-2019

Student Services Program Review (SSPR)

Lead Contact Person: Ruth Miller ** Please see the entire Program Review Document under #1 related documents *****

Writing Team: Jeanne Stalker, Steven Soler and Vivien Huynh

Executive Summary

0. Executive Summary: The Cañada College Welcome Center, Orientation and Assessment/Placement Services and Admission & Records/Registration continue to work together to making the admissions process welcoming, understandable and seamless for our students.

Our program continues to strive for excellence and we are continually complimented on the excellent customer service we provide.

Program Context

1. Mission: The Welcome Center, Orientation and Assessment/Placement Services and Registration provides the gateway to each student's participation and utilization of the Cañada College matriculation services. The process provides personal support and information to students as they begin their journey towards their educational and/or career goals.

2. Program Description: The Welcome Center, Orientation and Assessment/Placement Services and the Admissions and Records/Registration Program clearly and concisely communicates the matriculation processes and procedures. The Program includes college application, orientation, assessment/placement by computerized testing or multiple measures, academic counseling, and class registration. We provide hands-on computer and website resource support for students. Our annual student contacts are:

***** Click on chart #2 under related documents below that shows the number of students served in our program for the calendar year 2017 *****

The Welcome Center, Orientation and Assessment/Placement Services and the Admissions and Records/Registration Program provides the core elements of the matriculation elements required by SSSP as shown in the chart below.

***** Click on flow chart #3 below under related documents *****

3. Community & Labor Needs: Not Applicable

4. Equity & Access: The Orientation, Assessment and Registration team ensures that students are treated fairly and given the same opportunities through our personalized matriculation services. We've developed a supportive environment which fosters a positive experience for all.

Looking Back

4. Major Accomplishments: Orientation and Assessment staff implemented the following:

Continued to offer a streamlined New Student Orientation presentation with a continued high satisfaction rate of 100%

Institutionalized the use of high school transcripts for placement into college courses

Continued proactive support for students by providing a consistent schedule for New Student Orientations. The schedule

includes day, evening, weekends and some sessions offered in Spanish. Each student is called the day before to confirm attendance

Implemented several orientation sessions at our feeder high schools and adult schools

Continue to update the New Student Handbook with step-by-step instructions for using Online Resources, Registration and information regarding college programs and policies. The size of the handbook was enlarged to be more user friendly

Obtained transportation for feeder high school PEP sessions offered on campus. While we are proud to be able to provide this service, it has been a challenge to come up with the funding. So, moving forward we would like to have funding secured through an augmentation in our budget in order to continue this service in future years

5. Impact of Resource Applications: Not Applicable

Current State of the Program

6A. State of the Program - Observation: Strengths:

Face-to-face support at the Welcome Center and at the lobby computers for all aspects of the application, orientation, assessment, class registration, fee payment, financial aid, and scheduling of Counseling appointment for initial and comprehensive SEP

Experienced, knowledgeable and resourceful staff

Continued use of multiple measures for course placement which remove barriers for students

Provided additional PEP and Orientations sessions at feeder high schools and adult schools

Comprehensive and concise Orientation sessions

Informative New Student Handbook with a directory of Student Support Programs and Services

Collaborated with the Promise Program for PEP and orientation sessions

Participated in the Proactive Registration event for basic skills students. The following charts provides the data for the most recent Proactive Registration event:

***** Click on chart #4 below under related documents which contain the most current data on Proactive Registration *****

Opportunities:

The retention specialist will continue intrusive student follow-up for missed appointments which include Orientation, Assessment and Academic Counseling areas. Staff will contact each student to set up a second 30-minute appointment with a counselor to create a comprehensive student education plan with referral to appropriate campus SSSP services

Retention specialist will assist Welcome Center staff when additional support is needed

To enhance our outreach efforts we recently added the question "How did you hear about Cañada College" to our satisfaction survey

Challenges:

Ensure students complete the following matriculation components; Orientation, Assessment, and Counseling to enhance outreach efforts.

Ensure students complete class registration in a timely manner to follow their SEP

To increase the number of students that take advantage of their priority registration. Below are the numbers of students that took advantage of Priority Registration for 2017 and 2018:

***** Click on chart #5 below under related documents that shows the number of students that took advantage of their priority registration *****

Due to the constant changes with Assessment/Placement and the implementation of AB705 we've had to test various instrument methods to provide placement services for our students.

Our team is in the process of implementing BANNER 9 which may be challenging given the upcoming registration time lines.

Ongoing construction on all floors of Building 9

Limited space availability due to major office moves

Condensed timeline for Program Review, moving due date from the end of February to the beginning of November

With the development of Guided Pathways, which includes on going meetings and potential changes to our existing processes, this could result in major changes to our existing services

Need consistent funding to ensure that we can continue to offer the same quality of service for our PEP sessions

6B. State of the Program - Evaluation: Accomplishments:

Cañada developed and implemented new assessment/placement options. IE: MMAP, Guided Self Placement, Self Guided Placement and Accuplacer and ALEKSPPL computerized testing instruments

Revised resource presentation from PowerPoint presentation to an interactive hands-on demonstration of the Website, WebSMART, WebACCESS, Canvas and WebSCHEDULE

Provided an explanation to each student completing the Math, English and/or ESL assessment/placement test about their Cañada College class placement, explaining which classes are remedial, basic skills level, college-level and/or transferrable to a four-year college. This follows each assessment session including all math and word jams

Provided additional Middle College only testing sessions on Saturdays through February and March

Staff provided excellent customer via phone, in-person and email to approximately 20,000 student, staff and public contacts

The implementation of SARS Anywhere has allowed us to make counseling appointments at all off site events

Added Technology Resources (WebSMART, CANVAS and Web Schedule and Catalog) workshops for CBET, ESL and Adult Schools on and off campus

Have implemented a workflow process for the Concurrent Students which streamlines the registration process for the students and staff

Possible changes to improve program in the future:

Offer additional Saturday PEP sessions for incoming high school seniors

Continue to expand in-person orientations at the feeder high schools

Utilize retention specialist to provide follow up services after completing their orientation session ensuring that the student registers for their courses

Will request permanent funding for transportation, meals and supplies for the students attending PEP sessions

Expanded training sessions for the implementation of BANNER 9

7A. Current SAOs & SLOs: SAO 2017-18

1. Maintain our high level student satisfaction of the Cañada College Orientation, Assessment and Registration Program after attending the Orientation session

SLO 2017-18

1. Students will improve their knowledge of SSSP campus and online resources, showing improvement from the New Student Orientation Pre-Survey to the New Student Orientation Post-Survey by a 10% increase in knowledge
2. Students will understand that they are able to register for Summer and/or Fall classes following the Summer and/or Fall New Student Orientation

7B. SAO Assessment Plan: 1) At the end of each Orientation students complete a New Student Orientation Satisfaction Survey. Suggestions are collected from the survey and are implemented for future orientations.

***** Click on the Spring 2019 Orientation Satisfaction Survey, #6 below under related documents *****

7C. SAO Assessment Results & Impact: 1) From the sampled selection of students who completed the satisfaction survey 100% of the students responded positively.

***** Click on Graph #7 below under related documents which shows the 2018 Satisfaction Survey *****

- 2) From the sampled selection of students who completed orientation, assessment and counseling, 94% of the students registered for either Summer and/or Fall classes.

***** Click on Graph #8 below under related documents which shows the Summer/Fall 2018 Registered Students *****

What are some improvements that have been, or can be, implemented as a result of SAO Assessment?

Utilize our Counseling Retention Specialist to provide Check in/Follow up services for new and returning students to ensure their successful registration

Continue to remind students to register ASAP upon development of their SEP

7D. SLO Assessment Plan: Staff administers a pre and post-survey to measure the New Student Orientation attendees' increase of knowledge in the following areas:

***** Click on the New Student Orientation Pre-Survey Spring 2019, #9 attachment below under related documents *****

7E. SLO Assessment Results & Impact: ***** Click on graph #10 below under related documents for the Student Learning Outcomes *****

Looking Ahead

7F. SAOs & SLOs for the Next Review Cycle: ***** Click on graphs #11 and 12 below under related documents for the 18-19 SAO's *****

Looking ahead the Orientation, Assessment and Registration Team would like to remain as a team with the addition of the Application component.

9. Program Improvement Initiatives: Admissions and Records would like to request hourly personnel for peak periods to assist the staff with phones and counter to better assist our students.

Program Review Narrative Status: Complete

Related Documents:

[11 - SAO.pdf](#)

[12 - SAO.pdf](#)

[13 - All Equipment needed.pdf](#)

[02 - Students Served for Calendar Year 2017.pdf](#)

[05 - Students that took advantage of Priority Registration.pdf](#)

[07 - Satisfactory Survey 2018.pdf](#)

[08 - Summer and Fall 2018 Registered Students.pdf](#)

[09 - New Student Orientation Pre-Survey.pdf](#)

[10 - Student Learning Outcome Orientation Report.pdf](#)

[06 - Orientation Satisfaction Survey.pdf](#)

[03 - Orientation, Assessment Placement and Registration Program.pdf](#)

[04 - Proactive Registration.pdf](#)

[01 - Program Review Orientation Assessment Registration_October 1st 0226.pdf](#)

Objective: Improve the student experience

The Orientation, Assessment and Registration team would like to improve the student experience by being able to serve students in locations away from the office and at off campus location and to be able to serve students in a more timely manner.

Objective Status: 1 - New (PR)

Objective Year: 2019-2020

Estimated Start Date: 01/01/2019

Estimated Completion Date: 12/31/2019

Please select the college goals with which this objective aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Please select the district goals with which this objective aligns.: District Goal #1 - Develop and Strengthen Educational Offerings, Interventions, and Support Programs that Increase Student Access & Success

Action Plans

2018-2019 - Admissions and Records will speak with the Vice President of Student Services in regards to our needs to meet our objective. If in agreement, Admissions and Records will research vendors and prices for a new color printer and a laptop. (Active)

Who's Responsible for Completing this Action Plan?: Ruth Miller/Registrar

Estimated Completion Date: 12/31/2019

2018-2019 - 1) For printer and lap top, we will speak with the Dean of Counseling. If approved, we will research the costs and vendors.
2) For transportation, we will speak with the Dean of Counseling. If approved, we will reach out to the Sequoia Union High School Transportation Department to coordinate services.
3) For food, we will speak with the Dean of Counseling. If approved, we will reach out to local vendors to negotiate the best prices.
4) For miscellaneous supplies, we will speak with the Dean of Counseling. If approved, we will proceed with ordering materials and giveaways for students.
5) For printed materials and fliers, we will speak with the Dean of Counseling. If approved, we will develop documents and have them duplicated. (Active)

Who's Responsible for Completing this Action Plan?: Jeanne Stalker

Estimated Completion Date: 12/31/2019

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Resource Requests

Color Printer

HP Color LaserJet

Enterprise MFP

M577dn - Needed for color materials for the Welcome Center, Orientation, Assessment/Placement and the Counseling Division

Type of Resource: Supplies (Items less than \$5000)

Cost: 1648

Dell Bundle

Latitude 7490

Laptop - Lap top to be used for conferences, workshops, meetings, offsite SARS appointment scheduling and other events and the bi-annual pro-active registration events.

Type of Resource: Supplies (Items less than \$5000)

Cost: 1500

Dell Latitude 7490 i5 Lap Top

Dell Contract Code: WN03AGW - Need lap top to better serve students on and off campus.

Type of Resource: Supplies (Items less than \$5000)

Cost: 1500

Food for PEP - PEP sessions can last up to five hours, so we would like to provide students with snacks and/or meals. The food has previously been provided by BFAT dollars and that funding is no longer available.

Type of Resource: Other

Cost: 1500

Funds for Duplicating - To cover informational handouts and fliers for various programs and services.

Type of Resource: Other

Cost: 500

Hourly budget - To assist during the registration peak times with the following services:

Answer phones

Assist with counter

Assist with scanning

Assist as needed by A&R staff

Type of Resource: Other

Cost: 12000

HP Color LaserJet Printer Enterprise MFP M577

p/n B5L46a #BGJ (300003835) - To better serve student in a more expedient way.

Type of Resource: Supplies (Items less than \$5000)

Cost: 1648

Supplies for PEP - We would like to request recruiting materials and give a ways for students as does CSM and Skyline.

Type of Resource: Other

Cost: 1500

Transportation and mileage for PEP/Orientation sessions - To provide transportation to and from our feeder high schools for our day time PEP events. This request includes the bus and driver for on campus events. Mileage is for off campus events at our feeder high schools and adult schools.

Type of Resource: Other

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Cost: 2500