

# LMC Program Review Year 3 Update 2019-2020

## Student Services Units Admissions & Records

### Introduction

In 2017-2018, all departments/programs completed a Comprehensive Program Review (CPR), in which goals were set for the 2017-2022 program years. Los Medanos College (College) is now in year three of a five-year review cycle. New to this program review cycle is the passage of the State's *Vision for Success* plan which establishes system-wide goals that can only be attained by each department contributing to college-level goals aligned with the state plan. Toward that end, the *Contra Costa Community College District Strategic Plan (CCCD Strategic Plan)* adopted by the Governing Board at its June 2019, meeting, aligns with the *Vision for Success* and plans are underway to ensure that the *Los Medanos College Educational Master Plan (LMC EMP)* also supports college and state goals. The intent is to direct College efforts toward a singular and coordinated set of goals.

The *Vision for Success* directs each college to increase degree and certificate completion and increase student transfers, improve time to completion, increase job placement in field of study, narrow achievement gaps and establishes targeted goals in five primary areas as follows:

**GOAL #1** Increase by 20 percent the number of CCC students annually who acquire associate degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.

**GOAL #2** Increase by 35 percent the number of CCC students' system-wide transferring annually to a UC or CSU.

**GOAL #3** Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure

**GOAL #4** Increase the percent of exiting CTE students who report being employed in their field of study, from the most recent statewide average of 69 percent to an improved rate of 76 percent—the average among the quintile of colleges showing the strongest performance on this measure in the most recent administration of the CTE Outcomes Survey.

**GOAL #5** Reduce equity gaps across all of the above measure through faster improvements among traditionally underrepresented groups as identified by the college.

The College can only meet its local and state goals with the contribution of each department’s efforts. As noted, the intent is to direct College efforts towards a singular and coordinated set of goals to garner greater efficiencies and avoid duplication of effort.

Identified timeline for Student Services Program Review:

Date	Program Review Update Component
<b>June-August</b>	Data compilation (data will be collected by fiscal year: July 1-June 30 the following year), assessment review and evaluation, start writing draft of program review
<b>November 15</b>	First draft due. Engage in a peer review process with SSLT.
<b>December 15</b>	Second draft due to direct supervisors.
<b>January 15</b>	Finalize program review with direct supervisor.
<b>February 1</b>	Submit to VPSS
<b>February 13</b>	Final Submission to Planning Committee

## 1. Overview

- a. Include essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission.

The **Admissions & Records Office** staff strive to provide quality and efficient services to students, faculty and community members. By focusing on student learning and success, we aim to help students build their abilities and competencies as lifelong learners.

- b. Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.

Admissions & Records serves as a hub due to its high level of engagement with students, staff, and faculty. These relationships and interactions provide mutual support and collaboration with the ultimate goal of supporting student success. Below are some examples:

- Financial Aid and Admissions & Records tend to have a high number of shared students going back and forth to address issues such as, declaring a major and fee waiver reinstatements. As a result, processes have been streamlined and timelines outlined in an effort to decrease the need for students to go back and forth between the two departments.
- The Veterans Resource Center was until recently under the direction of the Admissions & Records department. During this time Admissions worked closely with Disability Programs & Services (DSPS) in an effort to provide Veteran students with dedicated academic counseling.

- c. Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program, or administrative unit provides.

State mandates and the change in the funding formula for the college continue to have an ongoing on the Admissions and Records Office. Additionally, the passage of SB1440 which essentially calls for better accountability and success at all community colleges. At its

foundation, student success is measured by degree completion, certificate, and/or transfer. It is imperative that we evaluate the current roles, practices, and identify gaps in the process for processing and evaluating critical documents in a timely manner.

The department performs at a level relative to its current staffing structure. The department works together to ensure that work is completed timely, with a high level of customer service, work with management to solve problems. There is an understanding of the critical need for an evaluation and improvement plan for current and future office processes.

- d. Describe current level of staff, including full-time and part time faculty/staff and other categories of employment.

There is currently a vacancy in role of Director, Admissions & Records. It has been a challenge to fill the role, and at this time the department is being overseen by the VP of Student Services. The college is currently in recruitment for a **Sr. Admissions & Records**

**Assistant and an Admissions & Records Assistant I.**

Currently we have the following staff:

Pittsburg Campus

1 FTE Lead Admissions & Records Assistant

1 Transcript Audit Specialist

2 Senior Admissions & Records Assistant

1 Admissions & Records Assistant I/II

Brentwood Campus

1 FTE Lead Admissions & Records Assistant

2 Admissions & Records Assistant I/II

- e. How does your department ensure that students are aware of learning support outcomes?

The Admissions & Records website continues to be the central resource location for student/faculty/staff. The department is aware that a more concentrated effort can be made to inform students of learning support outcomes. For this reason, the department is evaluating its materials to enhance and support awareness of Admissions & Records Learning Support Outcomes.

## 2. Engagement

- a. Discuss how faculty and staff have engaged in institutional efforts, such as committees, presentations, and departmental activities.

The Admissions & Records department engage in various campus and districtwide committees, such as, Districtwide Process Expert Teams and LMC Curriculum Committee. Additionally, there is engagement in the following:

- Their role in supporting professional development and orientations for new and returning faculty are offered each semester and by request.
- The department has participated in design team meetings as LMC strives to implement the Guided Pathways framework and Strategic Enrollment Management (SEM). Input from the department are important in the development of recommendations and identifying practices to support collegewide priorities, which include strategic enrollment planning and implementation of Guided Pathways.

- b. Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

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Below are some examples:

- Financial Aid and Admissions & Records tend to have a high number of shared students going back and forth to address issues such as, declaring a major and fee waiver reinstatements. As a result, processes have been streamlined and timelines outlined in an effort to decrease the need for students to go back and forth between the two departments.

- The Veterans Resource Center was until recently under the direction of the Admissions & Records department. During this time Admissions worked closely with Disability Programs & Services (DSPS) in an effort to provide Veteran students with dedicated academic counseling.
- c. Discuss how part-time/temporary employees (students, classified professionals, and adjunct faculty) are included in departmental training, discussions, and decision- making.
- During this period of transition, current leadership has been working on strengthening communication through a consistent meeting schedule and with the support of technology. Additionally, email communications to the Admissions & Records department are now inclusive of hourly staff and Brentwood campus employees.
- d. **IF APPLICABLE:** Please provide an Advisory Board Update and Analysis. Include dates of Advisory Board meetings in 2018-2019, and those completed or planned in 2019-2020.

### 3. Setting Vision for Success Goals for 2021-22

Please align your goals from Comprehensive Program Review goals with the accreditation and Vision for Success indicators below. Summarize your program’s strategies to increase success for populations identified in LMC’s Equity Plan: African American students, foster/former foster youth, low income students, and students in DSPS.

The Admissions & Records Office has experienced much uncertainty in the last year due to lack of consistent leadership. This has been a result of unsuccessful recruitments for A&R Supervisor and then the A&R Director when it was determined the director role would better address the needs of the department. New initiatives and regulations while promoting a positive change for our students, also require Admissions & Records to reevaluate current practices and develop new procedures in an effort to provide a high level of service to our students. The goals identified below are inclusive of the following:

- Recruit key vacancies within the department: Director, Sr. Admissions & Records Assistant, and Admissions & Records Assistant I.
- Evaluate and potentially restructure departmental roles and responsibilities in order to ensure areas needing more support, such as, transcript evaluations, residency, and nursing applications, are prioritized accordingly.

Link to LMC Equity Plan: <https://www.losmedanos.edu/equity/plan.aspx>

INDICATOR	COMPREHENSIVE PROGRAM REVIEW GOALS	SS GUIDING PRINCIPLES	MEASURE	STATUS	ACTION STEPS	TIMELINE	RESPONSIBLE PARTIES
<b>VFS1:</b> Increase by 20 percent the number of CCC students annually who acquire associate degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.	Provide adequate staffing sufficient to support the functions of the department, such as transcript evaluation and degree awarding.	Student Engagement and Success	Department Statistical Reports by semester.	<input type="checkbox"/> Abandoned <input type="checkbox"/> In Progress <input type="checkbox"/> Completed <input checked="" type="checkbox"/> New/Revised Goal	<ul style="list-style-type: none"> <li>• Positions are currently in recruitment.</li> <li>• Roles and responsibilities will need to be evaluated and reassigned as needed.</li> <li>• Review baseline reports for a starting point and then by semester for the next 3 years.</li> </ul>	FA 2020 SP 2021	VPSS & Human Resources

<p><b>VFS5:</b> Reduce equity gaps across all of the above measures through faster improvements among traditionally underrepresented groups as identified by the college.</p>	<p>Grow and develop programming for veterans and the Veterans Resource Center.</p>		<p>Successful recruitment of a Program Coordinator. Increase in the number of Student Veterans served to 346.</p>	<p><input type="checkbox"/> Abandoned  <input type="checkbox"/> In Progress  <input checked="" type="checkbox"/> Completed  <input type="checkbox"/> New Goal</p>	<p>Oversight of the Veterans Resource Center has been shifted to another department: Student Success &amp; Retention. Additionally, in FALL 2019 a FT Veterans Program Coordinator was hired.</p>	<p>FA 2019</p>	
	<p>Support and enhance Professional Development.</p>		<p>Evaluate outcomes of conferences attended via surveys and sharing out by conference attendees.</p>	<p><input type="checkbox"/> Abandoned  <input checked="" type="checkbox"/> In Progress  <input type="checkbox"/> Completed  <input type="checkbox"/> New Goal  <input type="checkbox"/></p>	<p>Developing a system for tracking employee participation in professional development activities.</p> <p>Ensure staff engage in professional development activities provided regarding strategic college initiatives.</p>		<p>VPSS &amp; Director</p>

## 4. Assessment Update and Effectiveness

### Learning Support Outcomes (all Student Services Areas)

Briefly describe **at least three** of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of learning support outcome results. Please note, all are required to **include at least one** student learning support outcome.

Significant changes/improvements in Admissions and Records include the following:

1. Enhanced trainings and materials for faculty and staff as it pertains to A&R processes.
2. Identifying and sharing contact information for staff members that can help address common areas of concern, such as, athletics, veterans, and rosters. They serve not only as a resource for faculty and staff, but also the students impacted by federal and state regulations.
3. Increased participation of staff members in college-wide committees, such as, Curriculum and Guided Pathways work groups provides a different lens and the opportunity to explore ideas for how to streamline processes for our students.

LEARNING SUPPORT OUTCOMES UPDATE				
<b>LEARNING SUPPORT OUTCOME</b>	New students will be able to complete and successfully submit the online application.	Upon completion of the college application new students will understand the next steps leading to course enrollment.	LMC, faculty and staff will understand the process and timelines for adding and dropping classes.	
<b>TARGET</b>	<input checked="" type="checkbox"/> Student <input type="checkbox"/> Employee <input type="checkbox"/> Service	<input checked="" type="checkbox"/> Student <input type="checkbox"/> Employee <input type="checkbox"/> Service	<input type="checkbox"/> Student <input checked="" type="checkbox"/> Employee <input type="checkbox"/> Service	
<b>MEASURE</b>	Collect statistical reports showing an increase in the number	Collect statistical reports showing the number of students that complete	Survey and reports tracking successful/unsuccessful	

	of successfully submitted applications.	the application and then move on to complete “next steps” to enrollment.	submission during add/drop period.	
<b>STATUS</b>	<input type="checkbox"/> Abandoned <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed <input type="checkbox"/> New Outcome	<input type="checkbox"/> Abandoned <input type="checkbox"/> In Progress <input checked="" type="checkbox"/> Completed <input type="checkbox"/> New Outcome	<input type="checkbox"/> Abandoned <input type="checkbox"/> In Progress <input type="checkbox"/> Completed <input checked="" type="checkbox"/> New Outcome	
<b>INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT</b>				
<b>NEXT STEPS</b>	<p>This LSO was deemed to have been completed due to successful outcomes upon adoption of the online application. All students are now required to complete the online application as the first step in enrolling to LMC.</p> <p>*Currently in the process of exploring a new LSO that focuses on student awareness of key timelines for Admissions and Records timelines.</p>	<p>Numbers have increased significantly due to impact on registration dates, if students do not complete “next steps”. Additionally with the implementation of SSSP and now SEA, we continue to develop and enhance communication to incoming students in partnership with Outreach.</p>	<p>Currently revising/updating LSO from prior iteration due to the transition to the new multi-purpose roster.</p> <p>Need to Evaluate and update measurement method.</p> <p>Build on current training materials to increase faculty level of confidence with the multi-purpose roster.</p>	

<b>RESPONSIBLE PARTIES</b>	Outreach Admissions & Records	Outreach Admissions & Records	DO-IT Office of Instruction Admissions & Records	
<b>SS GUIDING PRINCIPLES</b>	<ul style="list-style-type: none"> <li>• Student Engagement and Success</li> </ul>	<ul style="list-style-type: none"> <li>• Student Engagement and Success</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to Innovation and Creativity</li> <li>• Equity and Inclusion</li> </ul>	
<b>ALIGNED COMPREHENSIVE PROGRAM REVIEW GOALS</b>	Continue to evaluate and improve processes.	Continue to evaluate and improve processes.	Support and enhance Professional Development.	

## Resource Allocation

If you have received funding via the Resource Allocation Process (RAP), at the beginning of the following academic year, you will be asked by the Business Services Office to describe how the resource supported you in achieving your program goals.

## 6. Resource Needs

Resource needs in order to meet goals, if any. If there are no requests, this section may be skipped.

<b><u>Faculty/Staff Resource Request</u></b>	
Department/Unit Goal - Reference #	Strategic Goal and/or Objective - Reference #
<b><u>Operating Resource Request</u></b>	
<b><u>Professional Development Resource Request</u></b>	
Department/Unit Goal - Reference #	Strategic Goal and/or Objective - Reference #
<input type="checkbox"/> Classified	<input type="checkbox"/> On-going/Permanent
Department/Unit Name	Resource Type
<input type="checkbox"/> Manager	<input type="checkbox"/> Conference/Meeting
<input type="checkbox"/> Student	<input type="checkbox"/> Materials/Supplies
General Description	<input type="checkbox"/> Online Learning
	<input type="checkbox"/> IT Hardware/Software
	<input type="checkbox"/> Other
	Est. Expense
General Description	Est. Expense
Justification:	
Justification:	