Pr o
f Serv c, Offic & N -Ins t ruc t i o
C p r e hensiv Rev e, Annual Rev e & Ac o t i
S p r ing 2015

The purpose of Program Planning and Assessment at Hartnell College is to obtain an honest and authentic view of a service/office/program and to assess its strengths, opportunities, needs, and connection to the mission and goals of the college. The process is based on the premise that each area reviews assessment data and uses these data to plan for improvement. The results of these annual cycles provide data for a periodic comprehensive review that shows evidence of improvement and outlines long-range goals.

The Program Planning and Assessment process improves and increases the flow of information and data at Hartnell College. The result of the process also improves institutional effectiveness.

Service/Office/ Non-Instructional Program	Date Completed (must be in final	to VP
Admissi	March 30, 2015	March 30, 2015 ns & Rec

***Pleasen o ensure t ha its c t , rev s ed as ep ed, in o t i final form and submi t la tt ed r he end an o o**

List of Contributors, including Title/Position

Name	Title/Position
Mary Dominguez	Dean Student Affairs/Enrollment Services
Irene Haneta	Enrollment Services Lead
Carole Caraccioli	A&R Technician
Annette Molina	A&R Technician
Monica Navarro	A&R Technician

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Typ ed Name/Divisi Da t e o o f VP nHead

This PPA re p 9 subsec tas fi : o oo r t i

I. Comprehensive Review a. Overall Service/Officer Effec t, iveness o
b. S t affi, and Pc. Service/Officer G o o o fi
II. Annual Review a. Da t a &, b. Sends ice/Pr o
and d. Previ Ac t , eiv 5(d)-12(us) [illegible]

- For services/offices/non -instructional programs scheduled for comprehensive review in spring 201 5, please complete Sections I, II, and III.
- For services/offices/non -instructional programs scheduled for annual review, please complete Sections I I and III.

Please complete this section for services/offices/non -instructional programs scheduled for comprehensive review in spring 201 5. Go to Sec tion II for services/offices/non -instructional programs scheduled for annual review in spring 201 5.

A. OVERALL SERVICE/OFFICE/PROGRAM EFFECTIVENESS

1. **1leIr Tf (3(f)1i]iiw 16.1.0404 0 69.24 Tm (>>BDC5-1.04d9.24>>BDC5-1.d (r9i.)-2[17rv-(1l)]1(ion)4(( ) [17r-5(eIr f)-404)]T**

The Admissions & Records Department is unique because this is the department that works with every single student that enrolls at Hartnell College. We also work with alumni of the College who need access to their academic record.

x How does the service/office/program relate to the needs of the community?

The Admissions & Records Office serves as the main department in providing information about the College to potential, future, and former students. This information can include general information about the College, how to register, how to order their transcripts, how to pay their fees, how to file for graduation, how to use the College's online systems such as etudes. In addition, sometimes the Admissions Office also serves as the College's switchboard as students often make first and in person contact with this department. We serve as ambassadors for the College in providing direction to the student to assist them in meeting their needs.

x How does the service/office/program interface /collaborate with other areas on campus?

Admissions & Records works closely with all departments on campus.

- We work with EOPS/DSPS in processing priority registration for program eligible students and in determining graduation status for their students.
- We work with the TRIO program in processing priority registration for program eligible students and in determining graduation status for their students.
- We work with Veterans Program in processing priority registration for program eligible students and in determining graduation status for their students as well as transfer credit.
- We work with Financial Aid in consultation on student residency, student fees, grading deadlines, and academic standings.
- We work with International Students in processing foreign student applications, priority registration, registration and graduation.
- We work with Sports Counseling & the Athletic Department in processing priority registration for program eligible students and in determining graduation status for their athletes.
- We work with the Assessment Staff in ensuring that student's records reflect assessment scores.
- We work very closely with the Counseling Faculty on issues such as residency, prerequisites, graduation, transfer credit, credit reval College policies and procedures on such areas as Academic Renewal, grade changes, etc.
- We work with all of the Academic Dean's Offices in interpreting college policies and procedures, registration, graduation, etc.
- We work with the Cashier's Office in interpreting student fees and in reconciling student records regarding student fees, Co-TOP reconciliation, and 1098-T reconciliation.

- We work very closely with the IT department and all of the programmers in issues relating to registration and student records
- We work with both part-time and full-time faculty in interpreting the registration process, in producing attendance rosters, and in processing final grades.
- We assist departments when called upon for bilingual services.
- The Dean of Student Affairs/Enrollment Services works very closely with the Dean of Student Affairs/Success on several projects such as the Student Success Initiative, assessment, orientation, student probation, early alert process, and other college policies and procedures.
- The Dean of Student Affairs/Enrollment Services works with all three Vice Presidents on various issues of registration and enrollment services.
- The Dean of Student Affairs/Enrollment Services works closely with the College's Articulation Officer in ensuring course articulation
- The Dean of Student Affairs/Enrollment Services works closely with the Vice President for Fiscal Services and the College President regarding the College's submission of the annual 320 report.

x What is working well in service/program provision?

Our most recent survey results show that our students are satisfied with the level of services that they receive from our department. We are currently working on a number of new department initiatives that will continue to elevate the level of service that we provide. For example, we are moving to the National Clearinghouse's online self-service module. This will allow students to request their official Hartnell College transcript and enrollment verification twenty-four hours a day; seven days a week. We are also working on better

- The Admissions & Records Department has been working with other Student Services departments such as the Counseling staff to ensure that we are meeting the mandates of SB1456 the Student Support Services Program.
- The Admissions & Records Department worked with the Financial Aid Department to ensure compliance with the federal financial aid mandate of reporting enrollment data to the National Clearinghouse several times each semester.

x What policies and/or practices, both institutionally and departmentally, have been implemented to improve functions over the past few years?

- We have implemented an online application process known as the Chancellor's Office Open CCCApply. Students can apply for Admission 24 hours a day with the application uploaded to the College's Colleague system every 30 minutes.
- We have implemented etranscript with CSUMB. We send approximately 1,500 official HC transcripts to CSUMB annually. Official transcripts are sent electronically and received by CSUMB within 10 minutes of having been sent.
- Moved to a one-stop Student Services building in July 2010
- Merged departments with financial aid in July 2010
  Created a new Enrollment Services Specialist position to the department in July 2010
- Created a new Enrollment Services Lead position to the department in July 2010
- Created a new Student Ambassador position to the department in July 2010
- Implemented Degree Audit in coordination with the Academic Affairs department
- Implemented waitlists
- Implemented Add Codes for online late add process
- Developed Administrative Procedures for Course Auditing – AP 4070, Course Repetition – AP 4225, Academic Renewal – AP 4240, Grade Changes – AP 4232, Credit by Examination – AP 4235, Grading and Academic Record Symbols – AP 4230
- Developed forms and processes for the following: prerequisite clearance, prerequisite challenge, multiple measure assessment, orientation and advising/ed plan exemption forms and processes.
- Identified and worked with IT to update all reports and customization for Admissions & Records to the new SQL Ellucian platform.
- Created new web pages for Admissions & Records using the College's new Drupal web platform.
- All current year student Admissions & Records forms are on the Admissions & Records web page.
- Training videos have been created for faculty and are on the Faculty Resource webpage on how to use add codes and how to enter final grades.

- What prof

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2. **What staffing factors/challenges have influenced the effectiveness of the service/office/program?**

1. As we move into the full implementation of SB1456 the Student Success Initiative, which requires that all students who have completed 15 degree applicable units at Hartnell have a Comprehensive Education plan on file, the impacts to the Admissions & Records Evaluations is significant. The College has approximately 11% (900-1,000) students who attend each semester that are New Transfers according to the Chancellor's Office Data Mart. This means that the Evaluators will need to evaluate the student's transfer coursework at the start of the students' attendance at Hartnell and create equivalencies for courses that will apply to Hartnell's degree/certificate programs. In addition, our graduation rates have increased 30% in two years. All evaluations are currently reviewed and processed by the two evaluators.

   Also, with the addition of the College using ELM/EPT and AP test results to place students into English and Math courses, this will also generate additional upfront work for the evaluators to evaluate and post for the student to register. This new processing is shifting the work of the evaluators from the end of the student's academic pathway to the front end. Previously, when the student petitioned to graduate, all transfer credit work would be reviewed and used to fulfill graduation requirements. This was a manual process where documentation was noted on the student's paper graduation file. Our new electronic Student Planning module that is used by Counselors for educational planning is electronic which means that all transfer credit coursework needs to be entered into Ellucian so that the Counselor and the student can view their educational plan online via PAWS for Students.

   Lastly, SB1440 the Associate Degree for Transfer Verification Process requires that all CSU applicants that have indicated on their CSU application that they have earned or are in progress of earning an AA-T or AS-T from Hartnell College must be verified. The evaluators must review and mark the status of graduation on each student record that is sent to us on the ADT roster. This new process was first implemented in Fall 2012. In the three years of implementation, the process has grown by 95%. We are anticipating future ADT Verifications to continue to grow. (See chart in Data and Trends)

   In order to keep up with the workload that is being imposed on the department as noted above, we need a third full-time Admissions & Records-0.01tAnt

monitoring International students. This takes away from the A&R Technician working 100% on A&R type work. The current Admissions & Records Technician position does not have any duties and responsibilities listed for international student type work. In the recent

This s ection must be completed for ALL services/offices/non -instructional programs, including those scheduled for

Program Awards Summary Report*

3. **Provide any other relevant data and describe any other relevant qualitative factors that affect service/program provision, office functioning, and the evaluation of the service/office/non-instructional program. List the sources of this data and information.**

more detailed information. The sheer volume of work that is conducted by the ESS's on the Main Campus is very different from the volume of work conducted by the two offsite ESS's. As an example, during the first week of the spring semester, a Main Campus ESS was asked to work at the KC Center as the ESS was out sick. In a five hour period, the ESS reported assisting 17 students. That same ESS assists 17 students in 30 minutes on a regular basis during peak registration times.

Another key difference that should be noted between the Main Campus and offsite locations is that the offsite ESS's have been asked to perform these three tasks which are part of the student success/matriculation process but are not on the current Enrollment Services Specialist job description:

- Make appointments for Counselors
- Make appointments and administer the STAAR assessment
- Collect student fees; prepare receipts as appropriate; sell parking permits, produce reports from cash register to balance cash drawer and make deposits to Cashier's Office.

The Main Campus ESS's are not required to perform these functions as we have major departments to handle these responsibilities again because of the sheer volume of students at the Main Campus.

3. Describe the process to change and improve service/program quality for the more challenging locations, vehicles, and/or times.

We plan on continuing to support the ongoing training of the two off campus Enrollment Services Specialist throughout the coming months/years. It is extremely important to continue to obtain the support of the King City Center's Dean to release the ESS to regularly attend trainings as the ESS does not report to the Dean of Students as the ESS does at the Alisal Campus.

Students will be able to register and add/drop at Hartnell College utilizing our online PAWS for Student registration system.	Next Steps: No additional steps need to be taken at this time as students continue to utilizing the College's online registration system at a very high percentage.	Data results showed that students utilized our online registration system at 83% in the Fall 2012 semester. This is the first semester in which we were in our one-stop center and hired Student Ambassador positions to assist students in our lobby area in accessing their online PAWS account. Data results showed that students utilized our online registration at 95% in the Fall 2014 semester.

List Service Area Outcomes for AY 15-16	**How to Assess**
Students will be able to successfully apply to Hartnell College utilizing our online application tool.	Assessment Tool: We will be using data gathered from our student information system Ellucian for the type of application for admission processed. Criteria for Assessment: At least 80% of our students who apply for admission will have been completed using our online application system. Target Semester for Assessment: Fall 2015

Act scheduled by What successes in

x Waitlists Notifications x Dropping students for non-payment notifications Dropping students for prerequisites not being met.				
8. Implement Ellucian's graduation process from start to finish including creating the commencement program.	This item has been placed on the CORE IT project list from A&R – Jan. 2015	We are currently developing an assessment model for all IT projects.	Yes	Yes
9. Need better reporting tools on such reports as RQMM report (Prerequisite mismatch report)	This item has been placed on the CORE IT project list from A&R – Jan. 2015	We are currently developing an assessment model for all IT projects.	In Progress using Cognos reporting tool	Yes
10. We need to have an easy process to merge duplicate student records.	This item has been placed on the CORE IT project list from A&R – Jan. 2015	We are currently developing an assessment model for all IT projects.	Yes	Yes

*** For continuing AY 2016-17 and other that requires resources parameters each activity**

1. **Evaluate the success of each activity scheduled, including activities completed and those in progress. What measurable outcomes were achieved? Did the activities and subsequent dialogue lead to significant change in service or program success?**

The other items not completed have hit a major roadblock which the entire College is facing. For the last 12-10 months, the College has been working on the new Ellucian SQL product which required the College to review all of its "customized" processes and re-write them into the new SQL language. This was a huge undertaking for the entire College not to mention the impact to the Admissions & Records Department which had a high number of customized programs and reports. Recently, the College has instituted the "CORE" team which is currently in the process of developing a project rubric that can be used to prioritize all IT projects from across the campus. As you can see above, all of these projects are in limbo at the moment awaiting this process to occur. It is our hope that we will have all projects completed by the end of the 2015-2016 year. However, it should be noted that depending on support of the IT department, they may not be completed until the 2016-2017 year.

This section must be completed for ALL services/offices/non-instructional programs, whether scheduled for annual or comprehensive review in spring 2015.

A. NEW ACTIVITIES

This subsection addresses new activities of new activities in AY 2016-17. An activity can address many different service/ program under taken on service/ current new activities, and may The first activity listed in this section requires additional can include but are not limited to:

a. NEW CURRICULUM
b. FURTHER DEVELOPMENT OF THE PROGRAM OR SERVICE
c. GRANT DEVELOPMENT AND PROPOSALS
d. FACULTY AND STAFF TRAINING
e. MARKETING/OUTREACH
f. ENROLLMENT MANAGEMENT
g. STUDENT SERVICES
h. ADMINISTRATIVE SERVICES
i. SUPPORT OPERATIONS
j. FACILITIES

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3. Increase t he A&R Technician p fr - t ime t ime.	1A 2A 4A	G o	In t erna s t wudeno t s be be t ot er served	$20,500.00	Mary D m p ar t full	Se p t o si t	This w s ip li ot le t wen A&R and In t erna t i S t uden	

*See A p f a l ip s t t g d ix A o o o r f a

d) What measureable outcomes are expected from this activity? List indicators of success.

Activity #1: The measurable outcomes will be assessed using our Student Area Outcomes(s) as to whether the student is receiving important graduation services in a timely and accurate manner.

Activity #2 The measureable outcome can be assessed using our Student Area Outcomes(s) model which can be used to assure that the needs of the International Student population are being met.

Activity #3 The measureable outcomes will be assessed using our Student Area Outcomes(s) model to ensure that we are meeting the needs of the Alisal Campus student population.

Activity #4 The measureable outcomes will be assessed using our Student Area Outcomes(s) model to ensure that we are meeting the needs of the Main Campus student population.

Activity #5 The indicator of success for this activity is that the College will be able to continue complying with request for Official H transcripts which must bear the College's seal.

e) What are the barriers to achieving success in this activity?

Activity #1: The College's fiscal capabilities

Activity #2 The College's fiscal capabilities

Activity #3 The College's fiscal capabilities

Activity #4 The College's fiscal capabilities

Activity #5 The College's fiscal capabilities

B. RESOURCE REQUESTS

If new/additional, it is imp, and nat res t res bec t he Cin t egra budget dev lp lanning (o urces and and res nsiderec all neoded t d in IIIab t io must link t he res The firs t ac t iv t y lis t t edsh sec u t he sec A res bes o service/ p t r o nd m s t uder learning, such as u p dina tr ed equi p men t t ha t is; NOT he reised t .

Activity N	t Pers Classified Staff/t Faculy t (C/F/M)*	Suies/Equimenp t (S/E)**	Technlgy Hardwro/ Swrte (H/S)***	Cro t Services	Training	Travel	Library Maerits o	Facil to ie e.g. Science Labs	PS Ldt ace C st
1.	Classified								$54,000.00
2.	Classified								$15,000.00

APPENDIX A. Strategic Priorities & Goals
(from Hartnell College Strategic Plan 2013-2018)

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