Program Planning and Assessment (PPA)
for Services, Offices & Non-Instructional Programs

Comprehensive Review & Annual Review

Spring 2017

Service/Office/ Non-Instructional Program	Date Submitted to VP (Deadline by 4/27/17)*
Admissions and Records	5-10-17

*Please note that you should work with your colleagues and supervisor/director/dean to ensure that this report is completed, revised as needed, in its final form and submitted no later than April 27, 2017.

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
Roberta Ruiz-Camacho	A&R Evaluation Technician

Please complete this section for services/offices/non-instructional programs scheduled for comprehensive review in spring 2017.

A. OVERALL SERVICE/OFFICE/PROGRAM EFFECTIVENESS

1. Describe your service/office/non-instructional program in terms of its overall effectiveness over the past several years.

Please consider the questions below in describing your area.

N/A

In considering your service's/office's/program's future goals, please review Hartnell's vision and mission statements.

VISION STATEMENT

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B. SERVICE/PROGRAM MODALITY

1. Please describe how you provide your services to intended recipients? You should include physical locations, how you interact with others (phone, online, face-to-face, etc.), hours of operation, and staffing.

We provide enrollment services in response to trends of our diverse community and offer these services at our Main, Alisal and King City campuses. All three sites are equipped to serve our bilingual community and assist students face-to-face, by phone, by fax, presentation style, at community and high school events, and now online via email.

The Main Campus hours are: Monday-Thursday 8am-6pm and Fridays 9am-1pm

King City Center hours are: Monday-Friday 8am-5pm

Alisal Campus hours are: Monday-Thursday 9:30am-6pm and Fridays 8am-5pm

1. In response to meeting the needs of new Assembly and Senate bills, the staff has been impacted with a spike of obsolete manual operations that we have moved away from over the years. With technological advancements, the department has been fortunate to have automated AiAenthutomat24 32525.87 9( )6(mo)-4(se)5(t)(u)-lac(g)11(f ( )-34(t)-4(om)687 Tm5)-3(M)-4(o)7tsuto13e

6. CCC Online Education Initiative (OEI Exchange).

C. OUTCOMES

SERVICE AREA OUTCOMES

Each service unit/office/non-instructional program develops its own Service Area Outcomes (SAOs). The outcomes should be directly related to the work of the service unit/office/non-instructional program, challenging but attainable, and measureable. SAOs should articulate what specifically is to be achieved; their measurement should assess how well the service unit/office/non-instructional program is performing.

http://www.hartnell.edu/service-area-outcomes

Please answer the following questions:

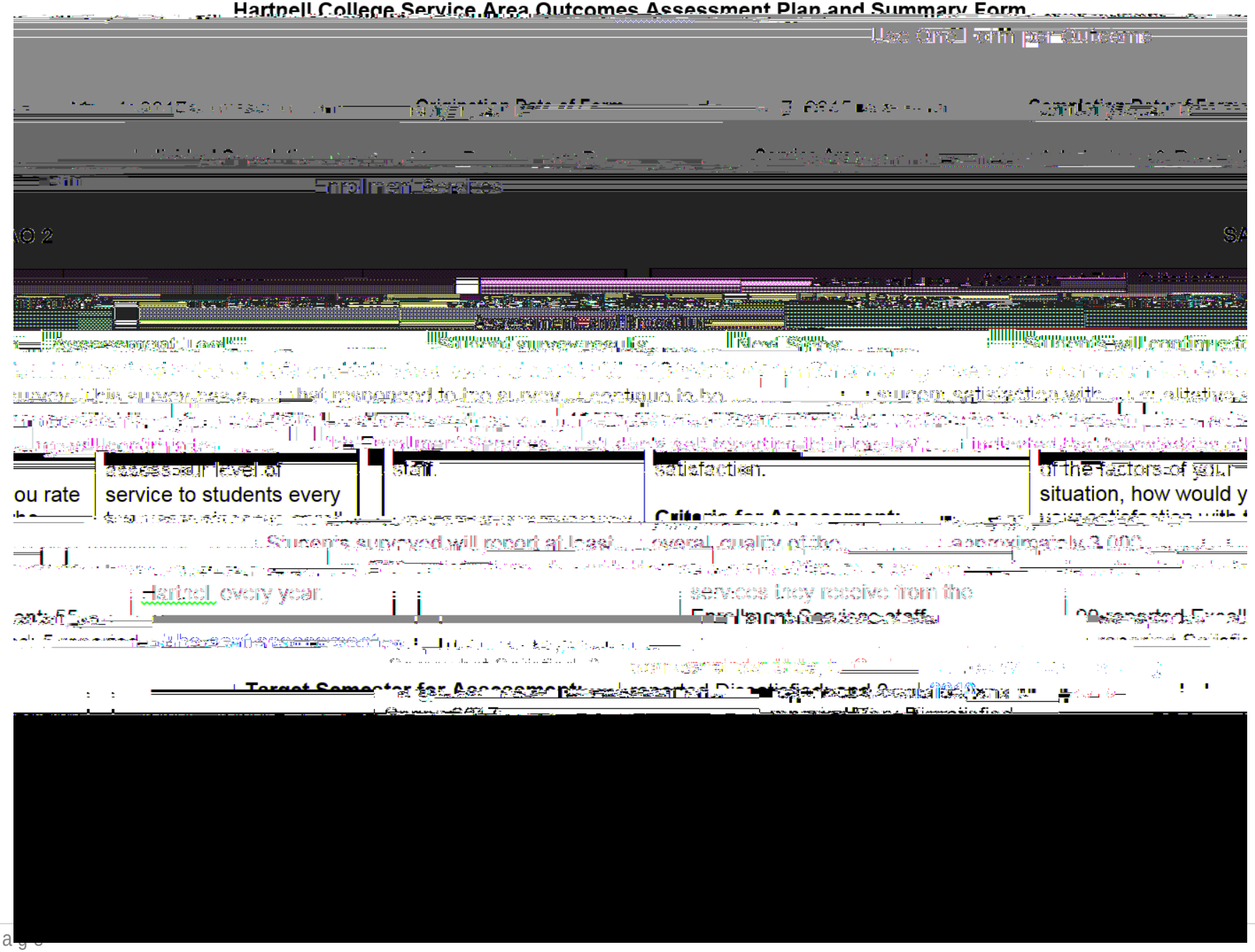
1. Which service area outcome did you assess? How did you assess it?

ompletion Date of Form August 2, 2016 Origination Date of Form January 2015

Admissions & Records Individual Completing Form Mary Dominguez, Dean Student Service Area

SAO 1

Hartnell College Service Area Outcomes Assessment Plan and Summary Form



2. Describe how service area outcomes were specifically addressed by the service/office/program during the past year.

E. PREVIOUSLY SCHEDULED ACTIVITIES

Using your previous PPA as a template, please complete the table.

http://www.hartnell.edu/2016-program-planning-and-assessment-reports-0

Activity scheduled	What success has been achieved to date on this activity?	What challenges existed or continue to exist?	When do you expect this activity to be completed?
1. Online drop access for faculty to drop students for non-attendance on PAWS	This item has been placed on the CORE IT project list from A&R – Jan. 2015	The other IT projects that the CORE team have developed have ranked higher on the project list that this project.	December 2017
2. Implement Communication Module (automatic emails/letters) on such A&R processes such as: Priority registration notices Waitlists Notifications Dropping students for non-payment notifications Dropping students for prerequisites not being met.	We are currently in the process of creating communication tracks.	Training and Resources and IT's time and commitment.	June 2018

* For each activity that will continue into AY 2017-18 and that requires resources, submit a separate resource request in the Budget Request Spreadsheet.

1. Evaluate the success of each completed activity since your last PPA. What measurable outcomes were achieved? Did the activities and subsequent dialogue lead to significant change in student learning or program success?

Project	What Measurable Outcomes were achieved?	Did the Activity & Subsequent dialog lead to significant change in program success	Completion Date
1. Set up Academic/ Progress probation rules in Ellucian.	This activity completed May 2016		

7. Implement online transcript ordering and self-serve enrollment verifications with the National Student Clearing House	This item has been placed on the CORE IT project list from A&R – Jan. 2015	None	Completed in April 2016
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 worked with a couple of Ellucian Consultants on this project and decided that it wasn't feasible to move use Ellucian's graduation process to meet our need for tracking graduates. We will continue to watch for any Ellucian enhancements.	Completed November 2016

F. RESOURCE REQUESTS

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1. Please rank your top 5 resource request in order of priority regardless of category.

1) Hire two Full-Time Admissions and Records Technicians