

Assessment: Administrative Unit Four Column



2020-2021 Assessment Plan

C - EMSS - Admissions, Records and Retention

Mission Statement: It is the mission of the Office of Admissions, Records and Retention (OARR) to serve its patrons in a professional, courteous, and timely-manner, which will enable them to meet their goals while upholding college policies. As such, OARR is committed to make its services continuously accessible to all its patrons through improved, dedicated, motivated and skillful employees that guarantee the integrity, confidentiality, and security of all academic records.

Currently, OARR provides the following services to its patrons:

1. Academic transcripts
2. Admission, registration, and matriculation
3. Record and report academic standing
4. Enrollment and program completion verification
5. Degree audit and graduation check
6. Grade change, name change, change of major/IDP, and others
7. Transfer credit evaluation and equivalency
8. Issuance of degrees, certificates, duplicate degrees and certificates, transfer credentials, and others
9. US Veteran Affairs enrollment verification

Strategic Direction 1: Ensure student success by decreasing time to completion and increasing student, satisfaction, persistence, retention, and graduation rates by innovating academic quality and enhancing student support services. (SD1: EMSS1: EMSS1.1, EMSS1.2, EMSS 1.3, EMSS2: EMSS2.1)

Strategic Direction 2: Strengthen resources to meet current and future needs through revenue diversification, efficient use, innovation, effective allocation, conservation, infrastructure upgrades, and investment in human capital. (EMSS4: EMSS 4.1, EMSS 4.2, EMSS 4.3 and EMSS 4.4)

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
-------------------------------------	------------------------------	----------------	---------------------

2020-2021 OARR Outcome 1 -
Provide timely, precise guidance and support to students as they work

Descriptive Statistics - Support the role of the academic advisors by

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
<p>toward degree completion, as well as faculty and support services staff involved in the academic advising process.</p> <p>AUO Status: Active AUO Assessment Cycle: 2020 - 2021 Start Date: 10/01/2020 Inactive Date: 09/30/2021</p>	<p>providing accurate degree completion audits, and effective tacking of students' progress toward graduation, including timely processing other student or faculty driven requests as needed.</p> <p>Target: SIS IDP is updated with program term of current catalog and approved changes to program and course requirements are incorporated. Degree completion initial audit is done and students are informed of their degree completion status and graduation requirements.</p> <p>Descriptive Statistics - Continue to collaborate with academic divisions and program faculty to scheduling and conducting extended orientation sessions covering topics, such as but by any means not limited to, a quick guide using myShark, academic standards and regulations, graduation requirements and OARR routine processes and procedures.</p> <p>Target: Orientation and/or extended orientation is done during fall and spring semesters. 80% of students will be satisfied with the orientation.</p> <p>Notes: Creation of an online orientation as alternative to doing the face-to-face orientation.</p> <hr/> <p>Descriptive Statistics - Continue to communicate and collaborate with academic division and program faculty as to the completeness of student records.</p> <p>Target: Class grades are submitted and complete. Deficiency reports are generated and distributed within 3 days from the deadline of</p>		

*Administrative Unit
Outcomes*

Assessment Strategies

Results

Improvements

submission of grades or the academic advisors myShark account is updated to include the deficiency list of their advisees. Final degree audit is done within one day after the deadline of submission of grades. List of honor rolls is provided to VPIA and final list of candidates for graduation is generated.

Descriptive Statistics - Continue to provide support to faculty members and academic advisors on OARR routine procedures and processes.

Target: New procedures or forms are shared with the instructional department. Training if necessary to new faculty members or academic advisors is done.

2020-2021 OARR Outcome 3 -

Improved coordinated marketing, recruitment and outreach program to increase enrollment of targeted priority groups, i.e., traditional first-time freshman, transfer, continuing and returning students. Increased visibility, awareness, and knowledge about the college, and opportunities available to students. Improved execution of multi-Modal enrollment, marketing, and communication services to increase touch point with students. Alternative scheduling to improve student success and persistence is developed and implemented.

Descriptive Statistics - In collaboration with other student support services units and coordination with the high schools, continue to market, recruit and outreach to increase or meet target enrollment.

Target: Outreach activities done and information shared to high schools. (i.e. college fair/high school visits to seniors).

Descriptive Statistics - Continue to utilize all available means to market and provide information,

<i>Administrative Unit Outcomes</i>	<i>Assessment Strategies</i>	<i>Results</i>	<i>Improvements</i>
-------------------------------------	------------------------------	----------------	---------------------

AUO Status: Active
AUO Assessment Cycle: 2020 - 2021
Start Date: 10/01/2020
Inactive Date: 09/30/2021

announcements, communication and assistance to community, faculty, students and other relevant offices in conducting enrollment, orientations and other related activities.

Target: Students will know of the OARR assisted activities through the utilized available media. At least 35% of students registered before the regular registration all campus wide.

Descriptive Statistics - Continue to update the students guide and students handbook to be provided to students either through the website or paper copy. Creation of tutorials and guides shared to students.

Target: Increased visibility, awareness, and knowledge about the college, and opportunities available for students through the handbook, student guide and tutorials.