2015-2016 Assessment Cycle
Assessment Findings

Result per Method

Admissions Outcome Set

Outcome

Completing the Admissions Process

Students will be able to successfully complete the admissions process online independently i.e. complete the admissions application and retrieve application log-ins

▼ **Method:** CCCApply SURVEY and counter services

Description of Assessment Method (Task) : SLO #1 will be assessed with a survey containing questions regarding students' ability to complete an "OpenCCCApply" online application, ability to retrieve confirmation sheet, and the kinds and frequency of services or support the Admissions Office has to provide for the students to accomplish the task.

Criteria for Success: Students will demonstrate successful achievement of the SLO by indicating in the survey that they are able to complete an "OpenCCCApply" online application, and retrieve a confirmation page independently. The SLO will be considered successfully achieved by the department when at least 90% of the students accomplish the task with less than 3 interventions by A&R staff.

Timeline for Implementation: Survey will be distributed in November and December (Fall 2015) to students who approach the A&R counter requesting help for applying to college.

Key Faculty/Staff: All A&R staff will be responsible to handout and collect the surveys.

Supporting Attachments:

College Application Survey - Open CCCApply (Word Document (Open XML))

Results for CCCApply SURVEY and counter services

Summary of Results: n=27 (as of 03/14/16)
Retrieve CCCApplication: 100%
Retrieve CCCApply confirmation page: 93%

Results: Acceptable Criteria for Success Achievement: Met

Reflection/Analysis of Results: Twenty seven students who approached the A&R counter during Nov-Dec/15 answered the SLO#1 survey. They represented an ample distribution of gender (37%M, 63%F), age (30% ages 18-22; 70% ages 23-60), and ethnicity (41% African American, 30% Latino, 29% other).
60% of students who answered the survey approached the counter to learn how to fill out an application, the rest experienced technical difficulties with an existing application. All students (100%)were able to retrieve their CCCApply application online after being guided by an A&R worker and almost all (93%) were able to retrieve their CCCApply confirmation page.

While at the counter, most students were helped by an A&R staff (56%), a few were helped by a combination of A&R staff and Student Assistants (15%) and very few were helped by Student assistants alone (7%) even when the problem was not complicated.
Two thirds of students (67%) responded that their problem had been solved after interacting with Admissions personnel and/or student workers. 30% did not respond to the question that asked if their problem had been resolved. Only one person said

their problem was not resolved during that visit (it had to be resolved via IT at the District Office).

Almost 40% of students expressed having learned something from interacting with A&R staff and student workers regarding their application issue. Some of the answers were: "learned how to apply online; how to re-apply online; how to retrieve username and password; the need to re-apply after a prolonged absence; learned patience; learned it takes time", etc.

Substantiating Evidence:

SLOAC.Survey Fa 2015.A&R.docx (Word Document (Open XML))
Word document showing summary of first 27 surveys

Navigating Passport

Students will be able to successfully navigate the Passport site (student center) independently i.e. retrieve Passport log-in, access enrollment status (hold), residency status, fee information, enroll/drop classes and pay fees by deadline date, add to wait-list, access class schedule, view grades and order transcripts.

▼ **Method:** Navigating the student portal via passport

Description of Assessment Method (Task) : The SLO will be assessed with a survey containing questions regarding students' ability to navigate their student portal in order to locate specific information from their record such as their class schedule, important deadlines add/drop classes and retrieve transcripts.

Criteria for Success: Students will demonstrate successful achievement of the SLO by indicating in the survey that they are able to independently navigate their student portal and locate specific information from their records such as class schedule, important deadlines, add/drop classes and retrieve transcripts.

Timeline for Implementation: Survey will be distributed to students in Spring 2015 (February and March).

Key Faculty/Staff: All A&R staff will be responsible to hand out and collect surveys.

Results for Navigating the student portal via passport

No Results Added

Comments

No text specified

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2015-2016 Assessment Cycle
Status Report

Action Statuses

Admissions Outcome Set

Outcome

Completing the Admissions Process Students will be able to successfully complete the admissions process online independently i.e. complete the admissions application and retrieve application log-ins	▼ **Action:** Completing Admissions Process - Help from Welcome Center

Action details and description (including justification for budget request): -Request assistance from Welcome Center:Request again to hire two student ambassadors who can work one-one one with potential students seeking to apply to college, to assist with Open CCCApply tutoring ($9.16/hr x 20 hrs/wk x 16 wks = $2,931.20 x 2 students = approx $6K per semester.
-Create a Referral form that student will give to the Welcome Center

Implementation Plan (timeline): Dec/15- June/16, from peak enrollment period 2015-2016 to end of Spring/16

Key/Responsible Personnel: All A&R staff is responsible for identifying and directing students who request help with application to the Welcome Center.

Expected outcome of this action: Students will receive better quality services that will lead to learning how to navigate Passport: Instead of using A&R computers and standing up every time they have a problem, they will have a tutor who will work one-on-one with them, assisting them through all barriers until completion of the application.

Budget request amount: $6,000.00

Priority: Medium

Status for Completing Admissions Process - Help from Welcome Center

Current Status: Completed

Budget Status: Other

Additional Information / Next Steps: Will request budget for 2 student assistants to work at the Welcome Center to help specifically tutoring students on how to fill out an application and retrieve both their application page and their confirmation page from CCCApply. Budget will be requested in November 2016 for next fiscal year as directed by administrator.

Navigating Passport Students will be able to successfully navigate the passport site (student center) independently i.e. retrieve passport log-in, access enrollment status (hold), residency status, fee information,	▼ **Action:** Spring 2016

Action details and description (including justification for budget request): The survey results for SLO #2 will be shared with the VPSS to request hiring an additional A&R staff member, with appropriate clearances, that can assist with student portal problems that work-study students are unable to resolve. ($28K per semester)
Yearly total: Academic Year 60,000 approx

enroll/drop classes and pay fees by deadline date, add to waitlist, access class schedule, view grades and order transcripts.

Implementation Plan (timeline): Starting December/16 when priority registration begins.

Key/Responsible Personnel: VPSS, A&R supervisor and Welcome Center coordinator

Expected outcome of this action: Students will acquire skills to navigate independently their student portal, by receiving one-on-one tutoring from the Welcome Center work-study students. An additional staff, if approved, will assist with the overflow of students who experience more complex technical issues for which the student workers do not have appropriate clearances, e.g. ability to override the system.

Budget request amount: $75,000.00

Priority: High

Status for Spring 2016

Current Status: In Progress

Budget Status: Other

Additional Information / Next Steps: Will be requested after obtaining data from surveys.

Comments

No text specified

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