

## **CurricuNet Meta VPSS Office – Fa/21**

### **Administrative Area Outcomes (AUOs)**

Faculty/Staff/Administrator Name:	Dr. Lilia Chavez
Program/Unit being assessed:	VPSS Office
Year and Semester:	Fall 2021
Which SLO/SAO is being assessed:	AUO#4

#### **SLO/SAO Title and description: (AUO #4/4)**

- Title: Requests for problem review and resolution (complaints) received by the VPSS Office
- Description: Determine the types of complaints received by the Office of the VPSS from students, faculty and staff, and patterns of the causes behind them, in order to effect systemic improvements.

#### **Method Title and Description:**

- Title: Random sample of complaints for the year 2020-2021 related to Admissions and Records.
- Description: For the year 2020-2021 the VPSS office will specifically focus on an area of consistent problems within A&R. During 2020-2021 FY the Record Corrections area was identified as having a very high number of complaints.

#### **Criteria for Success:**

After data tabulation and analysis is completed to determine patterns of problems at different points in the Record Corrections process, the criteria for success will be the ability to create procedural and systemic changes. In this case, a clear guide of the Record Correction process, step by step with instructions for all stakeholders at their points of intersection with the process.

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Once data has been collected with surveys or other method, complete the following questions:

- How many students requested the VPSS Office to review and resolve a problem? (How many students/users utilized your service?)

The VPSS Office receives complaints of several kinds:

General Complaints  
Academic Grievances  
Student Grievances  
Student Conduct Complaints  
Title IX Complaints

The single highest percent of student complaints was located in Admissions and Records, in the area of Records Corrections. On that basis the VPSS Office created this AUO to review in detail the main characteristics and causes for these complaints with the goal of initiating the necessary systemic changes.

Type of Complaint	Su/20	Fa/20	Sp/21	Total
Total	48	62	81	191
A&R Only	4	12	8	24
Record Corrections	4	22	18	44
Dual Enrollment	4			4
Counseling	4	6	9	19
HS Spec. Admission	1			1
Pre-Req Hold	1			1
Class cancellation	2			2
ADN Admissions	1	1		2
Open CCC	5			5
My Path4	4			4
Passport/3	3			3
Canvas	3			3
PCCD	2			2
Fee Waiver	4			4
Fac Center	1			1
Fin Aid	5	14	7	26
Health Fee		1		1
Batch Enroll		2	3	5
Waitlist			1	1
Add cards			4	4
CIS Cyber			8	8
Residency			6	6
HS Hold			2	2
Middle School			1	1
Course Repet.			3	3
Dismissals			3	3
Link to voice concerns to VPSS			6	6
P/NP		2		2
Conduct		1		1
Refund BO		1		1

Table 1. Complaints received by VPSS Office in 2020-2021

Complaint	Su/20	Fa/20	Sp/21	Total
Total	48	62	81	191

Record Corrections	4	22	18	44
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Table 1.1. Complaints related to Records Corrections (RC) 2020-2021.

Division I		Division II		Division III	
Adjus	2	Rlest	5	Hltoc	1
Afram	2	Biol	3	RadSci	2
Art	1	Chem	2	Coped	4
Comm	2	CIS	9		
Engl	3	Lanht	2		
Psych	1	Math	1		
Athl	1	Phys	1		
Coser	2				
Total	14		23		7

Table 2. Courses involved in the Records Corrections complaints during 2020-2021

- How many issues were reviewed? (How many met your expectations?)

All 44 RC complaints from each semester of 2020-2021 were researched and reviewed, tabulated and analyzed. 29 were resolved and 15 were still pending at the time of this AUO assessment (Fall 2021).

- What were the results of the assessment?

There were multiple reasons behind the Record Corrections (RC) complaints and two major findings. Each RC complaint may have more than one reason that lead to the complaint and to the delay in resolution.

**a. Reasons for delays in resolution of Record Corrections (RCs):**

Reasons for delays in resolution of (RC).	#
Grade of Incomplete defaulted to grade of F	14
RC requested after course ended	5
Stakeholders unaware and/or not following RC process	44
Incomplete forms	26
RC not submitted	4
Communication breakdown in the 44 RC cases reviewed	863

Table 3.

**b. Finding #1: RC # of Communications:**

# RCs	44
# of Communications	863

Table 4. Number of RC communications

44 record corrections yielded 863 communications. It took from 2 to 48 communications to resolve a single RC. The communications included in this count begin with any information known by the student at the time of the complaint, and span from that time to their current state at the end of 2020-2021.

**c. Finding #2: Length of time to resolution:**

# of Records Corrections	44
Resolved	29
Pending	15
Total weeks to resolution of 29 and of investigation of 15 pending.	1221

Table 5. Length of time to resolution

At the time the RC complaint is received by the VPSS office, research is done to track the forms (instructor, dean, or Admissions level) and determine the status of the process to provide students with updated information and next steps to resolve the issue.

RC cases by gender and age:

Gender	Male	Female
44 total RCs	14	30
Ages	20-39	40-69
	31	13

Table 6. RC complaint cases by gender and age (2020-2021)

RC cases by ethnicity:

Af. American	9
Am. Indian	2

Asian	11
Hispanic	10
White	9
Unknown	3
Total	44

Table 7. RC cases by ethnicity

- What is your evaluation of these results?

The research findings, tabulation and analysis of the RC complaints revealed that there are multiple reasons behind the complaints, being one of the main ones the breakdown in communications between different units at the college because the process advances through emails. This issue alone is fraught with breakdowns and unintended delays that add up to weeks and many times several months before the next person finds the email and moves it to the next person. The RC is a process that is at the center of Institutional Effectiveness and at the center of the student journey.

Of the 44 RC cases studied, 21 were initiated by African American and LatinX and Native American students, which at our campus are considered disproportionately impacted populations. It only highlights the importance of addressing the anachronistic ways we are still using (emails from person to person) to address the RC process at our campus and district.

One of the main findings was the unbelievably high number of communications that are required to resolve, or at least move forward the RC requests. For 44 record corrections we discovered that 863 communications had occurred among all stakeholders. Most of them were inquiries wanting an update on the status of the request. These requests eventually became complaints and sometimes they escalate to grievances because of the amount of times students inquire about the status without receiving an answer, or receiving an answer that after months of effort the issue is still not resolved so they cannot yet graduate, transfer or take the next course in the sequence in the case of RCs for pre-requisite courses. Some RCs took up to 48 communications to be resolved; others had required that many communications and were still not resolved.

Another staggering finding was that the length of time to resolution is extremely long, sometimes months or even years. For only 44 RC complaints received by the VPSS office during the 2020-2021 FY, the total of weeks to resolution of 29 cases and investigation of another 15 cases pending, was 1221 weeks!

- What issues/gaps/problems were identified? Where does your program need to improve?

The RC process is happening at this time via a manual method, using emails as the main communication and ad-hoc tracking system. The process begins in the Instruction side of the house, but there is not a formal system for tracking the

advancement of the RC request/form. Email is utilized as the tracking system, impacting administrators, faculty and staff accounts. RCs are an important issue to be addressed to improve institutional effectiveness and equity.

- What actions can be taken to address these gaps/issues?  
The RC process should be an automated process that allows stakeholders to track the advancement of the request/form. This should mirror the existing requisition or epaf processes that include reminders and identify where the documents are being held up.
- When will you next assess this SLO? (must be within the next three years)  
Fall 2022