

CurricuNet Meta VPSS Office – Fa/22 Administrative Area Outcomes (AUOs)

Faculty/Staff/Administrator Name: Dr. Lilia Chavez
Program/Unit being assessed: VPSS Office
Year and Semester: Fall 2022
Which SLO/SAO is being assessed: AUO#4

AUO 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 2021-2022 the VPSS office will specifically focus on the evaluation of interventions implemented to address the two main findings in the Record Corrections (RC) process:
 - Number of complaints regarding RC
 - Length of time to resolution of RCs

Criteria for Success:

After data tabulation and analysis is completed, it will be determined which interventions or corrective actions, at different points in the Record Corrections process, proved successful in addressing the problem area. The criteria for success will be the ability of each procedural and systemic change implemented, to solve or decrease the number of complaints.

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?)**
 - 578: Total number of complaints for FY 21/22
 - 87: Record Corrections (RC) complaints for FY 21/22

- **How many issues were solved? (How many met your expectations?)**

During FY 21/22, all 578 complaints were reviewed, out of which 564 (98%) were solved.

A focused effort was made to research, review and resolve the 87 RC complaints received in FY 21/22 because that specific area had the highest number of complaints last year (FY 20/21). 79 of the 87 RC complaints received were resolved.

- **What were the results of the assessment?**

The criteria for success were the ability of each procedural and systemic change implemented to solve or decrease the number of complaints. The results of the interventions were extremely positive for students:

191/578: Total number of complaints for FY 20/21 versus FY 21/22
X/98% Rate of resolution of all complaints for FY 21/22

44/87: Record Corrections (RC) complaints for FY 20/21 versus FY 21/22
66%/91%: rate of resolution of RC complaints for FY 20/21 versus FY 21/22

The results illuminate the effectiveness of the interventions implemented, which drastically impacted the ability of the VPSS office to resolve the systemic problems.

- **What is your evaluation of these results?**

The VPSS Office receives complaints of several kinds; among the most common are:
General Complaints
Academic Grievances
Student Grievances
Student Conduct Complaints
Title IX Complaints

The overall evaluation of the results is extremely positive; although both the total number of complaints, and specifically the number of RCs received showed an increase, the rate of resolution of cases also exponentially increased.

Complaints received by the VPSS Office practically tripled in number from one fiscal year to the next; from 191 in FY 20/21 to 578 in FY 21/22. However, with the systemic infrastructure interventions implemented, 564 of them (98%) were resolved within the Fiscal Year in which they were brought to the attention of the VPSS' office, and ONLY 14 of the 578 cases were pending at the end of the fiscal year!

Within the General Complaints category, Records Corrections (RC) had the highest frequency last year and therefore became a target area for interventions. At the time an 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.

The Records Corrections (RC) complaints were targeted not only because of their volume, but because they directly affect student's life in a scope and severity that required immediate attention. Some of the consequences of unresolved RCs include

students' ability to graduate, transfer, become employed, become or maintain eligibility for childcare and employer-based tuition reimbursement; receive financial aid, job promotions, medical insurance, car insurance, scholarships, and other serious consequences for students. RCs are an important issue to be addressed to improve institutional effectiveness and equity.

Of the 578 complaints received by the VPSS office in 2021-2022, 29 escalated to a higher level, 17 became grievances, 2 involved the Office of Civil Rights, 1 was a Title 9 complaint, 5 were referrals from the CARE team, and 4 fell into the category of "other". (14 of the 29 are still pending and 15 were resolved).

The target of this assessment was the number and resolution of RCs. The number of complaints received by the VPSS office this year did not show a reduction from last year, on the contrary, there was a significant increase of them, almost doubling in number from 44 cases in FY 20/21 to 87 in FY 21/22, however the rate of resolution also drastically increased from 66% to 91% of cases solved. The RC issue ties directly to the goal of improving the student experience. Only 8 of the 87 RC cases received in FY 21/22 were still pending at the end of it.

Table 1. Comparison of Complaints Received by the VPSS office. Total Complaints and Records Corrections (RC) Complaints for FY 20-21 and FY 21-22.

Complaint	Su/20	Fa/20	Sp/21	Total 20/21	Su/21	Fa/21	Sp/22	Total 21/22
Total	48	62	81	191	66	228	284	578
Record Corrections	4	22	18	44	6	44	35	87

Table 2. Comparison of Resolved Records Corrections (RCs) cases FY 20-21 and FY 21-22.

Records Corrections Complaints	20/21	21/22
Received	44	87
Solved	29	79
Pending at FY end	15	8
% Resolved cases	66%	91%

Table 3. Comparison of courses involved in Records Corrections complaints During FY 20/21 and FY 21/22

Divi	20/21	21/22	Div	20/21	21/22	Div	20/21	21/22
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I			II			III		
Adjus	2		Rlest	5*		Hltoc	1	
Afram	2	2	Biol	3		RadSc	2	1
Anthr	0	2						
Art	1		Chem	2		Coped	4*	1
Comm	2	1	CIS	9*				
Engl	3	1	Lanht	2				
Psych	1	1	Math	1				
Athl	1		Phys	1	1			
Coser	2							
Total	14			23				

Table 4. Comparison of Divisions involved in Records Corrections complaints during FY 20/21 and FY 21/22

Table 4. Records Corrections complains by Division

	Div I	Div II	Div III	Total
Su/21	4	1	2	7
Fa/21	20	10	15	45
Sp/22	8	13	14	35
	32	24	31	87

Table 4 shows the breakdown by Instructional Divisions regarding Record Corrections complaints. Between Summer 2021 and Spring 2022, there was a total of 87 complaints of this nature and the Division with the highest number of complaints was Division 1. It is important to mention though, that all 32 RC complaints from Division 1 were resolved, except for one that escalated into a grievance. Division 2 had 24 RC complaints of which 4 escalated into grievances, and Division 3 had 31 RC complaints of which 12 escalated into grievances.

The VPSS Office also measured improvement in the RC resolution based on the length of time for the RCs to be resolved. While FY 2020-2021 contained many RCs that were several years old and at least many months old, during the FY 2021-2022 all RCs were resolved in the same year that they were received by the VPSS Office.

As a follow up to last year's AUO assessment, there were 15 RC cases still pending at the end of FY 20/21. During the current FY 21/22, 8 additional cases from FY 20/21 were resolved.

- An example of 7 cases still pending from FY 20/21 is with the Athletics department, where some students did not receive a grade for the course. The single case in which the student complained innumerable times was resolved and his transcript was changed at the

District A&R office, but the others who are no longer complaining have not yet had their transcripts changed.

INTERVENTIONS

The effectiveness and efficiency of the interventions implemented drastically increased the ability of the VPSS office to resolve systemic problems. The main interventions were:

- Admissions and Records Navigation Guidebook:

A diagram of 44 processes and their related forms was distributed to all departments and posted on the A&R webpage. The diagrams are designed as clear step-by-step guides with instructions for all stakeholders at their points of intersection within the different processes.

- Welcome Center (WC) Zoom call center:

A Zoom call Center was created within the WC at Merritt College. That has allowed to open up to 15 Zoom-Rooms with staff from other Student Services, i.e. Financial Aid, Admissions and Records, Outreach, etc. The WC then triages incoming student requests to the appropriate staff to help address the student/staff/faculty/community issue at hand.

The triaging of incoming student requests was shifted from A&R to the WC which proved to be a very effective intervention tool. The program was excellent in preventing problems and solving issues in a timely manner by triaging them correctly.

Another intervention within the WC was the increase in student assistants. In the past they only had 4 student assistants providing services in-person only, where now there are 6 Student Ambassadors who receive proper training of which 4 provide services in-person and 2 provide services virtually via Zoom.

- Complaint Triage Form for the VPSS Office:

In order to monitor the multiplicity of types of problems, areas where the complaints are occurring, timeliness of the resolution, etc. the VPSS created a form that allows to keep track of the progression in the resolution of each complaint. The documents also serve as a tool for discovering patterns, evidence of interventions and data sources for division improvements and determining best practices.

- A&R calendared meetings with VPSS:

A calendar of consistent meetings was implemented for A&R staff to meet with the VPSS. The meetings supported the development of an internal structure and served as a space to track and discuss the myriad of problems faced daily by that department.

- District Support:

The District Office at PCCD is working on potentially automating the A&R forms and improving communications to support a better student experience. A Consulting company (High Point) has been contacted to support the resolution of systemic issues throughout the district. They are

focusing on improving the student experience, and Admissions and Records forms and processes will have a front row position as they move toward implementing corrective action for the tracking technology implementation of the 44 forms that are utilized by our campus.

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

The main finding was the anachronistic system that is used to this date in our District to manage the Record Correction process. The RC process is done via a manual method that involves each stakeholder using email to communicate with each other. The process begins in the Instruction side of the house, but there is no formal system for tracking the advancement of the RC request/form, so by default Email is utilized as the tracking system, impacting administrators, faculty and staff accounts.

- **What actions can be taken to address these gaps/issues?**

Implement an automated process that allows stakeholders to track the advancement of the request/form. This should mirror the existing requisition or e-paf processes that include reminders and identify where the documents are being held up. In the absence of a technology-based tracking system, several interventions were used to address the RC complaints issue

- **When will you next assess this SLO? (must be within the next three years)**
Fall 2023