

## **The Basics:**

**Column 1** indicates the information being requested for the **2015-16 APRU**.

**Column 2** is where your program information should be recorded. The APRU is a Word document, so you will be able to copy and paste or type in your information into the center column. Word wrap is turned on so the box will expand with your typing.

**Column 3** contains the instructions for responding to the requested information.

When completed, save this Word doc and name it: ssbpt15apru\_*Admissions*. E-mail the completed APRU and any supporting documents as attachments to < [haynesjim@fhda.edu](mailto:haynesjim@fhda.edu) >. It is a good practice to upload a copy to the program's TracDat Documents Repository and keep a soft copy for your files to ensure that your work is not lost. Please contact: Jim Haynes < [haynesjim@fhda.edu](mailto:haynesjim@fhda.edu) > or ext. 8954 if you have questions.

**Getting Started:** Review your 2013-14 Annual Program Review Update posted on the SSPBT website:

<http://deanza.edu/gov/SSPBT>

Column 1	Column 2	Column 3
<b>Information Requested for the 2015-16 SSPBT - APRU</b>	<b>Input your answers in this column. Word wrap is turned on so the box will expand with your typing. Please provide brief responses.</b> Note: Reference documents can also be attached, i.e. TracDat reports. Make sure to note the name of any reference documents in your explanations.	<b>Instructions:</b>
Program Name:	<b>Admissions and Records</b>	Enter the name of the program being reviewed.
Name(s) of the author(s) of this report:	Barry Johnson/ Jose Hernandez/Tamica Ward	Enter the name or names of those who wrote this APRU.

<p>What is the program's Mission Statement?</p>	<p>Admissions and Records provide comprehensive, client sensitive and technologically innovative <b>services in an effort to simplify the admissions, registration and record processes.</b></p>	<p>Enter (or cut and paste) your most current Mission Statement. Please <b>highlight</b> changes, if any, to the Mission Statement that was posted in your 2013-14 APRU</p>
<p>Have you made any significant changes in your program based on the feedback you received from the SSPBT's review of your 2013-14 APRU?</p>	<ol style="list-style-type: none"> <li>1. The new priority registration began Fall 2014.</li> <li>2. ETS, in collaboration with A&amp;R, has created a checklist on the students MyPortal account. The A&amp;R staff assisted students with their checklist by using a reports tab in Banner that outlines their priority enrollment status. Some of the challenges faced were if or when a student applied, or had chosen an undeclared major or education goal they were sent an email notifying them about updating their major on their MyPortal account to get a better registration date. When a student completed one or more of the required elements for priority registration, Banner automatically updated and improved the date to register. Students were also notified by email and on the De Anza website about their new priority registration requirements.</li> <li>3. An enrollment priority appeal petition</li> <li>4. Online orientations began in Oct 2015 (instead of workshops or classes)</li> <li>5. Locked Myportal. Improved the process Beginning in Fall 2015 . The phone number on the students account is used to unlock.</li> </ol>	

		<p>NOTE: If no feed back was received move to the next question.</p>
<p>Have there been any other significant changes to your program since the 2013-14 APRU?</p>	<p>Hiring of new staff - One admissions assistant hired in August 2014 and one additional enrollment services specialist hired in December 2015.                  The Admissions assistant was needed for processing transcripts, verifications, front counter and phone messages                  The Enrollment services specialist was needed in processing applications that are pending in SWACAPP. This position has can assist in answering phones and front counter when needed.</p>	<p>Please explain any significant changes in: Staffing, Equipment, facilities, operational costs, organizational alignment, State/Federal regulations or laws, other?</p>

<p>What Impact have these significant changes had on your program?</p>	<p>Priority registration has impacted the admissions office with a large number of questions by email, phone and in person. When dates to register are posted there are a large amount of petitions requesting an earlier date. Also there is a learning curve for staff about the requirements for priority registration and also many questions from other staff. Implementation of mandated changes did not include training opportunities. Staff was asked to make changes to processes or procedures, without any accompanying technical training.</p> <p>With online orientations there are more questions about registration and counseling related questions since students are not speaking to a counselor. A&amp;R and counseling have now began to collaborate on all topics to align student services in order to serve our students more efficiently.</p> <p>The student phone number used to unlock the myportal accounts has helped somewhat with the requests for unlocking accounts but there is still a large volume of requests impacting staff</p> <p>Hiring new staff has help with the workload for processing applications in SWACAPP, answering phones, processing transcripts, and created a bigger presence at the front counter.</p> <p>More communication and/or training opportunities must be initiated for instructional staff regarding the online census certification requirements. This change was implemented during the review period, however, no additional technical training was completed for either staff or instructors beyond written instructions. During the 15 -16 academic year census certification was at an average of 87% return rate. Census is an auditable item for Admissions, this return rate must be 100% every academic year. Clear instructions and training needs to be provided to instructional staff</p>	<p>Please explain how these significant changes have impacted your program. What is now different?</p>
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and Division Deans.  
The Dean of Enrollment Services along with the Sr. Enrollment Services supervisor will provide hands on technical training for positive attendance, census and TBA and written instructions to instructional deans September 15 and 22, 2016 and additional training upon request. This training will assist in receiving 100% return rate of all documentation every academic year.

<p>What Impact have these significant changes had on your students?</p>	<p>Students have many more questions and concerns about priority registration. It is a great help to have the checklist posted on the student accounts. The telephone number used to unlock the student's account has helped the student so they don't need to come in or contact the Admissions office. A much quicker turn around time for processing applications and students getting the ID number to register. Also less time standing in lines etc.</p> <p>Although the changes have improved registration for priority groups, students now are having to wait for concomitant services, such as counseling. These delays in counseling, transcript evaluation, assessment and/or orientation prevent students from receiving an earlier registration date. A more streamlined step-by-step process must be implemented that all students can easily understand and follow, ensuring students complete the requirements for admission.</p> <p>Albeit registration dates are available for students, course refund and drop deadlines are not as readily available for students to view. The information is provided for students, however, the student must "drill down" into their individual schedule to clearly find this information. The "MyPortal" functionality provides a tremendous amount of information for students regarding different college services, but often times students failed to clearly understand and/or view the refund and drop deadlines. Some type of tutorial must be created that clearly shows students where to find this important information.</p>	<p>Please explain how these significant changes have impacted your students, including any positive or negative consequences.</p>
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<p>Have you initiated anything new to your program since the 2013-14 APRU?</p>	<ol style="list-style-type: none"> <li>6. The new priority registration began Fall 2014.</li> <li>7. ETS, in collaboration with A&amp;R, has created a checklist on the students MyPortal account. The A&amp;R staff assisted students with their checklist by using a reports tab in Banner that outlines their priority enrollment status. Some of the challenges faced were if or when a student applied, or had chosen an undeclared major or education goal they were sent an email notifying them about updating their major on their MyPortal account to get a better registration date. When a student completed one or more of the required elements for priority registration, Banner automatically updated and improved the date to register. Students were also notified by email and on the De Anza website about their new priority registration requirements.</li> <li>8. An enrollment priority appeal petition</li> <li>9. Online orientations began in Oct 2015 (instead of workshops or classes)</li> <li>10. Locked Myportal. Improved the process Beginning in Fall 2015 . The phone number on the students account is used to unlock.</li> </ol>	<p>This is similar to the above question about significant changes but is meant to single out any new initiatives.</p>
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<p>Is there anything else the SSPBT should know about what has happened in your program since the 2013-14 APRU?</p>	<p>Hiring of new staff. -One admissions assistant 08/2014 and one extra enrollment specialist on 12/2015.                  The Admissions assistant position was needed to process transcripts, verifications, phone calls/messages and front counter                  The Enrollment specialist was needed in processing applications pending in SWACCAP. This position also assists with phone calls, transcripts and front counter when needed.</p>	<p>Briefly described anything else the SSPBT should know about your program including any trends, future concerns, things on the horizon, etc.</p>
<p><b>Common and Unique Services</b></p>		
<p>Are there any <b>additions/deletions / edits</b> to the list of common or unique services identified in your 2013-14 APRU?</p>	<p>NA</p>	<p>The 2013-14 APRU asked your program to, list any common or unique services provided to students. Please briefly explain any changes to that list?</p>
<p>Are there any changes to the common or unique service designations listed in your 2013-14 APRU?</p>	<p>NA</p>	<p>The 2013-14 APRU asked your program to designate the direction you believe each of your common or unique services need to move towards. As you recall the choices were to: <b>Grow, Maintain, Enhance, Change Direction, Reduce, or Discontinue</b>. Are there any changes to these designations for a specific service?</p>
<p><b>SERVICES:</b></p>	<p><b>Student Services Learning Outcomes Assessment Cycle</b></p>	

<p>List all of your current and active <b>Student Services Learning Outcome Statements</b> as they are numbered and recorded in your TracDat account.</p>	<ol style="list-style-type: none"> <li>1. Student populations will be able to identify and adhere to important deadline dates to add, drop and withdraw themselves by accessing the De Anza website.</li> <li>2. . Faculty MyPortal Questionnaire – Faculty will be able to access important information about deadlines and MyPortal functionality and meet compliance.</li> <li>3. Post Survey for Student Workers – Students who had worked at the front counter and in Admissions for several quarters, and were transferring, were given a post-survey to determine their knowledge of specific Admissions related functions/rules.</li> </ol>	<p>You may cut and paste your <b>SLO</b> statements here or attach a document to this APRU and be sure to indicate the name of the document.</p>
<p>What is or has been your <b>SSLOAC</b> activity for 2013 -14?</p>	<p>Due to absence of the primary author of student learning outcomes no follow up was conducted or new outcomes created</p>	<p>Please summarize all <b>Student Services Learning Outcomes Assessment Cycle</b> activities since the 2013-14 APRU, including any work in progress.</p>

<p>Have you completed a <b>SSLOAC</b> in 2013 – 14?</p>	<p>4. Survey given to in person – This was a follow to post-Banner to an earlier pre-Banner survey.</p> <p>"The standing in line survey" conducted pre banner initially had a response rate of contradictory information. Students were able to verbalize the knowledge of online registration, however the primary reason for standing in line was registering for classes. This response rate confirms that concise information may not be available in an understandable fashion for students. A quarter of the response indicates the need to submit documents to admissions. Admissions should look at document workflows for electronic workflows for pass no pass, verifications and transcripts.</p> <p>Now that banner has been in use for six academic years take students should conduct banner utilization survey to gather data regarding the use of Banner self-service. The 2011 "Faculty MyPortal Questionnaire" surveyed instructional staff regarding important census drop dates, grade processing, and positive attendance hours. The survey results generally show that instructor know where to find information, however generally speaking 4 out of 10 instructors do not know where to find census drop date information and process. This information is housed in the faculty tab of the instructor portal and access through the class roster. Census is an auditable item for Admissions and 100% return rate is required. This survey showed that some instructors are not aware of census therefore a concise training document should be created and available to all instructors.</p> <p>The training information should cover census, positive attendance and grade submission.</p>	<p>If yes, please summarize the results, discussions, analyses, and any improvement plans that do not involve any new resources to implement.</p> <p>If no, please give an update of your progress or future assessment plans.</p>
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<p>Have you identified any enhancement plans for which additional resources will be needed in order to achieve a desired or improved outcome?</p>	<p>New training documents for instructors need to be created and communicated to the division deans. Time needs to be allocated to admissions staff to create the training documents. With the existing staffing levels finding free time for staff to create training materials would be difficult.</p>	<p>If yes, please summarize the results, discussions, analyses, and any improvement plans that will require new resources to implement.</p>
<p><b>RESOURCE REQUESTS</b></p>		
<p>Are there any <b>deletions/edits</b> to the resource requests listed in your 2013-14 APRU?</p>	<p>A staffing ratio analysis should be conducted comparing staff to student populations. No deletions</p>	<p>Review your resource requests form your last APRU in 2013-14.  NOTE: Resources include: Staffing, equipment, facilities, staff development, operational costs, other.</p>

<p>Are there any <b>additions</b> to the resource requests listed in your 2013-14 APRU?</p>	<p>Hiring of addition staff.</p>	<p>If adding new resource requests, please provide a brief explanations to the following criteria for each new request (see attached "ICC_SI_SSPBT_Values information sheet"):</p> <ol style="list-style-type: none"> <li>1. Is the request linked to any of the Institutional Core Competencies?</li> <li>2. Is the request linked to any of the Strategic Initiatives?</li> <li>3. Is the request linked to any of the Core Values?</li> <li>4. Is the request linked to any SSLO Assessment Cycle findings?</li> <li>5. Is the request linked to your CPR 5-year plan?</li> <li>6. How many times has this request appeared on an APRU?</li> <li>7. Is the request linked to any of the SSPBT priorities?</li> <li>8. What are the plans to assessment the effectiveness of this request if granted?</li> <li>9. Is there anything innovative, unique, or cutting edge about this request?</li> <li>10. Other information in support the resource request.</li> </ol> <p>OR</p> <p>For each new request, attach a detailed document that addresses the 10 criteria listed above – be sure to indicate the name of the document.</p>
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