

EL CAMINO COLLEGE
STUDENT SERVICES
ADMISSIONS, RECORDS, and REGISTRATION PROGRAM
PROGRAM REVIEW 2011

Program Description

- 1. Describe the program emphasizing the program's objectives and how the program supports the college's mission and vision statements, strategic initiatives, and core competencies.***

The program under review here comprises the functions contained in Admissions, Records, and Registration. The functions within the Admissions unit are the on-line application for admissions (CCCApply), K-12 Concurrent Enrollment processing, verification, special programs (Fire Technology, Terminal Island Prison classes), Grade Submission Assistance, Online Active Enrollment (Census) and No-Show Report assistance, Subpoenas, overriding problem prerequisites, MIS error checking, Residency Determination and Appeals, AB540 processing, name changes, address corrections, SSN corrections, change of major, online and in-house transcript processing, document scanning, credit-by-exam, academic renewal, grade change petitions and processing, cross-enrollment, reinstatements, online registration, registration help line, registration problems and issues, section-level transfers, repeat clearance, and probation level II clearance.

The program has and will continue to offer quality services to ensure the educational success of all the students in our community. In doing so, the program strives to meet the spirit and letter of the El Camino College mission.

Caring Student Services

The staff works with students primarily through the college's online services. However, the staff works directly with students to address unusual problems or issues.

Open Access

The program is open to all current, former, and potential students. Staff is available to assist in person, via telephone and email, and through online resources.

Demonstrating Accountability

The program receives authorization to operate through El Camino College Board policies and procedures, the California Education Code, the California Code of Regulations, the legal opinions and advisories of the California Community College Chancellor's Office, the laws of the United States including, but not limited to, the Family Education Rights and Privacy Act of 1974. There are annual audits to ensure

the program is adhering to federal and state laws and regulations and are meeting the needs of the students.

Application for Admissions

Applications for admissions to El Camino College are processed online. El Camino College was a pilot college for the state online application for the admissions project sponsored by the California Community College Chancellor's Office. Development of the application began in summer 2000 and was completed in spring 2001. El Camino College has been a member of the Steering Committee of CCCApply since its inception with the current El Camino College Director of Admissions serving as its Chair for six out of the last eight years.

Supporting Admissions Functions

Among some of the supporting functions are online add assistance (see Add Process), online drops, reinstatements, section level transfers, pre-requisite clearance problems, auditing classes, and issues related to Cosmetology.

Roster Processing

Roster processing involves the processing of "No Show" reports, "Active Enrollment" reports, "Grade" reports, and all supporting grade documents including attendance rosters. This function is now fully online.

Verifications

Students request verifications for a variety of reasons: health insurance, car insurance, employer tuition reimbursement, job and other college applicant requirements, and scholarships. Loan deferment verifications are done through the National Student Clearing House.

Concurrent Enrollment

This area encompasses the enrollment of all students wishing to enroll at El Camino College who are also enrolled in a secondary or primary school. Personnel dealing with concurrent enrollment must ensure that all students in this category applying for admission to El Camino meet all requirements. This includes filing a completed application and a completed concurrent enrollment form and, if circumstances require, other supporting documentation. Personnel in this area must also ensure that concurrently enrolled students are granted permission to enroll in approved courses and receive an appropriate registration appointment.

Petitions

General student petitions (not related to grades, grievances, or the like) are accepted in Admissions. Most students file these petitions because they are debating a fee or a "W." A Petitions Committee is assembled several times through the year. The committee is chaired by the Director of Admissions & Records or, in his absence, the Assistant Director of Admissions & Records. It is comprised of teaching faculty, counseling faculty, academic and student service deans and directors, evaluators, and representatives from Fiscal Services. Since the district

contracted with COTOP (Chancellor's Office Tax Offset Program), the committee has witnessed an increase in petitions. Before the committee can render a decision, significant research must be conducted on every petition. This is done by an employee within Admissions. The decision of the committee is final. However, a student can re-petition if the student can present new documentation or evidence to support the petition.

RECORDS

The functions within the Records unit are transcript processing, academic renewal, maintenance of student records, maintenance of class rosters, certification/IGETC, and course repetition, credit by exam, incomplete grade processing, military service credit, academic renewal, grade changes, and record imaging.

Transcripts

Tens of thousands of El Camino College transcripts are prepared every year for mailing to other colleges, scholarship organizations, employers of students, and to the students themselves. Approximately two-thirds are processed for mail-out with the remaining third processed for next day pick-up.

Academic Renewal

Approximately 500 petitions for academic renewal are processed each year. The academic renewal process follows Title 5 and the El Camino College policy and procedure.

Credit by Exam

Approximately 500 requests for Credit-by-Exam are processed annually. The vast majority of these requests are for foreign languages: Spanish, Japanese.

Imaging

All incoming transcripts (those received from other colleges), attendance records, education plans, residency petitions, old paper applications for admission, and denied grade changes are scheduled for imaging.

Record Maintenance

The vault of the Records Office contains the academic records of all students since the college opened in 1947. The older records are stored in bound volumes and micro film. On an almost daily basis the Records Office receives requests for transcripts from the 1960s and 1970s. This requires time consuming research to pull the old records. In addition, the Student Services Specialist in the Records Office assists the Admissions Unit in the processing of subpoenas for old documents which may include academic transcripts, rosters, and other support documentation.

REGISTRATION

The functions within the Registration unit include online registration, the registration help line, and the online add process.

Online Registration

Online registration is conducted through the El Camino College Portal. Over the years it has migrated from the Web Advisor product of Datatel to the present customized Portal. With the infusion of new screens, a “shopping cart” and a streamlined flow through the on-line registration process, all students now use web registration.

Registration Help Line

When students encounter problems in registering online, they contact the Registration Help Line. This service is offered only during registration cycles and is staffed by one or two part-time employees. This service is offered for students at the El Camino College campus and the Compton Center.

Add Process

In Fall 2009 both El Camino College and the Compton Center migrated fully to an online add process. This process is conducted in the first two weeks of each semester and during the first week of each summer session. Support personnel are provided at both ECC and CEC to assist students who have questions regarding the online add process. In addition to Admissions, Counseling and Financial Aid participate in the add process by directly interacting with students in the designated support locations. Certain factors prevent some students from adding online: the student may need a pre-requisite clearance, there are excessive repeats, or the course has a co-requisite.

2. Describe the student population served by the program using available data.

All students wishing to enroll in a credit course or audit must submit an online application for admissions and then register for the courses they wish to pursue. Therefore, the population served by these two key Admissions and Registration functions, mirror the population of the college. In Fall 2010 the student data was as follows for gender and ethnicity: There were a total of 24,775 students enrolled in that semester.

Gender		
Female	12,776	51.6%
Male	11,980	48.4%

Ethnicity		
Latino	9,291	37.5%
White	4,633	18.7%
African-American	4,237	17.1%
Asian	4,237	17.1%
Unknown	1,436	5.8%
Two or More Races	694	2.8%
Pacific Islander	173	0.7%
American Indian	74	0.3%

In Fall 2010 a total of 16,268 of the enrolled students were considered “traditional” age students (under 25). There were 8,506 students who were “non-traditional.”

Of the 24,775 students who enrolled, 15,219 (61.4%) were continuing students from the prior term (spring 2010). There were 6,295 (25.0%) first-time students to El Camino College and 3,002 (12.1%) returning students. There were also 359 K-12 Concurrently Enrolled students. These first-time, returning, and K-12 students were required to apply for admissions first and then register for their courses. The 9,656 applications processed for these students do not include the applications for admissions for those students who chose not to register for the semester.

The major function in the Records Office is the production and issuance of unofficial and official transcripts. There is no demographic data on the students who request transcripts. Students, former and current, will request transcripts to be sent to other colleges or universities, to employers, to themselves, and to other third parties.

- 3. What happens after students participate in the program’s activities? If applicable, address whether students are successful in meeting their educational goals.**

Application for Admissions

Students apply online to El Camino College. Applicants can either be a concurrently enrolled, new, or a returning student. Concurrently enrolled students (K-12 students) must apply every term until the student graduates high school. New students are students who have never been enrolled at El Camino College or had been previously a K-12 student. Returning students are those students who had been enrolled in a previous term (other than K-12), and have been separated from El Camino College for at least one primary term. It is expected that students will understand the online application and complete it accurately and in a timely manner.

Supporting Admissions Functions

There is a myriad of supporting functions in admissions: faculty online forecasting, final grade, no-show and census report, and drop assistance; subpoena processing, special program operations (fire tech, honors transfer program,

Verifications

Students request verification of enrollment for a variety of reasons. Most current students request verification for insurance or scholarship purposes. Some need verification because they receive employer reimbursement for their education. Both current and former students ask for verification of enrollment or degree/certificate received when applying for a job. Most of these requests now transact through the National Student Clearing House. However, we continue to receive in-person requests

Concurrent Enrollment

Students who participate in this function of the program are expected to complete all aspects of the concurrent enrollment admissions and registration process in a timely manner and in accord with the provisions of the California Education Code and the policy and procedure of El Camino College. K-12 students who successfully complete the process are permitted to enroll in the pre-approved courses and are subsequently treated as a college student with all rights, privileges, and responsibilities.

Petitions

There are four primary types of petitions in this program; grade change, residency, late add, and general petitions. There are also some minor petitions – those with lower usage: credit by exam, academic renewal.

RECORDS

The functions within the Records unit are outgoing transcript processing, in-coming transcript request processing, academic renewal, maintenance of student records, maintenance of class rosters, certification/IGETC, course repetition, credit by exam,

incomplete processing, military service credit, academic renewal, grade changes, and record imaging.

Transcripts

Both incoming and outgoing transcripts are under the jurisdiction of the records office. Incoming transcripts are opened and scanned for future use by counselors and evaluators. Outgoing transcripts are processed in accordance with the requests of the student: next day pick up or mail or standard mail (10 business days).

Transcript requests may be made in person, through the mail, or through the online 24/7 transcript request process. El Camino College uses credentials inc. for this service. The records office staff must still print, fold, and mail the online transcript requests.

Academic Renewal

If a student meets the district's requirements on academic renewal, then the student can realize an improvement in the grade point average on the academic transcript. Thus, a student may then qualify for a degree or certificate. In addition, many four year colleges recognize and honor academic renewal and a student's goal to transfer can be fulfilled.

Credit by Exam

Students who meet the college's requirements for credit by exam will file the petition with the records office. It is the records office that is responsible for verifying the student has met the criteria for credit by exam as set forth by board policy and procedure. It is also the records office that collects all relevant fees for the exam, posts the outcome on the student's transcript, and maintains the records of the credit by exam petition and subsequent outcome.

Imaging

The timely and correct imaging of student records is a great service to students directly and indirectly. Students, counselors, and other academic professionals with a need to know can extract this information and use it for Education Plans, degree audits, or other tools that can lead to student success.

Record Maintenance

Record maintenance is essential. It is not only legally required, but it allows for students and counselors to refer back to previous documents. This facilitates academic counseling and student decision making.

REGISTRATION

The functions within the Registration unit include online registration, the registration help line, and the online add process.

Online Registration

Online registration, although losing the personal touch that in-person registration once had, provides students with opportunities to register 24/7 from their home, the college or across the country, after a student's registration appointment time. It is a cost effective tool for the district and a service of convenience for the students.

Registration Help Line

The registration help line lives up to its name. It provides student service to students who are experiencing difficulty in accessing or maneuvering through the online registration system. It is also there to answer some fundamental registration questions regarding prerequisites or overloads. The help line will refer students to counseling, the academic division offices, fiscal services, or financial aid when appropriate. It is this help line that assists both el Camino and Compton students.

Add Process

It is anticipated that students will be able to add courses online with the use of Add Code stickers. The Admissions Program offers assistance to students during the Add period. During the first two weeks of the fall and spring semesters Online Add Assistance is offered to students in the East Lounge of the Student Activities Center.

4. List notable achievements that were linked to the College's Strategic Initiatives that have occurred since the last program review.

There were notable achievements that were linked to the college's strategic initiatives since the last program review in 2006.

Five of the seven strategic initiatives adopted by the district were used by the program for the 2006 program review. They were:

Strategic Goal One: "Support and constantly improve the quality of our educational offerings."

Strategic Goal Three: "Support innovative practices that enhance the educational experience."

Strategic Goal Five: "Support and develop effective and motivated employees."

Strategic Goal Six: "Improve and enhance internal and external communication."

Strategic Goal Seven: "Incorporate flexibility into institutional structure and process."

Three significant objectives that were sought and achieved were:

- 1) Replace the Retiring Supervisor
- 2) Convert Paper Rosters to Online Rosters
- 3) Permanently Fund CCCApply

Each objective achieved is discussed in more detail below and linked to one of the above strategic initiatives.

Hire New Supervisor

Replace the retiring supervisor with another supervisor.

The Admissions & Records Supervisor retired in April 2007. The role in the admissions, registration, and records processes is critical. The primary functions of the supervisor in the Admissions program are the oversight of the front counter and its employees and residency appeals and determination. The role in registration is vital including prerequisite and overload clearances during the regular registration cycle and during the Add period. The initial objective was to hire a for the summer 2007 registration cycle which began in mid-May 2007. However, due to administrative delays and the hiring cycle a replacement was not hired until May 2008 with an effective start date of June 2007. Cost: there will be a short term cost savings. The supervisor was at the fifth step in that salary range, while the replacement will be in the first step.

Replace the retiring supervisor with another supervisor. This was linked to prior strategic goals three and seven.

Strategic Goal Three: "Support innovative practices that enhance the educational experience."

Strategic Goal Seven: "Incorporate flexibility into institutional structure and process."

The new supervisor was hired and started June 2008.

Convert Paper Rosters to Online Rosters

The objective here was for El Camino College to move away from paper generated rosters to web-based rosters. The "No Show," "Active Enrollment," and "Final Grade" reports were to be converted from paper to web based applications. The desired outcome was to streamline processing for instructors, Admissions, and Information Technology Systems.

Permanently Fund CCCApply

The original proposal was to fund the main CCCApply application and the CCCApply Spanish application out of matriculation. However, the district agreed to fund the main application out of general funds. The CCCApply Spanish application was cancelled due to extremely low student usage. However, the district also agreed to pay for eTranscript California, the state online transcript service. This objective was linked to strategic goal seven: "Incorporate flexibility into institutional structure and process."

The following strategic goals are cited below.

Strategic Goal One: "Support and constantly improve the quality of our educational offerings."

Strategic Goal Three: "Support innovative practices that enhance the educational experience."

Strategic Goal Five: "Support and develop effective and motivated employees."

Strategic Goal Six: "Improve and enhance internal and external communication."

Strategic Goal Seven: "Incorporate flexibility into institutional structure and process."

5. What prior program review recommendations were not implemented, if any, and why? What was the impact on the program and the students?

Not applicable.

Electronic Tracking

It would assist future program reviews and benefit planning, staffing and budgeting decisions if we were able to electronically track on a daily basis with seasonal comparisons the following:

- a) Verifications of enrollment
- b) In-person and on-line applications for admissions
- c) Student petitions
- d) Residency appeals
- e) Roster submissions by faculty

Establish an automated tracking mechanism for many of the functions in Admissions and Records. This is linked to strategic goal three.

Student Learning Outcomes (SLO)

1. Describe how program personnel are engaged in the creation, discussion, and review of SLO - statements, assessment results, and reports.

The SLO for Admissions was created on a state-wide level by the Steering Committee of CCCApply. There are two voluntary questions that follow the online application for admissions.

1. Rate your experience with this application. There are five levels of satisfaction provided to responding students: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. Students who do not answer the question are included in the No Response category.
2. Would you recommend this application? Here students are provided with two simple choices: yes or no. Again, all students who do not answer the question are included in the No Response category.

Although program personnel were not involved in the creation of the SLO, they have access to review, discuss, and comment on the SLO outcomes and are involved in the reviewing process.

2. *How does the program ensure that SLO's are assessed consistently?*

The SLO is only assessed for primary terms. The assessment takes place within six months after the end of a primary term.

3. *Have the SLO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?*

The results of the SLO are overwhelmingly positive consistently over 90% with satisfied and very satisfied. Based on student comments, students feel the college is providing straight forward explanation and streamlined process.

Program Improvement

Explain what changes need to be considered to improve the program.

1. *What activities has the program engaged in to improve services to students?*

Online Registration

Online registration was already in existence at the time of the last program review. However, it has been enhanced with more searchable features and has been streamlined. These enhancements provide greater services to students. This activity can be linked to Strategic Initiative F: support facility and technology improvements to meet the needs of students, employees, and the community.

Online Transcript Requests

At the time of the last program review all transcript requests were via a paper format at the Record's Office window, via the U.S. mail, and occasionally via fax. When El Camino College contracted with Credentials, Inc. to provide online transcript services for students a big step forward was taken. Now, students can request transcripts online from the privacy of their home and elsewhere around the clock. This activity can be linked to Strategic Initiative F: support facility and technology improvements to meet the needs of students, employees, and the community.

CCCApply Enhancement

The enhancements made to the processing of CCCApply would not be felt by existing students. However, all new students benefit. By automating many of the email messages to applicants and providing new and returning students with timely information, these students can act much quicker than their predecessors in making appointments with a counselor, taking an assessment test, or following up with residency or other questions. This activity can be linked to Strategic Initiative F: support facility and technology improvements to meet the needs of students, employees, and the community.

Hershey Imaging

The Hershey system proved to be an improvement over the old Laserfiche system. The versatility and expedience of Hershey has proved a benefit over Laser fiche. This activity can be linked to Strategic Initiative F: support facility and technology improvements to meet the needs of students, employees, and the community.

This activity can be linked to Strategic Initiative F: support facility and technology improvements to meet the needs of students, employees, and the community.

More Forms Online

Since the last program review the Residency Re-classification Petition, Graduation Intent, Certification Petition and the transcript request forms have been placed online for the convenience of the students. This activity can be linked to Strategic Initiative B: Strengthen quality educational and support services to promote student success.

Improvement of A&R Main Line Service

The service to students by the main telephone line in Admissions & Records has improved. A rotation of part-time and student employees have the primary responsibility in answering telephone calls. There is also a back-up plan of classified employees who answer the telephone in the absence of part-time or

student employees. This activity can be linked to Strategic Initiative B: Strengthen quality educational and support services to promote student success.

2. How have program personnel used metrics to improve program services? (Provide metrics from the last four years).

Applications for admissions

Not surprisingly the number of applications for admissions has increased over the past few years. First, the last programs using paper applications now apply online. Second, the struggling economy has brought many of the unemployed or underemployed to seek admissions. Finally, the limitation on enrollment for the CSU and UC system has caused some students to redirect to El Camino College.

MONTH	2007	2008	2009	2010	2011
January	2,564	3,165	4,609	5,744	5,854
February	1,241	1,826	3,114	4,364	4,290
March	1,350	1,609	2,529	3,521	3,919
April	2,074	2,336	3,617	4,692	4,844
May	3,373	3,825	7,126	7,305	7,423
June	3,455	3,972	8,830	7,850	6,654
July	2,622	2,732	4,626	4,206	4,231
August	3,072	2,890	5,905	5,254	5,361
September	730	924	2,247	2,480	2,322
October	912	1,254	1,971	2,093	2,421
November	1,781	2,918	3,580	4,332	3,016 (IP)
December	2,157	3,585	4,828	4,872	
TOTALS	25,331	31,036	52,982	56,713	50,335 (IP)

Residency petitions

As can be seen in the Residency Petitions table, the program has been tracking the number of petitions approved since 2006. However, it was not until Fall 2009 that petitions were tracked for both approved and denied petitions. Fall 2009 had significantly more petitions than subsequent terms. This level of petitions had been experienced in prior terms. The reduction in the number of residency petitions is related to deleting one question in CCCApply that caused confusion among students. The question asked “do you intend to make California your permanent residence?” Many students took the word “permanent” literally and would not commit to the long term future.

TERM	APPROVED		DENIED		TOTAL
	COUNT	PERCENT	COUNT	PERCENT	
2006/FA	380	n/a	n/a	n/a	n/a
2007/WI	103	n/a	n/a	n/a	n/a
2007/SP	233	n/a	n/a	n/a	n/a
2007/SU	193	n/a	n/a	n/a	n/a
2007/FA	547	n/a	n/a	n/a	n/a
2008/WI	104	n/a	n/a	n/a	n/a
2008/SP	266	n/a	n/a	n/a	n/a
2008/SU	211	n/a	n/a	n/a	n/a
2008/FA	385	n/a	n/a	n/a	n/a
2009/WI	153	n/a	n/a	n/a	n/a
2009/SP	199	n/a	n/a	n/a	n/a
2009/SU	308	n/a	n/a	n/a	n/a
2009/FA	490	19.5	2021	81.5	2,511
2010/WI	n/a	-	n/a	-	n/a
2010/SP	242	73.8	86	26.2	328
2010/SU	107	50.5	105	49.5	212
2010/FA	421	74.0	148	26.0	569
2011/WI	109	81.3	25	18.7	134
2011/SP	343	75.6	111	24.4	454
2011/SU	301	77.8	86	22.2	387

Late add petitions

Students attempting to add after the deadline to add for a class section will attempt to add in the “late add process.” Over the years the District has tightened its rules on late Adds, and have defined what constitutes a justifiable late add. With each passing term, the number of late adds submitted is reduced as students realize they must meet the criteria as set forth in district policy and procedure. The data below supports the efforts made to apply the rules strictly and to communicate with students to add on time.

TERM	APPROVED		DENIED		TOTAL
	COUNT	PERCENT	COUNT	PERCENT	
2006/FA	117	53.4	102	46.6	219
2007/WI	6	40.0	9	60.0	15
2007/SP	275	64.9	149	35.1	424
2007/SU	62	69.7	27	30.3	89
2007/FA	n/a	-	127	-	127
2008/WI	25	39.9	41	60.1	66
2008/SP	207	62.5	124	37.5	331
2008/SU	62	48.0	67	52.0	129
2008/FA	224	68.9	101	31.1	325
2009/WI	30	78.9	8	21.1	38
2009/SP	218	59.4	149	40.6	357
2009/SU	155	84.7	28	15.3	183
2009/FA	288	65.8	150	34.2	438
2010/WI	37	86.0	6	14.0	43
2010/SP	163	67.9	77	32.1	240
2010/SU	30	43.0	39	57.0	69
2010/FA	49	49.5	50	50.5	99
2011/WI	11	57.9	8	42.1	19
2011/SP	125	60.0	83	40.0	208
2011/SU	35	59.3	24	40.7	59

Credit by exam

Credit by Exam is used on a limited basis by those students who are confident they can pass an exam and get credit. The numbers below

SEMESTER	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011
Fall	57	93	50	42	23

Winter	13	6	17	5	2
Spring	58	83	74	90	80
Summer	12	21	9	15	10
TOTALS	140	203	150	152	115

3. If applicable, explain any patterns in student success, retention, and persistence in terms of student characteristics and program objectives and discuss planned responses or changes.

Not Applicable

Program Environment

1. Discuss the program environment, including the relationship among program staff and students and involvement with other programs or support areas.

Students

Admissions, records, and registration program is one of the few programs at the college that interacts with future, existing, and former students. With services and functions at the entrance, exit and along the path in between students interact with this program either through direct contact with program personnel or through its online services. Every person wishing to enroll in at least one for credit course must at the very minimum complete and submit an application for admissions and must complete the registration process. Beyond that, students may need to repeat courses, request verification of enrollment, petition for residency clearance, apply for credit by exam, and eventually request transcripts. These are but a few services students may utilize offered by the program

Faculty

Although the El Camino College faculty does not have the frequent in-person contact of a few years ago – when final grades were submitted in person - they continue to interact with admissions, records and registration staff for a variety of reasons. A few cases in point:

Instructors contact admissions staff if there are questions or problems with the processing of the online no show, census, forecasting, or final grades reports

Instructors may intervene on behalf of students who are experiencing difficulty in registering or adding a course

The class reinstatement process is a manual one. Therefore, if a student or instructor drops that student from a class in error online, the reinstatement must take place by admissions personnel.

In the grade petition process carried out in records, an instructor may generate the petition for a grade change. If the grade petition was initiated by a student, the instructor must respond, either affirmatively or negatively to the petition

Counseling

Counselors rely on the timely and accurate scanning of all incoming transcripts, education plans, and supporting documents to provide them with a complete picture of the academic standing of the students they meet and who are in their program (athletics, DSPS, EOPS, FYE, F-1 students, etc.). The counselors are also the key personnel in reviewing student requests for unit overloads, clearance for prerequisites, and consultation with students on academic or progress probation. Each of these decisions greatly impacts the students and results in an interaction between the counselor, the student, and an admissions or registration staff member.

Information technology

The interaction between admissions, registration, and records is ongoing and comprehensive.

Fiscal services – non cashiers

Admissions and registration personnel must work closely with fiscal services and the appropriate academic division to properly bill students – or not bill students – in special programs. The procedure and process must be carefully constructed to meet all federal and state laws and regulations, district policy and procedure, and the terms of the relevant contract or grant. A good example of this is the fire technology program.

Cashiers

The cashiers interact with the registration and records components. Students who owe fees are blocked from registering or obtaining transcripts. These students must pay before they can proceed to register or receive a transcript. However, the cashiers must release the fee hold when a student pays. This is critical, but does

not always occur. It then requires registration or records personnel or the managers of the division to contact cashiers to verify payment of fees and release of hold.

Financial aid

There are a few areas that require close cooperation between financial aid and the admissions and registration components of the program. The key topics that require interaction and cooperation are: changes to student data that occur in financial aid, location code changes, and drops and withdrawals that are backdated.

Categorical programs

The categorical programs work closely with the registration personnel in the maintenance of the cohort for registration purposes. The establishment of a registration date and time for these programs is communicated by the director to the programs. The programs in turn communicate these dates to their students. Errors in the ST/STMC screen in Datatel colleague (the screen that provides the registration appointment day and time) are addressed between the categorical program and registration personnel.

Evaluations program

The evaluators, like the counselors, are heavily dependent on the timely scanning of incoming transcripts. Without the continuous processing of incoming transcripts the evaluation of student graduation intents would be compromised as would the college's goal of increasing its graduation rate.

2. Describe the number and type of staff and faculty (include current organizational chart).

The Admissions, Records and Registration programs have a total of 16 classified employees assigned to its myriad of functions. In addition, the programs are supported by temporary classified, casual, and student worker employees. The three programs are led by a supervisor. A total of 14 full time classified and two part-time classified work within these programs. Of the 14, there are two student services specialists, two student services technicians, four senior clerical assistants, five clerical assistants, and one admissions clerk. The two part-time classified employees are clerical assistants.

The employee allocation by program is as follows:

Admissions: nine classified employees – two student services technicians, three senior clerical assistants, three clerical assistants, and one part-time clerical assistant

Records: five classified employees – one student services specialist, one senior clerical assistant, two clerical assistants, and one admissions clerk

Registration: one classified employee – one student services specialist

Note: one part-time classified clerical assistant serves all three programs on an as needed basis.

Please see Appendix A for an organization chart.

3. Describe facilities or equipment needs for the next four years.

The entire division of Admissions and Records is housed on the first floor of the Student Services Building. The admissions and registration functions are currently located at or adjacent to the front counter of Admissions. However, some of the support functions such as CCCApply and roster and grade support are in the center of the office. The registration help line is located in a small room next to the Records Office. During the first two weeks of the fall and spring semesters the online add assistance function is located in the East Lounge of the Student Activities Center. The Records Office, its vault, and its functions are located in a secure locked location. Student access is via windows that are approached from the rear of the Student Services Center.

4. Describe how well the scheduled hours of availability meet student demand and indicate the specific hours the program operates.

The scheduled hours of Admissions, Records, and Registration are in conformity with most of the major units and programs in the Student Services Center. The following are the hours of operation during most of the year:

DAY	OPENING TIME	CLOSING TIME
Monday	9:00 am	5:30 pm
Tuesday	9:00 am	5:30 pm
Wednesday	9:00 am	6:30 pm
Thursday	9:00 am	5:30 pm
Friday	Closed to Public	Closed to Public

The above hours appear to work nicely for the students. Most students now conduct their work through online services, email, or petitions. However, there will always be circumstances in which students need in-person services. The closure of the office on Fridays works well. There are few classes on Fridays, Admissions employs one temporary non-classified person to work in the student services lobby, and we reserve Fridays to address work backlogs, staff meetings, and training sessions.

5. Describe the influences that external factors such as state laws, changing demographics, and the characteristics of the students served have on the program and services and how the program addresses these factors.

Regulatory changes continue to impact all aspects of A&R. Since the last program review we have witnessed two significant upgrades to the Title 5 regulations regarding repeats and “Ws.” A third revision to these regulations has recently been approved and will be implemented for the summer/fall 2012 registration cycle.

Within the last two years restrictions on the percentage of “RD” grades by term has been implemented. A college is now restricted to a maximum of 2.00% “RD” grades per term. The consequence of failing to meet this threshold is a college’s inability to submit its MIS report to the Chancellor’s Office. However, through cooperation with the Academic Divisions and A&R, El Camino College has maintained a threshold below 2.00% since the regulation became effective.

Residency regulations remain complex as always. There have been some modifications to residency determination for active duty members of the armed forces in favor of the students and their dependents. Also, we have witnessed a tightening of the regulations and the document tracking of out-of-state athletes.

Customer Service

1. Administer a customer service survey and list the major findings. Describe exemplary services that should be expanded or shared with other programs.

The Admissions, Records, and Registration survey was available to students on the A&R website from May through September 2011. Although the office of Community Relations twice emailed the ECC student population to participate in the survey only 204 participated. This is disappointing. However, we will still analyze the survey with the understanding that 204 out of approximately 25,000 students cannot provide an accurate and representative picture.

In the question “for spring 2011, how did you register for El Camino College” was answered by 147 students. Of those 84.48% registered via MyECC, 2.30% via the automated telephone registration system, 6.32% calling the registration help line, and 6.90% registered through a combination of methods. It should be noted that spring 2011 was the last term the automated telephone registration system was used. It is conjecture, but the 2.30% who used the automated system will most likely use the registration help line in the future.

The next question asked “did you receive assistance...” One hundred and sixty eight students answered this question with 23.81% affirming they did receive some sort of assistance. The follow-up question to a “yes” answer was “if yes, do you...” was 25.58% stating “no.” However, this answer cannot be measured seriously since 40 students had answered “yes” to the lead-in question and 86 answered the follow-up.

An interesting result was in the question how frequent students checked their ECC email. The results were as follows:

Response	Frequency	Percent
Frequency Used	83	61.48
Occasionally Used	31	22.96
Rarely Used	12	8.89
Never Used	6	4.44
Expect Future Use	3	2.22
Not Applicable	0	0.00

The most interesting result that 13.33% answered that they either never or rarely used their college email. When we factor in the 2.22% who are not currently using their ECC email, but expect to use it in the future, we now have 15.55% who are not currently checking their email.

There were two other questions in frequency of use that are related to checking ECC email. One question was the viewing of registration appointment date and time. The other question was on retrieving the class schedule. The other question was on retrieving the class schedule. In viewing registration appointment day/time ten out of 136 students, 7.35%, stated they rarely used this feature while five, 3.68%, stated

they never used this. In retrieving their class schedule, 14 out of 132 students, 10.61% stated they rarely used this, while seven, 5.30% said they never used this.

As for the registration help line 82 students responded to this question. The combined satisfied rate was 57.32% Respondents answered 21.95% neutral and 20.74% combined unsatisfied. We need to question the validity of the response totals to this question. Compare this percentage to the 11 students 6.32% that answered they had used the registration help line. The results of this question are questionable. The same holds true with the “ease” of the registration help line. Seventy-eight students answered this question (again compare to the 11 who said they used the help line). Fifty-seven found it easy to very easy, 28.21% were neutral, and 14% found it difficult to very difficult.

The ease of use question for the online application for admissions (CCCApply) had 128 students participate. Of those students 77.34% found it easy to very easy, 14.84% were neutral, and 7.82% found it difficult to very difficult. Compare the difficulty response to the negative responses on the CCCApply SLO. This closely matches the negative responses received statewide which is consistently under 10% and ECC’s SLO negatives that remain under 5%.

In the Records Office three major areas were addressed: online transcript requests, in person or mail transcript requests, and grade change petitions.

For the online transcript requests out of the 91 students that responded to the question only one was dissatisfied to very dissatisfied for a 1.10% dissatisfaction rate. For the ease of use only one out of 90 found the process difficult to very difficult for a 1.11% difficulty rate. The satisfaction and ease of use rates complement each other.

The in-person/mail transcript request process, although fairing well in both satisfaction and ease, did not do as well as the online transcript request. The in-person/mail transcript service had six out of 76 students, 7.90% were unsatisfied to very unsatisfied. Ease of use mirrored the satisfaction rates. Seven of the 76 students, 9.21% found it difficult to very difficult.

The questions on grade change petitions experienced an incredibly low response rate with 55 students answering the satisfaction question. This is much too low a number to get a true picture of this service. With that said, only two, 3.64% were dissatisfied. An even lower number, 49 answered the ease of use question for the

grade change petition process. Seven of those students, 14.28% found it difficult to very difficult.

2. *What aspect of the program's service needs improvement? Explain how the program will address service improvements.*

Enhance and Improve CCCApply Automation

Although great strides and significant improvements have been achieved with CCCApply automation since the last program review, there is much work to do. There are still some fields in Datatel Colleague that need to be automated. Currently, these fields must be manually processed on a student by student basis. Simultaneously, the conversion from CCCApply to OpenCCCApply will need to be addressed.

Cross Training

Cross training has occurred with success among the part-time employees. Classified staff members have expertise in their functions in their classification. Some cross-training will need to be considered in the future.

Improvement of Facilities

The facilities in Admissions & Records are old, out-dated and do not provide a welcoming environment to students. Some short term measures should be considered to enhance the facility.

Conclusions and Recommendations

Present a brief summary of the program's strengths and areas for improvement. List all recommendations in a prioritized manner for subsequent placement into the program's annual plan.

1. *Summarize the program's strength and areas that need improvement.*

Strengths

The Admissions, Records, and Registration units have highly trained, well experienced, and incredibly dedicated employees who are well versed in the laws and regulations that guide them, and in the policies and procedures of the district.

The online application has exceeded expectations in terms of student usage and satisfaction. As of Fall 2010, approximately 98% of all students applying for

admission to El Camino College used the online application. By Fall 2011, that number reached 100%.

Weaknesses

There are many aspects of A&R that still require manual processing. Among the functions are CCCApply communications and CCCApply coding. The lack of a viable one stop also hinders A&R. There continues to be problems with some pre-requisites. Repeats will need to be addressed once the Chancellor's Office publishes a final set of Title 5 Guidelines on repeats. However, with the joint cooperation of ITS and A&R, an automated process for CCCApply was developed and is in full operation. Reviews of this process will take place in 2011 to examine further enhancements.

2. List prioritized recommendations. (Provide proposed organizational chart if appropriate).

1. Conduct a Staffing Analysis and Develop a Staffing Plan

Conduct a staff analysis and replace retired staff as needed as an exact job replacement or an enhanced or modified job replacement. The analysis would include, but not be limited to the following:

- a) Retain Retired Staff Positions on Books during Staffing Transition
- b) Reevaluate Job Descriptions
- c) Create New Job Descriptions
- d) An implementation plan

This recommendation is linked to two 2011-2014 Strategic Initiatives. First, Strategic Initiative B: Strengthen quality educational and support services to promote student success. Second, Strategic Initiative E: Improve processes, programs, and services through the effective use of assessment, program review, planning, and resource allocation.

2. Conduct a Datatel Colleague and Other Application Analysis

There needs to be an enterprise wide needs analysis conducted on the Datatel system and all its products, particularly Colleague and its Web Services program that gave birth to the portal and MyECC. However, we can only control the programs within the Admissions & Records Division. Therefore, we need a needs analysis of Datatel and its products as it relates to the A&R programs. In addition, other application programs should be included in this analysis including, but not limited to: CCCApply, eTranCalifornia, Credentials Inc., document imaging, MyEdu, and more.

This recommendation is linked to one 2011-2014 Strategic Initiative. Strategic Initiative F: support facility and technology improvements to meet the needs of students, employees, and the community.

3. Improve Security and Safety

Engage the Office of Safety and Health, Facilities, and Information Technology Services to review of all safety and security issues. This would include but not be limited to the following.

- Computer Security
- Heating and Air Conditioning
- Access to the Office
- Disaster Training

This recommendation is linked to two 2011-2014 Strategic Initiatives. Strategic Initiative F: support facility and technology improvements to meet the needs of students, employees, and the community. Second, Strategic Initiative G: promote processes and policies that move the College toward sustainable, environmentally sensitive practices.

3. X **Continue Program**