



El Camino College Compton Community Educational Center

**ADMISSION AND REGISTRATION
PROGRAM REVIEW
2008**

El Camino College – Compton Community Educational Center
Division of Student Affairs
Program Review

I. Overview

A. Program Profile

Instructions: The program profile should contain the program name, primary objectives, funding source(s), a profile of the students or clients served, and any other information that will provide the reader with a more complete understanding of the program.

The program under review here comprises the functions in the admissions unit of Admissions and Registration. The functions within this unit are the on-line application for admissions (CCCApply), the in-person (or paper) application for admissions, K-12 Concurrent Enrollment processing, Special Programs (Fire Technology, Nursing, Cosmetology), MIS error correction, residency determination and changes, AB540 processing, registration on-line, phone, in-person; add and drop process and late registration petitions. The funding is from District and Matriculation.

B. Status of Previous Recommendations

Instructions: List the current status of recommendations that were provided in the last program review. Not available

C. Continuing Recommendations

Instructions: List the recommendations that have been implemented since fall 2006.

Implementation of On-line Admissions application

During fall 2006 the On-line Admission application was implemented with English format, and in summer 2007 the Spanish application was implemented. The application is sponsored by the Chancellor's Office and is known as the CCC-Apply. Approximately 80 % of the students use this option.

Concurrent Enrollment-High School Students

The concurrent enrollment policy requires the student to file an admission application and concurrent K-12 form for each semester prior to enrollment. It is essential that the Office of Outreach and School Relations, Counseling, Extended Opportunity Program and the Tri City High School Program at the Center all work with the Admissions Office to assist these students.

Implementation of On-Line Web and Phone Registration

On-line Web and Phone registration was implemented for Winter and Spring 2007. Special orientations were established to assist students. An on-line tutorial is available to students. The phone version is easier for student access and understanding; however the on-line

version provides an integrated program for class selection and fee payment as well as prints an out of class schedule.

In-Person Registration

During the on-line registration period in-person registration is available for students with the on-line system. This may include prerequisite clearance, a number of other problems or students with no computer knowledge. During first two weeks of the semester, or late registration, the student lounge is used for in-person registration with special emphasis to assist students with questions and different services of the college as well as registration. The add process takes place during this period which requires the instructor's signature for the late period.

Roster Processing

Roster is processed for the first day and dropping of students who do not attend the first week are requested from the instructors. Instructors have the capability to drop online and back-up printed rosters are provided only as a back-up. Fall 2008 back-up rosters were discontinued and the faculty must submit a drop card.

On-line Information Center

The Admissions and Counseling lobby area has been remodeled to provide an on-line information center for students to complete admissions, registration, orientation plans and access student records.

II. Program Data

A. Student/Client Satisfaction

Instructions: List and analyze the results of the student or client satisfaction survey. Based upon the analysis what program improvements should be made. Assistance from Institutional Research and Planning will be necessary to create, distribute, and tally the survey.

(To be inserted)

Example of survey:

EL CAMINO COLLEGE COMPTON EDUCATIONAL CENTER
ADMISSIONS AND RECORDS SURVEY

PLEASE CHECK THE BOX WHICH MOST CLOSELY REPRESENTS YOUR
EVALUATION OF THE SERVICES RECEIVED FROM ADMISSIONS AND RECORDS.

	Strongly Agree	Agree	Disagree	Strongly disagree	N/A
Procedures are clear and easy to follow on printed materials for admissions.	_____	_____	_____	_____	_____
In person registration staff was helpful.	_____	_____	_____	_____	_____
On-line application was convenient to use.	_____	_____	_____	_____	_____
On-line registration system (My ECC) is convenient and useful.	_____	_____	_____	_____	_____
On-line records retrieval system (My EEC) is convenient and helpful.(unofficial transcripts financial aid award letters, grades etc.)	_____	_____	_____	_____	_____
Written procedures are clear and easy to follow on the website.	_____	_____	_____	_____	_____
Transcript requests services provided in a timely manner for Compton College Records.	_____	_____	_____	_____	_____
Transcript request services for El Camino College were provided in a timely manner.	_____	_____	_____	_____	_____
Hours of operation are sufficient.	_____	_____	_____	_____	_____
Overall the service I received was good.	_____	_____	_____	_____	_____
Other Comments: _____					

Examples include the number of students who met with a counselor, successfully completed their financial aid packet, applied on-line, referred to a company for an interview, or completed training.

1. Analyze program data. Identify and list trends found in the data.

Applications for Admissions

Applications for admissions at El Camino College are processed in one of two ways: on-line or in-person.

Roster Processing

Roster processing involves the processing of “No Show” reports, “Active Enrollment” reports, “Grade” reports, and all supporting grade documents including attendance rosters. Faculty can report drops on drop cards or input by on-line (MyECC).

Concurrent Enrollment (K-12)

This area includes all students wishing to enroll at El Camino College Compton Center who are also enrolled in a secondary or primary school. Students applying for admissions must meet all requirements. This includes filing a completed admissions application and a completed concurrent enrollment form and, if 10th grade or below, other supporting documentation which includes a high school transcript. Personnel in this area must also ensure that concurrently enrolled students are assigned with the appropriate registration date each semester.

2. Based upon the trends and performance indicator data (e.g., metrics) what changes, if any, should be made to improve the program? All program improvements must be tied to the data.

Application for Admissions

The on-line application (CCC-apply) is a highly efficient, reliable and accurate mean of applying for admissions with appropriately 70% of students using this system. The application does not download immediately into the Datatel system and student ID# and appointments cannot be assigned until the download into the Datatel system. This causes trouble with assessment and students trying to enroll on the same day. The lag time can be up to 4 days. The ability to process the application immediately must be an ITS high priority to increase the usage of the on-line admission application.

Roster Processing

El Camino College must move away from paper generated rosters to web-based rosters. The “No Show,” “Active Enrollment,” and “Final Grade” reports can be and must be web based. It would streamline processing for instructors, Admissions, and Information Technology Systems.

Verifications

Using the services of the Clearing House has substantially improved the efficiency of the verifications function.

Concurrent Enrollment (K-12)

We are developing clear steps for high school students to following on a one page handout. The new concurrent enrollment policy has provided more cohesion and better understanding for all concerned. The procedure established is used by the Office of Outreach and School Relations, all of the academic divisions, Admissions and Records (A&R) and requires a special understanding by staff because of the requirement of an admission application each semester.

B. Campus/Community Collaboration

Instructions: List collaborative efforts with the campus and external community that are designed to benefit the program. List how the collaborative efforts should be strengthened and what new collaborations or partnerships should be pursued to improve the program.

- 1. What program functions are dependent upon external collaborations or partnerships with other programs or services on campus or in the community? Describe the effectiveness of each collaboration or partnership.*

Applications for Admissions

The on-line application is fully dependent on the vendor for CCCApply, XAP Inc. and by the El Camino College ITS Division. Successful uploads and downloads with CCCApply rely on a successful interface between Datatel Colleague and the staff member performing the download. The downloading of the applications is completed by the El Camino Campus Admission Office. This works well but an automatic download programmed by ITS would be more timely and is needed.

Roster Processing

The functions contained within roster processing (“No-Show,” “Active Enrollment,” and “Grade” reports) are highly dependent upon the El Camino College ITS Division, the Academic Affairs Division offices and all instructors. There must be continuous efforts to enhance online rosters by ITS, provide A&R personnel with access to rosters and develop a staff development training regimen on this issue.

Concurrent Enrollment

The current policies work well and have set up explicit steps to carry out the process. However A&R, Outreach, Counseling, High Schools, Tri City School Program, Student Services and Academic Affairs training and coordination are needed.

- 2. How can program personnel strengthen these collaborations or partnerships?*

Admissions staff needs to maintain a close relationship with El Camino College Admissions staff and ITS. They should have periodic meetings or workshops for updates on programs or events being implemented. In the future training to manage the CCC-Apply web site for the Compton Center is needed and a person assigned to this application.

C. Program Data Recommendations

Instructions: Compile all program data recommendations from A – C.

El Camino College's goal is to move away from paper generated rosters to web-based rosters. The "No Show," "Active Enrollment," and "Final Grade" reports should be web based. It would streamline processing for instructors, Admissions and Information Technology Systems. However accountability systems need to be established for monitoring missing grades or drop rosters as well as training commitment from the faculty.

Currently the Compton Center must enter the instructor drops and grades manually through Datatel which is very time consuming. The other option is install software for a roster scanner by ITS. At this time ITS is not willing to give this priority because of their desire to have faculty use the on-line system for attendance and grade reporting.

The functions contained within roster processing ("No-Show," "Active Enrollment," and "Grade" reports) are highly dependent upon the El Camino College ITS Division, the Academic Affairs Division offices and all instructors. There must be continuous efforts to enhance online rosters by ITS, provide A&R personnel with access to rosters and develop a staff development training regimen on this issue.

III. Program Requirements

A. Program Support

Instructions: List campus departments that are essential to the success of this program, the impact of those departments on the program, and what is being done to strengthen the partnership between each.

1. All programs depend upon the support of other departments on campus. What is the impact of those departments on this program and what can program personnel do to further strengthen those relations?

Information Technology Systems

All components of Admissions rely heavily on ITS. The software applications used by Admissions goes beyond Datatel Colleague, MS Windows and includes CCC-Apply, the scanner, and the Viatron Image System.

El Camino College Campus Admissions and Records

All components of admissions and the registration area are coordinated with the Compton Center Admission and Records Office - a strong relationship between the two on-campus is needed.

Outreach and School Relations

This department and Admissions and Records work closely with both admission components (on-line and in-person) and must work in tandem with the concurrent enrollment personnel.

Testing and Assessment

It is important for Assessment and Admissions and Records to work closely. Applications for admissions must load in Datatel Colleague before a student can test. The resulting score must be posted in Colleague prior to the student's registration. Cooperation and timing is imperative.

Financial Aid

Accurate and timely processing of applications, registration, adds, drops, and withdrawals are critical to Financial Aid for processing. Financial Aid must know if a student is a resident or non-resident, in country or out, full-time or part-time to accurately award aid. The BOGG grant is critical for enrollment payment for many students.

Academic Affairs

This area of the campus works closely with admissions and registration with class changes and cancellation. The late add process where instructors sign the petition is critical, as is the roster drop component that has input into the development enrollment procedure. The deadline is also important.

B. Facilities and Equipment

Instructions: Provide a summary of the current state of the program's facilities and equipment and list recommendations if appropriate.

1. Describe the adequacy/inadequacy of the facilities and equipment available to the program.

In-Person Admissions

Up to three windows (stations) serve students who apply in person or register, submit changes to their address, major, or other personal information, inquire about general petitions or ask for general assistance. Each station has a dedicated CPU and monitor and storage space for forms and documents. The stations that have been in place need to be redesigned for proper space for students and storage and flow for students. One major flaw are work stations too small for staff.

In the Admission and Records Office it is imperative that the front-line counter be utilitarian (functional and secure), conducive to proper flow of student traffic, customer service friendly and to some extent aesthetically pleasing. Each station must be fully equipped with the equipment and supplies required to maximize employee performance and morale and to minimize the transaction time at the admissions station. These plans have been submitted for purchase.

On-Line Admissions

The personnel involved in the on-line application need to be "up-front" at a counter or information center. Currently a majority of their correspondence with students is conducted

at El Camino College via email with telephone conversations a very distant second. An automatic download is planned for the future.

Equipment

The computer stations in Admissions and Records have passed the four year cycle and need to be replaced in this program review period. This includes CPUs, monitors, keyboards and printers.

2. List recommendations regarding facilities and equipment.

- 1) New Admission counter for staff work stations and better service.
- 2) Restructure Admission and Records Office with new office layout for better organization and office flow.
- 3) The computer stations in Admissions and Records have passed the four year cycle and will need to be replaced in this program review period. This includes CPUs, monitors, keyboards and printers.

C. Staffing

Instructions: Describe the adequacy/inadequacy of the program’s current staffing level and the training needs of program personnel. List recommendations based upon question responses.

1. Describe the adequacy/inadequacy of the program’s current staffing level.

Personnel Trend

Personnel Type	Current Level		In 3 - 5 years		Retirement	
	# of Staffing	FTE	# of Staffing	FTE	# of Staffing	FTE
Full-time Faculty (Tenure Track)						
Full-time Faculty (Non-Tenure Track)						
Part-time Adjunct Faculty						
Full-time Classified Staff						
Part-time Classified Staff (Permanent)						
Part-time Classified (Temporary)						
Casual Employees	5	2.5	8	4		
Student Employees						
Manager			.5	.5		
Supervisor	1	1	1	1		
Temporary Project Administrator	.5	.5				
Faculty Coordinator						

FTE: Full Time Equivalent (i.e., 2 employees working at 50% would equal 1 FTE)

2. How does this data impact the program or the future of the program?

Within the next three to five years it is anticipated that the admissions process rest of sentence...?. The area has lost 2 FTES from past layoffs. Enrollment is expected to increase in the next 3-5 years and casual staff should be increased for proper coverage of students from 8:00am to 6:30PM, Monday through Thursday. Additional staff during registration is needed to cover the Admission Office, student lounge and the new student on-line information area during registration periods. It would also benefit future students and the campus community, regarding enrollment and customer service, if the front counter staff were two half time permanent employees. .

3. Are program personnel current in their field? If not, describe what is needed to maintain currency and how it will improve the program.

The classified staff is fully versed in the federal and state regulations that govern their particular functions and the policies and procedures of El Camino College. They maintain and update their knowledge base through staff meetings and the annual CACCRAO Region 7 and 8 workshops.

The casual or part-time non-classified staff is provided one-on-one training from authorized supervisors, training sessions and staff meetings. They are training in Datatel Colleague processing, residency, concurrent (K1-12) AB540, FERPA, and college policies and procedures.

4. List and prioritize all staffing recommendations.

- 1) Change casual employee Registration Aide to Records Clerk.
- 2) The casual or part-time non-classified staff is provided one-on-one training from authorized classified staff, from other casual workers, and from the supervisor. They should be trained in Datatel Colleague processing, residency, AB540, FERPA, and college policies and procedures.
- 3) Two part-time permanent staff, one in the morning and evening shift is a high priority request for well trained, consistent information and service to the students over the counter.
- 4) Additional casual staff to cover the Admissions on-line information area should be hired and funded for the registration period.

D. Planning

Instructions: Analyze external (advisory committee input, academic/trade journal articles, or other appropriate sources) and internal information to determine changes or trends that will impact the program within the next five years. Explain how the program's planning process involves program staff, and ties into student learning outcomes.

- 1. What major changes or trends might impact the program in the next five years? What program plans are in place or will be created to respond to major changes or trends?*

There will be continuous development and improvement made at the campus level and state level on web based products. The Compton Center has completed a redesigned home web page that will provide a better image and access to programs. Assignment to staff for training needs to be completed.

Permanent funding must be found for CCC-Apply, Main and CCC-Apply Spanish. In 2007-8 both were funded out of matriculation. Both applications should be permanently funded out of matriculation in long range planning.

- 2. What data, not currently provided, would be needed to improve program development planning? Explain the type of data desired, why it will be useful, and list the possible sources if known.*

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 such as the following:

- 1) Verifications of enrollments
- 2) In-person and on-line applications for admissions
- 3) Student petitions
- 4) Add /Drops processed
- 5) Reinstatements and level transfers
- 6) On-line registration

- 3. Describe how program personnel are made aware of what is happening in the program, future program plans, external/internal changes affecting the program, and changes that needs to be made to enable the program to adapt and continue to be successful.*

Personnel in the various functions are made aware of changes in their programs through one-on-one discussions, staff meetings, or the sharing of materials disseminated by on-campus constituencies (ITS, Counseling, Outreach etc.) or by outside constituencies (CCCApply, Chancellors Office).

- 4. Explain how program personnel are involved in the creation and implementation of program plans?*

Personnel are kept abreast of issues as they arise and provide input and recommendations regarding their area.

5. Describe how the program's plans tie into student learning outcomes.

The Student Learning Objective (SLO) for A&R is as follows:

“By interacting with the Admissions & Records Office students will be able to utilize web technology to accurately and successfully have access to on-line student admissions, registration, class schedule, grades, and transcripts, and Ed plan access.

This SLO will be monitored through usage rates and a survey that collects students' self-perception of competence in these areas.

IV. Recommendations

1. Change casual employee classifications from Registration Aide to Records Clerk.
2. Remodel the Admissions Lobby area to have an on-line information center for admissions, registration, orientation and academic records for student access.
3. Hire additional casual staff to cover the admissions on-line information area funded for the registration period.
4. Reexamine the job descriptions of the employees in the Records Office since 2007.
5. Hire a Records Evaluation Specialist to assist with graduation evaluation at the Compton Center.

Show the linkage to the institution's goals by stating each program review recommendation as an objective statement with corresponding success indicators in the form of an action plan. Enter all action plans into the campus planning software.

In the 2007-2008

Permanently fund CCCApply, Main and CCCApply and Spanish out of Matriculation. This is similar to strategic goal seven.

Redesign and purchase a front admission counter with redesigned work stations.

In the 2008-2009

Establish an automated tracking mechanism for many of the functions in Admissions and Records as stated in recommendation 5 & 7 above.

Redesign Office layout for better work stations and work flow.

