

Student & Community Advancement Program Review

REGISTRATION PROGRAM REVIEW 2006

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 is the Registration Unit of Admissions and Records. It is a fund 11 program commingled with other programs in the A&R Division. Registration serves the interests of all students who wish to enroll in any non-community education course. The means of registration are on-line, telephone, limited in-person, registration help line, and the add process. The registration unit interacts closely with the Counseling Division, the Records Office, Information Technology Services, and the Cashiers Office.

Web Registration

Web 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, a majority of students now favor web registration over the alternatives.

Telephone Registration

El Camino College uses an automated telephone response system. This system serves as an alternative to web registration. The user is guided through the registration process through a series of directives and explanations.

Registration Help Line

When students encounter problems in registering either on-line or by the automated telephone system, they contact the Registration Help Line. This service is offered only during registration cycles and is staffed by two part-time employees.

Add Process

An in-person add process is conducted during the first two weeks of each semester and during the first week of each summer session in the East Lounge of the Student Activities Center. During the add periods of the two primary terms Admissions fully staffs the add process with a full contingent of part-time employees, some full-time classified employees, and the Admissions supervisor with the Director of A&R and Assistant Director of A&R rotating administrative

responsibilities. In addition to Admissions, Counseling and Financial Aid participate in the add process by directly interacting with students in the East Lounge.

In-Person Registration

Once the mainstay of all colleges, “in-person” registration has fallen to a distant second or third in registration modes among students. Here at El Camino it is in fourth place behind Web Registration, Telephone Registration, and the Telephone Help Line. It is offered only at the end of the registration cycle, immediately prior to the start of a semester.

B. Status of Previous Recommendations

Instructions: List the current status of recommendations that were provided in the last program review.

Implementation of On-Line Registration

On-Line registration began three years ago as Web Advisor. It was wrought with problems, especially in the area of student access. The complexities of student user names and passwords created innumerable challenges and much frustration on the part of students. This kept student participation in on-line registration low for the first few semesters. However, once ITS developed the portal and streamlined the user ID and password process the level of student usage substantially increased and student complaints dramatically decreased.

C. Continuing Recommendations

Instructions: List the recommendations that are expected to continue as a result of this program review.

1) The on-line registration process will need to be constantly reviewed and enhanced. Student involvement in recommending changes is important. An on-line tutorial and a paper version should be developed to assist students. The on-line center in the new Student Services Center must incorporate on-line registration assistance in its service environment.

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.

B. Student/Client Outcome Data

Instructions: This section requires the analysis of student or client program data (i.e., metrics) that has been collected over the past three years. Metrics should be thought of as program specific data such as the number of students/clients who utilized various segments of your service over a specific period of time.

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.

Over the past three primary terms (spring 2005, fall 2005, and spring 2006) an average of 23,246 students has been processed by registration. In analyzing the registration data for the past academic year we have the following:

TERM	REGISTRATION COUNT
Summer 2005	11,064
Fall 2005	21,427
Winter 2006	4,397
Spring 2006	24,910
Total 2005-2006 Academic Year	61,798

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.

Continued marketing and promoting of on-line registration must take place to familiarize students with its features and to encourage its use over alternate methods.

C. 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.

Information Technology Systems

All components of registration are dependent upon collaboration with ITS. On-line and telephone registration as well as the help desk, the add process, and in-person assistance require interaction either directly or indirectly with Datatel Colleague.

Counseling

Counselors are critical to the registration process. Students who have completed coursework at other colleges must see an El Camino College counselor to have their prerequisites cleared. At present, students must clear their prerequisites in-person in Counseling. Counselors are also responsible for approving unit overloads.

Financial Aid

Financial Aid is an important element in the registration process. But, they are more important in the enrollment management aspects.

Cashiers

The Cashiers are responsible for collecting payments from students and clearing any relevant fee hold. The processing of the payment and hold clearance must take place prior to the student's registration.

Facilities

During the regular registration cycle, facilities play an important role in placing signage around campus. During the add process facilities must prepare the designated rooms with tables, chairs, etc. and work in conjunction with ITS as they place computers, prints, and telephones.

Assessment

The Testing and Assessment office is critical to students who need to be placed in English and Mathematics courses. Unless a student has completed coursework at another accredited institution and can demonstrate that academic requirements have been met, the Testing Office serves as the primary tool to aid the student and his/her counselor in placing the student. Once assessed, the student's score is loaded into Datatel. It is that score that will determine if the student can register into a class on the web or telephone during the regular registration cycle or if the registration clerk can place the student in the class during the add process.

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

Registration personnel will continue to work with members of the campus community, particularly ITS and Counseling to improve all aspects of registration.

3) *What other collaborations or partnerships should program personnel pursue for program improvement and why?*

Registration personnel should always be cognizant of changes being made to the registration process at other colleges.

D. Program Data Recommendations

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

1) Continued marketing and promoting of on-line registration must take place to familiarize students with its features and to encourage its use over alternate methods.

2) In the coming years a direct entry into CCCApply via Datatel Colleague (Peoplesoft, Banner, Santa Rosa, etc.) may be developed. However, this will be at the discretion of the Chancellor's Office, the CCCApply Steering Committee, and XAP, Inc.

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

As stated earlier, all components of registration are dependent upon collaboration with ITS. On-line and telephone registration as well as the help desk, the add process, and in-person assistance require interaction either directly or indirectly with Datatel Colleague. All systems: Datatel Colleague, the Portal, EPOS, and the telephones for the help line must be maintained in working order. Access must be simple, yet secure and response time on these systems and to the needs of the division must be quick.

The divisions of Information Technology Systems and Admissions and Records enjoy a good relationship with constant communication and excellent response time to either software or hardware problems. Both divisions must continue their collaboration and communication.

Counseling

Counselors are critical to the registration process. Students who have completed coursework at other colleges must see and El Camino College counselor to have their prerequisites cleared. Neither the Datatel Colleague nor the registration personnel can register a student in course that requires a prerequisite or approve an overload without a counselor's authorization. At present, students must clear their prerequisites and overloads in-person in Counseling.

Financial Aid

Financial Aid is an important element in the registration process. However, Financial Aid is more reliant on the registration process than registration is reliant on financial aid. To get a true picture of a student's financial aid need, the student must complete the registration process to determine full-time or part-time status.

Cashiers

The Cashiers are responsible for collecting payments from students and clearing any relevant fee hold. The processing of the payment and hold clearance must take place prior to the student's registration. Currently, students may It would greatly assist students i

Facilities

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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.

Web Registration

Web registration is conducted through the El Camino College Portal. Currently, there is not a dedicated location for direct web registration assistance. Indirect support can be obtained by students through the Registration Help Line. In the future, to maximize service to students, an on-line help center will be utilized to assist and teach students how to use web services. The temporary location of such a center will be in the East Lounge of the Student Activities Building with the permanent location to be in the new Student Services Center.

Telephone Registration

El Camino College uses an automated telephone response system. Like web registration, there is only indirect support through the Registration Help Line.

Registration Help Line

When students encounter problems in registering either on-line or by the automated telephone system, they contact the Registration Help Line. This service is offered only during registration cycles and is staffed by two part-time employees.

Add Process

The add process is a manual process requiring in-person interaction of the student intending to add with Admissions personnel. The current configuration of terminals and printers in the East Lounge of the Student Activities Center has worked well for the last few years.

In-Person Registration

Once the mainstay of all colleges, “in-person” registration has fallen to a distant second or third in registration modes among students. Here at El Camino it is in fourth place behind Web Registration, Telephone Registration, and the Telephone Help Line.

2) List recommendations regarding facilities and equipment.

1) Although the vast majority of students process their registration either on-line or over the telephone, there will always need to be a place students can go to resolve registration problems. In the new Student Services Center, that needs to be embodied in the on-line center that will serve all the on-line needs of ECC students. During the construction phase, a location to serve

these student needs will need to be found. For the foreseeable future, a dedicated location for the Registration Help Line will need to be found for both the permanent and temporary locations.

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.

The registration cycle is broken into three periods:

Regular Registration

During the regular registration cycle a minimum of two part-time employees are needed to staff the Registration Help Desk. A third part-time employee is needed to rotate into the Registration Help Desk when one of the other employees is at lunch, on break, or absent. The part-time employees that serve as the primary employees are Rose Brown and Marylou Miranda.

In-Person Registration

The three days assigned to “In-Person” registration prove to be the most challenging for staffing purposes. The front counter of Admissions is very busy with students applying in person, the on-line application process is peaking, and the Telephone Help Line is still in operation. To staff this function, at least one part-time employee must be pulled from the front counter in Admissions with a back-up employee coming from the on-line application or the telephone help desk.

Add Period

The add process is labor intensive requiring from 8 to 10 casuals, two classified employees, a supervisor, and a manager. These persons are needed in addition to counselors, financial aid, and other support personnel.

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	2	1.5	2	1.5	1	0.75
Part-time Classified Staff (Permanent)						
Part-time Classified (Temporary)						
Casual Employees	3	1.5	3	1.5	1	0.75
Student Employees						
Manager	2	1.0	2	1.0		

Supervisor	1	0.75	1	0.75	1	0.75
Temporary Project Administrator						
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?

The impending retirement of the A&R Supervisor and the subsequent retirement of the primary Student Services Specialist assigned to the registration function will have a tremendous impact on the registration process, A&R, Counseling, and most of all the students if these positions are not filled immediately. Options do not exist to cross-train others in A&R for two reasons:

- 1) For a classified employee were cross-train and perform these duties, then their current duties would be neglected. The opportunity cost would be profound.
- 2) If we were to spare classified employees to train for these positions they would need to work out of class.
Their functions in turn would need to be performed by casual 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.

Program personnel are aware of the registration policies and procedures including prerequisites, overloads, registration holds, and the nuances of processing registrants on Datatel Colleague.

4) List and prioritize all staffing recommendations.

- 1) Immediately replace Supervisor Marguerite Fisher upon her retirement.
- 2) Immediately replace Student Services Specialist Dave Snowden upon his retirement.
- 3) Maintain the personnel needed to support all registration functions.

Although the vast majority of students process their registration either on-line or over the telephone, there will always need to be a place students can go to resolve registration problems. In the new Student Services Center, that needs to be embodied in the on-line center that will serve all the on-line needs of ECC students. During the construction phase, a location to serve these student needs will need to be found. For the foreseeable future, a dedicated location for the Registration Help Line will need to be found for both the permanent and temporary locations.

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?

It is anticipated that an increasing number of students will use web registration over telephone registration or the other modes described. Through the registration module, students should be able to purchase and print parking passes, order books, and link (at the conclusion of their registration) into other college programs: financial aid, EOPS, etc.

The add period for each term continues to use "add slips." The use of these forms requires instructors and students to complete the forms and the students to bring them to a central point on campus for processing. Many other colleges including Datatel Colleague schools have shifted away from this labor intensive process to one that is more user friendly: a web based add process in which instructors provide the students with authorization codes.

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.

The current registration trend reports provided by Research have aided all of us as we analyze enrollment. It would be helpful to have:

- a) An accurate breakdown of registrants by mode: on-line, telephone, registration help line, or add process.
- b) A breakdown and analysis of registration mode by age group, educational history (both high school and college), educational goal, and last high school attended.

By obtaining the numbers of registrants by mode we can determine the effectiveness of our marketing efforts. We could then modify these marketing efforts and continue our efforts to migrate students to our on-line services.

By analyzing the students themselves we may be able to focus marketing efforts to specific groups. Perhaps there is a specific age group among our continuing students or a high school among first-time freshmen that has low participation with on-line services. This research and these efforts to educate these populations can contribute to meeting the objectives of the A&R SLO.

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 need to be made to enable the program to adapt and continue to be successful.

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

Registration personnel are informed in advance of dates and timelines, changes in the process, set-up or forms, and work assignments. During the course of registration personnel are encouraged to share any issues that may arise and recommendations for improvement.

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 participate in on-line student service processes.”

This SLO will be monitored through usage rates and a survey that collects students' self-perception of competence. This will be especially important in the area of on-line registration.

E. Program Requirement Recommendations

Instructions: List all recommendations made in the program requirement section.

- 1) Immediately replace Supervisor Marguerite Fisher upon her retirement.
- 2) Immediately replace Student Services Specialist Dave Snowden upon his retirement.
- 3) The add period for each term continues to use “add slips.” The use of these forms requires instructors and students to complete the forms and the students to bring them to a central point on campus for processing. Many other colleges including Datatel Colleague schools have shifted away from this labor intensive process to one that is more user friendly: a web based add process in which instructors provide the students with authorization codes.
- 4) It is anticipated that an increasing number of students will use web registration over telephone registration or the other modes described. Through the registration module, students should be able to purchase and print parking passes, order books, and link (at the conclusion of their registration) into other college programs: financial aid, EOPS, etc.
- 5) The current registration trend reports provided by Research have aided all of us as we analyze enrollment. It would be helpful to have:
 - a) An accurate breakdown of registrants by mode: on-line, telephone, registration help line, or add process.
 - b) A breakdown and analysis of registration mode by age group, educational history (both high school and college), educational goal, and last high school attended.

IV. Recommendations

Instructions: Provide a prioritized list of all recommendations made throughout this program review and list, where appropriate, the cost associated with each recommendation. List the strategies program personnel will pursue to aid in the achievement of each recommendation.

- 1) Supervisor Retirement - immediately replace Supervisor Marguerite Fisher upon her retirement. In the long run this would be cost neutral. For the remainder of the next program review cycle it would result in a cost savings since the new supervisor would begin at a lower pay step than Ms. Fisher.
- 2) Specialist Retirement - Immediately replace Student Services Specialist Dave Snowden upon his retirement. The same rationale that applies to Ms. Fisher applies to Mr. Snowden.
- 3) The add period for each term continues to use "add slips." The use of these forms requires instructors and students to complete the forms and the students to bring them to a central point on campus for processing. Many other colleges including Datatel Colleague schools have shifted away from this labor intensive process to one that is more user friendly: a web based add process in which instructors provide the students with authorization codes.
- 4) Continued marketing and promoting of on-line registration must take place to familiarize students with its features and to encourage its use over alternate methods. Estimated cost: to be determined by Community Relations.
- 5) It is anticipated that an increasing number of students will use web registration over telephone registration or the other modes described. Through the registration module, students should be able to purchase and print parking passes, order books, and link (at the conclusion of their registration) into other college programs: financial aid, EOPS, etc.
- 6) In the coming years a direct entry into CCCApply via Datatel Colleague (Peoplesoft, Banner, Santa Rosa, etc.) may be developed. However, this will be at the discretion of the Chancellor's Office, the CCCApply Steering Committee, and XAP, Inc. Cost to be determined. Cost to be absorbed by the Chancellor's Office.
- 7) Registration Data - an accurate breakdown of registrants by mode: on-line, telephone, registration help line, or add process. Cost negligible.
- 8) Demographic Analysis - a breakdown and analysis of registration mode by age group, educational history (both high school and college), educational goal, and last high school attended.

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.

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.”

In the 2006/2007 Year

Immediately replace Supervisor Marguerite Fisher upon her retirement. This is linked to strategic goals three and seven.

An accurate breakdown of registrants by mode: on-line, telephone, registration help line, or add process. This is linked to strategic goal six.

Continued marketing and promoting of on-line registration must take place to familiarize students with its features and to encourage its use over alternate methods. This is linked to strategic goal six.

In the 2007/2008 Year

A breakdown and analysis of registration mode by age group, educational history (both high school and college), educational goal, and last high school attended. This is linked to strategic goal six.

The add period for each term continues to use “add slips.” The use of these forms requires instructors and students to complete the forms and the students to bring them to a central point on campus for processing. Many other colleges including Datatel Colleague schools have shifted away from this labor intensive process to one that is more user friendly: a web based add process in which instructors provide the students with authorization codes. This is linked to strategic goal three.

In the 2008/2009 Year

In the coming years a direct entry into CCCApply via Datatel Colleague (Peoplesoft, Banner, Santa Rosa, etc.) may be developed. However, this will be at the discretion of the Chancellor’s Office, the CCCApply Steering Committee, and XAP, Inc. This is linked to strategic goal three.

Immediately replace Student Services Specialist Dave Snowden upon his retirement. This is linked to strategic goals three and seven.

It is anticipated that an increasing number of students will use web registration over telephone registration or the other modes described. Through the registration module, students should be able to purchase and print parking passes, order books, and link (at the conclusion of their registration) into other college programs: financial aid, EOPS, etc. This is linked to strategic goals three and seven.