

Enrollment Services Program Review



Modesto Junior College

Student Services Area Program Review

2017

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Executive Summary

Provide an executive summary of the findings of this program review. Your audience will be you're the Student Services Division Program Review Group, the MJC Program Review Workgroup, and the various councils of MJC.

The Enrollment Services office has made considerable changes over the last year. The 2017 accomplishments demonstrate our department is striving to make improvements to increase access and success. We have revised and developed many processes and procedures with student needs in mind. The Enrollment Services team is committed to maintaining a positive environment where students receive customer service. The mindset has shifted and the staff are willing to accept new changes to better serve our students. With the help of items listed in the Planning and Resources Needs section, we hope that efficient staffing and effective use of technology will help us reach our goals as well as the college's goals.

Student Services Area Overview

The Mission of Modesto Junior College

MJC is committed to transforming lives through programs and services informed by the latest scholarship of teaching and learning. We provide a dynamic, innovative, undergraduate educational environment for the ever-changing populations and workforce needs of our regional community. We facilitate lifelong learning through the development of intellect, creativity, character, and abilities that shape students into thoughtful, culturally aware, engaged citizens.

Provide a brief overview of the student services area and how it contributes to accomplishing the Mission of Modesto Junior College. (Overview Suggestions: How consistent is the student services area with the institutional mission, vision, core values and/or goals? How are aspects of the institutional mission addressed within the student services area? Is the student services area critical to the pursuit of the institutional mission?)

Consistent with the Student Services and MJC mission statements, the Enrollment Services office strives to enable students to achieve their academic potential. It is the goal of Enrollment Services to ensure processes are easy to use, understandable, and that students are empowered when they leave the Enrollment Services office.

The Enrollment Services mission statement recognizes the diverse needs of our students and strives to understand and meet their needs while continuously providing superior customer service.

The processes that reside within the Enrollment Services office are integrated in all campus departments and divisions. In order for students to be successful, it is critical that Enrollment Services provides clear and consistent information, forms, processes, and procedures to ensure that all students, staff, faculty, and administration have the same knowledge and understanding of the college's policies and procedures.

Program Overview

Please briefly list the core student support services provided by this area.

Admissions: Administer and enforce college admission requirements and procedures. Address the needs and meet expectations of prospective students as they complete the enrollment process. Provide registration process information for students enrolling in courses each semester. Certify student enrollment as required (e.g. insurance verification, student loans, rehabilitation services, etc.). Provide reports as required (local, state and federal college reports, etc.). Maintain the admissions application process which consists of an online application. Registration systems are available utilizing web and over-the-counter for credit and non-credit programs. All student registration transactions are tracked and monitored: adds, drops, election of pass /no pass; enrollment verifications; time conflict resolutions; and residency status determination. Provide troubleshooting for student portion of Datatel.

Records: Maintain student record database and digitally archived files. Ensure that the security and confidentiality of student records are maintained throughout the college in accordance with local, state and federal guidelines. Records office processes all incoming transcripts (high school, community college, universities, foreign). Responsible for processing incomplete grades, instructor grade corrections, athletic eligibility, AP Scores, etc. Process all outgoing MJC transcripts.

Evaluations: Enrollment Services reviews student academic records to determine acceptance of academic credit and how it applies to MJC requirements. The office also conducts the evaluation of Associate Degree, Certificate, and Skills Recognition applications for eligibility. In addition student can apply to receive a CSU GE Certification, this is intended for students transferring to a California State University campus, and an IGETC Certification for students transferring to a University of California campus.

Testing: Administer the college's placement assessment tests. Continue to serve students in the administration of the Accuplacer assessment to incoming, continuing and returning students for assessment. Serve the college's ESL population by administering a credit ESL assessment (Accuplacer) as well as a non-credit ESL (CASAS) assessment to provide more accurate placement. Maintains a database of all test data to ensure future access to all tests taken through the Testing Center as required by the college, the state, and the government and test publisher's. An ongoing objective of the testing center is to comply with publisher's testing requirements that help maintain the test's integrity. Further, this unit continues to update instructions that will provide clear directions to students in order to create a smoother testing experience and to individually assist students who have special requirements. Remains committed in servicing the general community with the availability of proctored testing. Testing also partners with the DSPS office and staff to ensure full proctor capability when students need accommodated testing.

Student Learning and Outcomes Assessment

Please review your Learning Outcomes data located on the [MJC Student Learning Outcomes Assessment](#) website in regards to any applicable Program, Institutional, and General Education Learning Outcomes. After you have examined your rates and disaggregated data, reflect on the data you encountered. Please address your Student services Unit Outcomes (AUO) and the College Institutional Learning Outcomes (ILO) in your analysis.

SSLO, SAO, and ILO Assessment

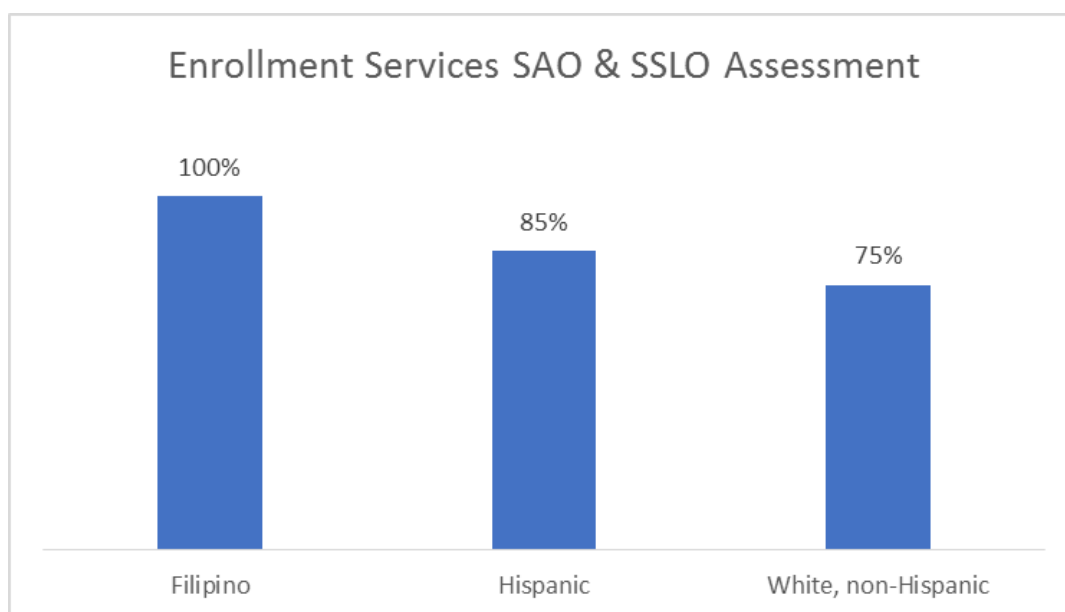
Support Service Learning Outcomes (SSLO) and Service Area Outcomes (SAO)

Review and provide a synopsis of your disaggregated SSLO and SAO data. What is your set goal for SSLO and SAO success? Do your overall rates meet this goal?

SAO: Students will be able to identify the various services provided by the Enrollment Services department.

SSLO #1: Students will be able to identify the requirements and the process of the Academic Renewal by attending a workshop and taking part in a pre and post survey.

During Spring 2017, 22 students attended an Academic Renewal (AR) workshop to learn about the requirements and process of Academic Renewal. The students were given a pre and post survey to determine whether students could identify the requirements of Academic Renewal.



Institutional Learning Outcomes (ILO)

Review and provide a synopsis of your disaggregated ILO data. What is your set goal for ILO success? Do your overall rates meet this goal?

Enrollment Services met its goal of SAO and SSLO alignment with the following Institutional Learning Outcomes:

Communication

Students will generate and develop capabilities for creative expression and effective communication. Students will be able to:

- Articulate ideas through written, spoken, and visual forms appropriately and effectively in relation to a given audience and social context.

Information and Technology Literacy

Students will develop skills to effectively search for, critically evaluate, and utilize relevant information while demonstrating technological literacy. Students will be able to:

- Effectively access information and critically evaluate sources of information.

Personal and Professional Development

Students will develop skills that aid in lifelong personal growth and success in the workplace. Students will be able to:

- Exhibit quality judgment, dependability, and accountability while maintaining flexibility in an ever-changing world.

Equity, Success, and Continuous Quality Improvement

If your rates for success for any SSLOs, SAOs, and ILOs are lower than your goals, what are your plans to improve them? Additionally, do your rates for your SSLOs, SAOs, and ILOs vary across student populations? How do you plan on addressing issues of equity? In other words, how do you plan on closing the learning gaps across student populations?

Of the students who attended the Academic Renewal workshop and participated in the pre and post survey, 18 of 22 were able to successfully identify the requirements of the process. With such small numbers of student participants (22), it is difficult to take away any meaningful information regarding equity.

Of the 22 students who participated, African American students were not represented. Enrollment Services is committed to ensuring all students have equitable access to educational opportunities.

Additional Support Service Area Program Data (optional)

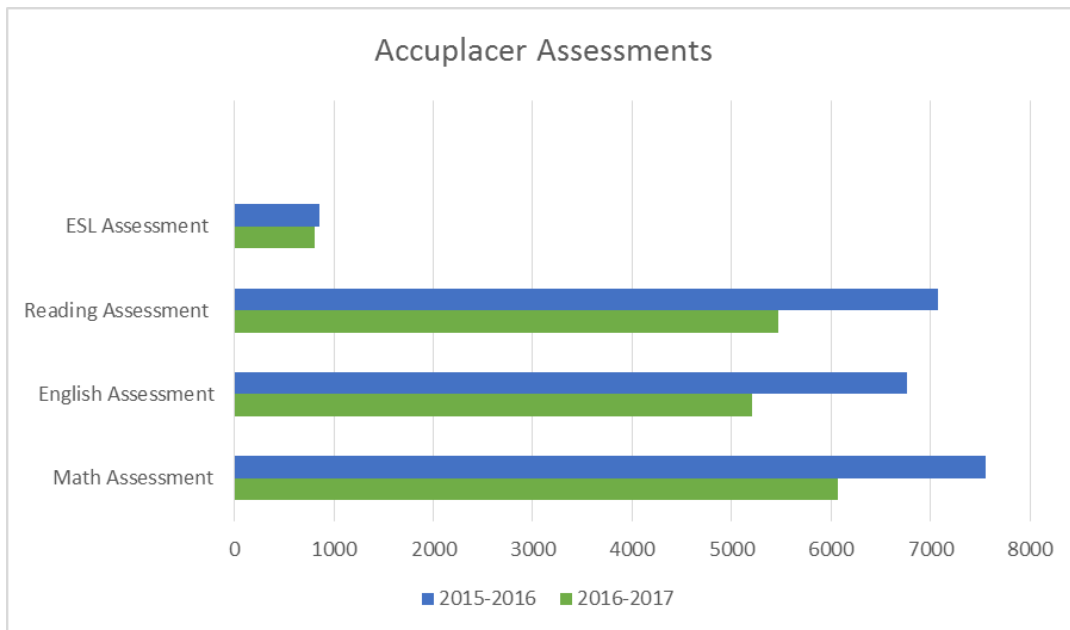
Additional Program Data

You may be asked to include additional data—or want to include additional data—regarding your service area. Please include your data below or attach it to your program review, set a goal regarding your data that would indicate success, and develop a plan for any improvements.

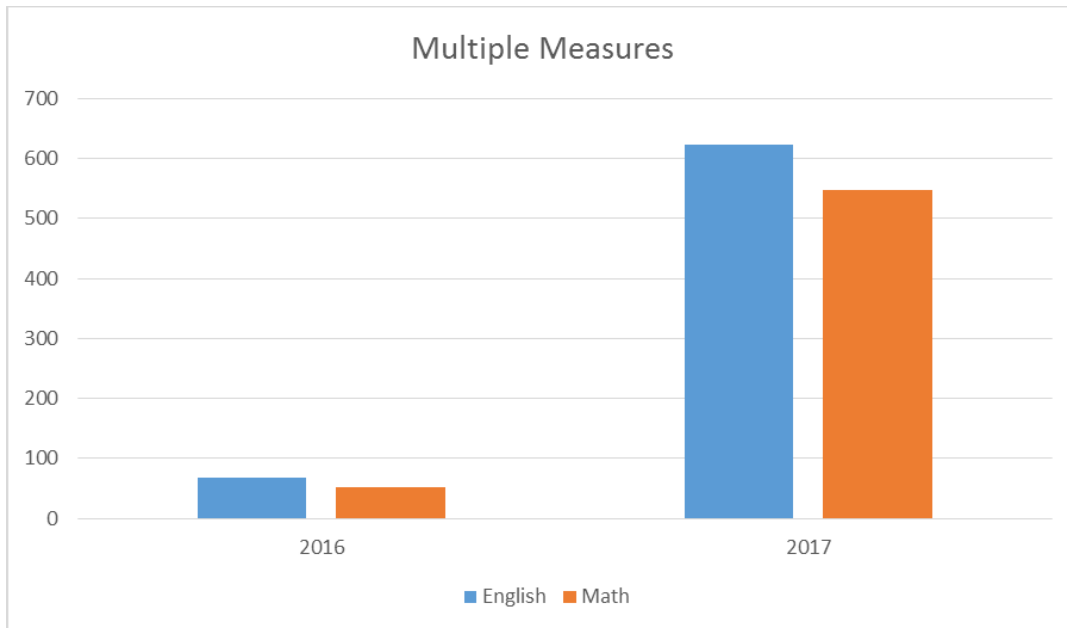
Additional Program Data

Please include your data in the box below or via an attachment. Write a brief description of the data, why it is important, and what it shows about your program. If you have different data sets, please identify and write about them separately.

1. Accuplacer Assessments: In academic year 2016-2017, the number of students who completed the Accuplacer Assessment for Math, English, Reading, and ESL significantly decreased from the previous academic year.



2. Multiple Measures: In 2016, 67 students submitted for English and 52 for Math. In 2017, the number of students qualifying for Multiple Measures grew considerably; 622 for English and 547 for Math



Analysis

Given the data you have provided, provide a set goal for success regarding the data, review your data, and provide a plan for improvement if needed. Also examine whether or not your data and rates vary across student populations. Discuss how you plan to address issues of success and equity.

As of academic year 2016-2017 Modesto Junior College is expanding multiple measures to include CLEP College Composition and CLEP College Algebra, and cumulative high school GPA of 2.6 for English placement, and 3.00 GPA for Math placement. Enrollment Services encourages students to opt into Multiple Measure for English and Math placement; this can significantly reduce the number of basic skills courses for a student, increasing their time to transfer.

These measures will provide greater flexibility and more accurate student placement. These measures include in-person/on-ground, computer-based assessment, using Accuplacer and EAP scores that place students into college-level math and/or English, following the CSU model. Students with a processed admissions application may submit ACT or SAT scores for placement; scores combined with a completed senior-class level math and/or English class; or take a placement test in the Assessment Center.

1. Enrollment Services must consider innovative ways to improve campus outreach of multiple measures, especially to new students. Goal: To increase the number of new students applying for multiple measures by 30% in 2017/2018.
2. Need to increase multiple measures education to campus staff, faculty, and administrators. Goal: Provide at least 1 multiple measures training a semester until automation is implemented.
3. As multiple measures grows we anticipate a reduction in the number of students who take the computer based assessment; Accuplacer. Goal: Rates will reduce by 15%

Program Analysis

Program Personnel

Provide a narrative or diagram of your area and personnel. Report any recent changes and any future personnel planning.

Director, Admissions & Records (reports directly to Vice President, Student Services)

- Classified Staff
 - Judy Drummond, Administrative Secretary
 - Stacey Brown, Administrative Technician (47.5%)
 - Molly Boyatt, Program Technician
 - Brigitte James, Admissions & Records System Specialist
 - Julie Hughes, Admissions & Records Specialist, Evaluations - Lead
 - Rhonda Mizuno, Admissions & Records Specialist, Evaluations
 - Kimberly Aguilar, Admissions & Records Specialist, Evaluations
 - Arianna Kennedy, Admissions & Records Specialist, Evaluations
 - Vivian Arroyo, Admissions & Records Specialist, Evaluations (47.5%)
 - Sonya Oviedo, Admissions & Records Specialist
 - Cheri Garcia, Admissions & Records Specialist
 - Danell Oliver, Admissions & Records Specialist
 - Sarah Woodard, Admissions & Records Specialist
 - Clara Valencia, Admissions & Records Specialist
 - Edwina Ashouri, Admissions & Records Specialist
 - Barbara Bond, Admissions & Records Specialist
 - Susie Manning-Torres, Student Services Representative
 - Amanda Coffman, Student Services Representative
 - Serven Saghatelyan, Student Services Representative
 - Krista Keith, Student Services Representative
 - Jose Padilla, Student Services Representative
 - Collette Corell-will be located in Pathway's Center, but reports to Angelica Guzman
 - Julie Trejo, Financial Aid Technician
 - Brandi Supnet, Financial Aid Technician (East-reports to Peggy)

During Spring 2017, Enrollment Services went from five Student Services Representatives (SSR) to four SSR's. In Summer 2017, three SSR's were promoted to Admissions and Records Specialists. These staff changes created four open vacancies for SSR's in Enrollment Services. A successful recruitment was completed during Summer 2017, resulting in four new hires. All new promotions were put through an extensive training program.

The integration of Financial Aid on East campus is a great resources to students. The duplication of services has significantly increased student traffic in Enrollment Services. To maximize efficiencies and better serve students, Enrollment Services would benefit from one additional SSR. This additional position will allow Enrollment Services to adequately reply to student inquiries, process applications, and respond to student needs in a timely manner. This new position would also help to significantly reduce the wait time during registration and busy times.

Long Term Planning and Resource Needs

Long Term Planning

Provide a long-term outlook for your student services area, including any goals addressing equity, success, enrollment, or any additional information that hasn't been addressed elsewhere in this program review. You may include environmental scans for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Taking into account the trends within this student services area and the college, describe what you realistically believe your program will look like in three to five years, including such things as staffing, facilities, enrollments, breadth and locations of offerings, etc.

Enrollment Services will continue to enhance services provided to students with access and success as our focus. We continue to refine processes in order to assist students with online registration and provide the tools to navigate the online registration process.

Opportunities: Enrollment Services has experienced an increase in a variety of areas. With the help of a Program Specialist from SSSP we have noticed an increase in Special Part-Time Petitions for Advanced Admission and MJC applications. Also, with the growth of CCAP, Enrollment Services must develop new processes to meet the needs of dually enrolled students. This is an opportunity to redefine a cumbersome process and make it more student friendly.

Threats: The demand for Enrollment Services remains high and includes assistance with online application processes, clarification of increasingly complicated residency issues, on-going Financial Aid training and increased transcript evaluations. Having dedicated computer access to students for registration, portal and other online campus services is critical.

Resource Request and Action Plan

Priority	Name	Resource Type	Estimated Cost	Objective
1	Student Services Representative FT, 12 month	Personnel	\$49,000	To minimize wait periods for students; to expand services, To respond to student inquiries in a timely manner
2	Touch screen monitors for SSR Staff	Technology/Hardware	\$22,000	To enhance the students experience while working with an SSR; to improve efficiency and speed in order to better serve students
3	SurfacePro Tablets	Technology/Hardware	\$4,800	For self-check-in, to enhance the student experience while in Enrollment Services
4	Scanning Station –one additional station for OnBase	Technology/Hardware/License	\$4,000	To accommodate increase in staffing to be more efficient with scanning processed documents by SSR staff
5	Professional Development Training/Yearly Conferences	Personnel	\$7,000	Provide staff development training for staff to increase communication, skills and knowledge; Financial Aid training as well as 2-3 annual conferences regarding Admissions/Records, Evaluations/Financial Aid

Evaluation of Previous Resource Allocations

Below is a list of resource allocations received in previous Program Reviews. Please evaluate the effectiveness of the resources utilized for your program. How did these resources help student success and completion?

<https://www.mjc.edu/governance/rac/documents/ielmallocationsummary20142015.pdf>

The Evaluation / Measured Effectiveness can be typed in another program and pasted here, or typed directly in to the box below. The box will expand with additional text, and paragraphs (hard returns) can be added by using Ctrl+Enter.

Resource Allocated	PR Year	Evaluation / Measured Effectiveness
N/A	N/A	N/A