**Bakersfield College**

**Program Review – Annual Update**

**I. Program Information:**

Program Name: Enrollment Services

Program Type: [ ]  Instructional x[ ]  Non-Instructional

Program Mission Statement: **Admission and Records**

The mission of the Office of Admissions and Records is to provide accurate, prompt, helpful information and service to students, prospective students, staff and the general public about admissions, registration, academic policies, and student records. Providing assistance and information to our consumers and assisting incoming students to identify a program of study contributes to the student success for our diverse students.

**Assessment Center**

The mission of the Bakersfield College Assessment Center is to coordinate, administer, and process the scores of all nationally normed tests that are offered on the campus to students, prospective students, and the general public. Accurate placement testing contributes directly to student success.

Program Description: **Admissions and Records**

The services of the office are a vital part of enrollment management and recording student learning and progress. Students are assisted with electronic admissions, PIN resets, registration, evaluations, My Degree Path audits, and obtaining transcripts. Our trend data documents the high volume of work that is accurately performed by a staff of only 9 people (when we are at full staff).

**Assessment Center**

The assessment testing offered by the center plays a significant role in matriculation as one of the key steps. It establishes eligibility for placement into many of our courses. We are in the process of transitioning from all assessments being conducted on campus, to offering assessment testing at local high schools and we are transitioning from the Compass test to ACCUPLACER and then to the new statewide common assessment. The Center is also responsible for accommodations testing which assists students with disabilities in completing their courses successfully.

**II. Program Assessment (focus on most recent year):**

1. How did your outcomes assessment results inform your program planning?

1. **Utilize Inside BC to increase student awareness of campus activities and processes.**

At the end of the 2012-13 year, we conducted a survey of veterans to determine if our BC Veteran’s group

 was effective. A total of 43 vets responded:

* 30 viewed the announcement from the Marine Corps, the average response was 3.3 on a 5.0 scale.
* 38 viewed the announcements about first day registration for summer and fall, the average response was 4.5.
* 36 viewed the President’s blog about vets, the average response was 3.06.
* 35 viewed announcements about Veterans’ Club activities, the average response was 3.97.

These results and responses from potential graduates to our announcement have encouraged us to continue to utilize this means of communication with specific groups of students but we will consider the AUO achieved.

2. **Evaluate and post students’ and prospective students’ incoming transfer courses to their transcripts in at least two fewer weeks than it takes at present as we implement CCCTrans and increasing numbers of California public colleges join the system.**

 Incoming eTranscriptCA transcripts are fed directly into Banner but we are still waiting for District IT to

 complete the work required to have incoming Credentials transcripts do the same. We had brought the

 average wait time for incoming transcript evaluations down to four weeks at non graduation periods and

 up to 12 weeks during graduation processing periods but due to staffing shortages, the evaluation

 processing periods have gone back up to 16 weeks. We consider this AUO completed as well.

3. **Help to increase the success levels of DSP&S students in their courses by utilizing DSP&S**

 **Testing Incident Report forms to improve accommodations testing situations by sharing**

**information with instructors, faculty chairs, and deans.**

Since the Assessment Center was down two staff positions due to surgery, staff leaving on short notice,

and the length of time it takes to fill vacant positions, there has not been time to utilize the Incident

Report forms consistently. The Assessment Center is now fully staffed once again and staff understands

the need to utilize Incident Report forms. Thus, we will consider this AUO as completed.

 **New AUOs**

1. **The Office of Admissions and Records will utilize Banner and Inside BC to decrease the use of paper forms for implementation of academic policies by students by at least one form per year.**
* We will work to eliminate the repeat petition form for students who complete their first

course repeat petition and to automate the processing of the resulting grades changes by June 30, 2015.

1. **The Assessment Center will increase the amount of placement test preparation and testing conducted at area high schools to increase the levels of placement for incoming high school seniors. This will be measured by:**
* tracking the time spent preparing for the test in the Student Success Lab.
* conducting at least one test session at each high school campus for incoming fall 2015 students. Based on the results for fall 2015, we will determine if it will be effective and possible to increase testing at the high schools even more in future years.
* offering at least two training sessions on the BC and Delano campuses for high school staff to enable them to oversee test preparation in coordination with BC Counseling staff and the Student Success Lab Coordinator.
1. **The Assessment center will ensure the effective implementation of automated**

 **multiple measures during:**

* the change from Compass to Accuplacer in fall 2014,
* the pilot testing of the statewide common assessment during 2015.
* and the change to the statewide common assessment in 2015.
1. How did your outcomes assessment results inform your resource requests?

One of the biggest problems with accommodations testing was demonstrated with the Incident Reporting. With only one small testing room where students needing scribes or using Jaws can be tested, faculty must be especially flexible in when their students can be booked into that small room. Our request to relocate to a larger space with at least four small rooms reflects a solution to that problem.

Continuing delays in processing graduation evaluations, transfer transcripts, and posting articulated courses have resulted in our request for an additional A&R Tech 2 (evaluator).

1. Describe *any significant changes* in your program’s strengths since last year.

1. We are planning a reorganization of the Office of Admissions and Records that will fully address the needs

 for more timely and effective services for our growing populations of first year students, transfer,

 graduates, certificate earners, veterans, international students. The Office will be organized into four

 teams:

* The Admissions/Registration Service Center with four A&R Tech 1s. (1 replacement and 1 promotion)
* The Records Services Center with three A&R Tech 2s. (1 new)
* The Compliance Services Center two A&R Tech 1s (1 new future, no Position Request at this time).
* The Support Services Center with one A&R Tech and one DA2 (future, no position requests at this time).

2. DegreeWorks has allowed us to complete graduation evaluations more effectively and efficiently. We believe that our assistance with the SEP function development in DegreeWorks will make it possible for students have clearer paths for completing their degrees.

3. With the proposed addition of Admissions Advisor (Outreach Services) to work with students as they complete their Admission forms, we would expect to see an improvement in student success simply because students would start with a more focused goal.

4. The Assessment Center conducted placement testing at 8 local high schools and students scored significantly higher than those who tested in the center in previous years. As we move to Accuplacer and then to the Statewide Common Assessment, we expect to see even more improvements in placement scores as a result of testing at all local high schools and increased participation in test preparation activities.

1. Describe *any significant changes* in your program’s weaknesses since last year.

1. Delays in implementation of reporting in DegreeWorks have slowed our move to issuing degrees and

 certificates without requiring student applications. Even without those reports we plan to begin issuing

 Job Skill Certificates without student applications this fall. As soon as the District IT Department can

 implement appropriate DegreeWorks reporting, we will be able to begin issuing Certificates of

 Achievement and Degrees without student applications.

2. As the number of students needing testing accommodations and those taking placement exams and

 commercial tests increases, the limited space, limited computers, and small testing rooms is becoming

 more crucial. We need to relocate the Assessment Center into a space that will accommodate at least 60

 computers and have at least four small testing rooms for students with visual impairments.

1. If applicable, describe any unplanned events that affected your program.

1. An unplanned early start to the pipeline improvements on campus in summer 2014 made it impossible to

 use the assessment center due to the noise disturbance that was created. The center was moved into

 L148 for the summer and we were able to use B2 as well when we had more testees than L148 could

 accommodate. With help of M&O and IT staff and the hard work of the assessment staff, we continued to

 successfully administer all of the usual tests.

2. An A&R Tech 1 became unable to work in the Administration Building due to reactions to substances in

 the air. She has been outplaced into space first in counseling and then in the computer commons.

Although she continues to answer telephone calls and process duplicate IDs, she is unable to perform

other functions of the position such as assisting students at Window #1 or in the lobby. We are looking to

move her into a different position at the college and we will then need to replace her with a new A&R Tech 1.

**III. Resource Analysis:**

1. Human Resources
2. We will request an new A&R Tech2; a replacement A&R Tech 1; a reorganization to establish four A&R Tech 1 positions to handle all admissions, registration, and grading functions(reorganization proposal attached); a Department Assistant 2 for Enrollment Services as well as two new A&R Techs and one new DA2 to be added in the future.. (Faculty Request form; Classified Request form)
3. Professional Development (Professional Development form)
4. Staff in both offices regularly participate in Cross Training sessions to remain up-to-date with information that students need to be successful.
5. We will continue to coordinate Cross Training Workshops and offer sessions on using DegreeWorks.
6. Classified staff will participate in at least one additional staff development activity during the year. The assistant director of A&R will attend Banner and DegreeWorks conferences as well as the CACCRAO conference. The Director of Enrollment Services will attend the eTranscriptCA/CCCApply meeting as well as the CACCRAO conference.
7. Facilities (M&O requests can be submitted by completing the [M&O request form](https://committees.kccd.edu/sites/committees.kccd.edu/files/Copy%20of%2012%20M%26O%20Needs%20Workbook%2012-13%20APR.xlsx).)

Has your area received any facilities maintenance, repair or updating in this cycle?

1. The Director was moved into a refurbished office in A8. This will allow her to spend more time on changes to the assessment process, establishing a welcome center in the Administration Building lobby, and coordinating enrollment management efforts to ensure that we have the right mix of courses for students to move effectively through their programs.
2. We will request M&O assistance in locating and moving the Assessment Center into a larger facility.
3. Technology (Technology requests can be made by filling out the [ISIT Request form](http://www.bakersfieldcollege.edu/irp/Annual%20Program%20Reviews/2012-13/13%20ISIT%20Priority%20Workbook%2012-13.xlsx).)
4. Has your program received new or repurposed technology in this cycle? No
5. Do you need new or repurposed classroom technology to support student success and/or new office technology to support faculty/staff success?

We will be requesting a significant increase in computers for the Administration Building lobby so that increased staff will be able to assist greater numbers of students through the entire matriculation process.

We will also request 15-20 additional computers for testing in the Assessment Center when it is relocated.

1. Budget (Changes to the budget allocation can be requested using the [Budget Change Request Form](http://committees.kccd.edu/bc/committee/programreview)).

If you are requesting any additional funding, explain briefly how it will contribute to increased student success.

1. The additional computers for the relocated Assessment Center will be requested from GU001 funds. The new space and additional computers will enable more students to take the placement test at times that work for them and it will provide appropriate testing accommodations for students with disabilities closer to the time that the rest of the class is taking their tests.
2. The Department Assistant 2 will be requested from GU001 funds and the A&R Tech 2 will be requested using 32% SSSP funds and 78% GU001 funds. The proposed reorganization for A&R will only cost $308.28 as the current A&R Assistant is Y rated.

**IV. Trend Data Analysis:**

Highlight *any significant changes* in the following metrics and discuss what such changes mean to your program.

1. Changes in student demographics (gender, age and ethnicity). N/A
2. Changes in enrollment (headcount, sections, course enrollment and productivity).

Since our low enrollment due to budget cuts in 2012-2013, our enrollment in beginning to increase. This creates more demand for assistance with admissions, registrations, placement testing, transcripts, etc.

1. Success and retention for face-to-face, as well as online/distance courses. N/A
2. Other program-specific data that reflects significant changes *(please specify or attach).*
* We show an increase of 111 diplomas issued this year.
* There has been a significant increase transcript requests from 16,703 to 21, 626.
* First-time student enrollment has increased by 12%.
* Over 8,500 evaluations were processed in 2013-14. We currently have more 300 transfer evauations waiting to be processed.

 All of these increases have increased the need for services and supplies such as diploma and certificate paper

 as well as assessment testing units.

**V. Progress on Program Goals:**

1. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.

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| **Program Goal** | **Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal?** **(select all that apply)** | **Progress on goal achievement****(choose one)** | **Comments** **(if applicable)** |
| 1. A&R is working to transition from requiring students to apply for degrees and certificates to one of identifying qualified students and issuing the document. | x[ ]  1: Student Success [ ]  2: Communication [ ]  3: Facilities & Infrastructure [ ]  4: Oversight & Accountability [ ]  5: Integration [ ]  6: Professional Development | [ ]  Completed:\_\_\_\_\_\_\_\_\_\_ (Date) [ ]  Revised: \_\_\_\_\_\_\_\_\_\_ (Date)**x[ ]** Ongoing: \_\_09/2014\_\_\_\_\_\_\_\_ (Date) | We now have the “Opt Out” statement on our admission/update forms that informs the students that we may be issuing degrees and certificates without requests from them. The next step will be issuing Job Skills certificates. |

1. New or revised goals (if applicable)

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| **New/Replacement Program Goal** | **Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)** | **Anticipated Results** |
| **The Assessment Center will utilize Accuplacer including the automated multiple measures as our placement test until the Statewide Common Assessment is available.** | x[ ]  1: Student Success [ ]  2: Communication [ ]  3: Facilities & Infrastructure [ ]  4: Oversight & Accountability [ ]  5: Integration [ ]  6: Professional Development | **Automated multiple measures will allow us to apply them to all incoming students and free up counselors to deal with the more complex issues. The change to Accuplacer will also allow us to test seniors at all local high schools. Data from spring 2014 clearly document that students achieve higher placement scores when they test in their own schools.** |

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