

# **Student Services Program Review 2019/20 UPDATE**

**Admissions and Records**

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## **General Information (Student Services Program Review 2019/20 UPDATE)**

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## 2019/20 Student Services Program Review

### SUBMISSION INFORMATION AND UPDATES (REQUIRED)

A.

- Name of Lead Writer: Raquel Aparicio
- Name of Liaison: Ivonne Alvarez
- Department Chair: Ailene Crakes

B. Updates

### OUTCOMES AND ASSESSMENT (REQUIRED)

**Form:** 2019/20 Program Review Outcomes and Assessment Section (See appendix)

### PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

**Form:** 2019/20 Program Review Student Services Program Analysis Section (See appendix)

### PROGRAM GOALS (REQUIRED)

#### 2019/2020 Goals for Admissions and Records

##### **Continue in house training for campus solutions process and training**

Use district resources such as Training Tuesdays to learn more about the features, processes, and policies of Campus Solutions. We will continue disseminating information on changes and CS issues to aid staff in learning the new system. More than ever, staff will be open-minded and prepared to learn new business processes, as well as to adapt to different metrics and data input and processing methods.

##### **Mapping**

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 3.1, Strategic Goal 3.3, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 4.4, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.1

##### **Continue implementing CCC Apply**

Staff will be well versed on the CCC Apply application process from creating the student account on Open CCC Apply to the checklist of creating a student profile and troubleshooting the suspense files. Staff will continue to assist students in resolving application issues and when necessary handling the discrepancies smoothly and accurately to process the necessary changes and submit the application.

### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.4, Strategic Goal 3.1, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 4.4, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.1, Strategic Goal 6.2, Strategic Goal 6.3

### Continue to support staff, faculty, students and administration.

As knowledgeable staff who have been trained in CS, we will continue to advocate and support students, professors, administrators and fellow staff members with applying, enrolling, registering and understanding the new systems: CCC Apply, CS, MySDCCD portal and support our Canvas systems.

### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 3.1, Strategic Goal 3.2, Strategic Goal 3.3, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 4.4, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.1, Strategic Goal 6.2, Strategic Goal 6.3

### Assist students to use the new MySDCCD Campus Solution Portal

We will aid students as needed in understanding the new processes with MySDCCD. We will troubleshoot and be their advocates in learning how to make this transition and portal more user-friendly.

### Mapping

**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.1, Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.4, Strategic Goal 1.5, Strategic Goal 1.6, Strategic Goal 2.1, Strategic Goal 2.2, Strategic Goal 2.3, Strategic Goal 2.4, Strategic Goal 2.5, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 4.4, Strategic Goal 5.1, Strategic Goal 5.2, Strategic Goal 6.1, Strategic Goal 6.2, Strategic Goal 6.3

## ACTION PLANS FOR GOALS (REQUIRED)

### Actions

#### 2019/2020 Goals for Admissions and Records

Goal

#### **Goal: Continue in house training for campus solutions process and training**

Use district resources such as Training Tuesdays to learn more about the features, processes, and policies of Campus Solutions. We will continue disseminating information on changes and CS issues to aid staff in learning the new system. More than ever, staff will be open-minded and prepared to learn new business processes, as well as to adapt to different metrics and data input and processing methods.

#### **Action: Trainings**

#### **Describe the actions**

Read Campus Solution updates every week, share information with staff at staff

<b>needed to achieve this objective:</b>	meetings.
<b>Who will be responsible for overseeing the completion of this objective:</b>	Ivonne Alvarez and Raquel Aparicio
<b>Provide a timeline for the actions:</b>	Monday updates, Friday staff meetings. Attend CS specific training
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	Q&A time during staff meetings
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	Conference room large enough to fit the office

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**Goal: Continue implementing CCC Apply**

Staff will be well versed on the CCC Apply application process from creating the student account on Open CCC Apply to the checklist of creating a student profile and troubleshooting the suspense files. Staff will continue to assist students in resolving application issues and when necessary handling the discrepancies smoothly and accurately to process the necessary changes and submit the application.

*No actions specified*

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**Goal: Continue to support staff, faculty, students and administration.**

As knowledgeable staff who have been trained in CS, we will continue to advocate and support students, professors, administrators and fellow staff members with applying, enrolling, registering and understanding the new systems: CCC Apply, CS, MySDCCD portal and support our Canvas systems.

*No actions specified*

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**Goal: Assist students to use the new MySDCCD Campus Solution Portal**

We will aid students as needed in understanding the new processes with MySDCCD. We will troubleshoot and be their advocates in learning how to make this transition and portal more user-friendly.

**Action:** Create checklists

**Describe the actions needed to achieve this objective:** Create checklist for HS, new student and transfer students.

<b>Who will be responsible for overseeing the completion of this objective:</b>	Raquel Aparicio
<b>Provide a timeline for the actions:</b>	August 2019, review and update November 2019 for spring and review again in March for fall 2020.
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	Ask students for feedback on their checklists and update as needed.
<b>List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel &amp; Conference, Software, Facilities, Classified Staff, Faculty, Other):</b>	Paper, paper cutter, ink

**GOAL STATUS REPORT (REQUIRED)**

**Action Statuses**

**2019/2020 Goals for Admissions and Records**

Goal

**Goal: Continue in house training for campus solutions process and training**

Use district resources such as Training Tuesdays to learn more about the features, processes, and policies of Campus Solutions. We will continue disseminating information on changes and CS issues to aid staff in learning the new system. More than ever, staff will be open-minded and prepared to learn new business processes, as well as to adapt to different metrics and data input and processing methods.

<b>Action: Trainings</b>	
<b>Describe the actions needed to achieve this objective:</b>	Read Campus Solution updates every week, share information with staff at staff meetings.
<b>Who will be responsible for overseeing the completion of this objective:</b>	Ivonne Alvarez and Raquel Aparicio
<b>Provide a timeline for the actions:</b>	Monday updates, Friday staff meetings. Attend CS specific training
<b>Describe the assessment plan you will use to know if the objective was achieved and effective:</b>	Q&A time during staff meetings

**List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):** Conference room large enough to fit the office

Status for Trainings

*No Status Added*

**Goal: Continue implementing CCC Apply**

Staff will be well versed on the CCC Apply application process from creating the student account on Open CCC Apply to the checklist of creating a student profile and troubleshooting the suspense files. Staff will continue to assist students in resolving application issues and when necessary handling the discrepancies smoothly and accurately to process the necessary changes and submit the application.

*No actions specified*

**Goal: Continue to support staff, faculty, students and administration.**

As knowledgeable staff who have been trained in CS, we will continue to advocate and support students, professors, administrators and fellow staff members with applying, enrolling, registering and understanding the new systems: CCC Apply, CS, MySDCCD portal and support our Canvas systems.

*No actions specified*

**Goal: Assist students to use the new MySDCCD Campus Solution Portal**

We will aid students as needed in understanding the new processes with MySDCCD. We will troubleshoot and be their advocates in learning how to make this transition and portal more user-friendly.

**Action: Create checklists**

**Describe the actions needed to achieve this objective:** Create checklist for HS, new student and transfer students.

**Who will be responsible for overseeing the completion of this objective:** Raquel Aparicio

**Provide a timeline for the actions:** August 2019, review and update November 2019 for spring and review again in March for fall 2020.

**Describe the assessment plan you will use to know if** Ask students for feedback on their checklists and update as needed.



**the objective was achieved and effective:**

**List resources needed to achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):**

Paper, paper cutter, ink

Status for Create checklists

*No Status Added*

## Request Forms

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**CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST**

## Reviewers

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### LIAISON'S REVIEW

**Form:** Student Services Program Liaison's Review 2019/20 UPDATE

### MANAGER'S REVIEW

**Form:** Student Services Program Manager's Review 2019/20 UPDATE

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# Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
  - B. **2019/20 Program Review Student Services Program Analysis Section** (Form)
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# Form: "2019/20 Program Review Outcomes and Assessment Section"

**Created with :** Taskstream

**Participating Area:** Admissions and Records

## **(REQUIRED) Program name**

Admissions and Records

## **(REQUIRED) Are you on target with your assessment schedule?**

Yes, we are on target to complete our 2022 assessments, reporting compliance and requirements.

## **(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?**

We are needing to update assessment with the launch of Campus Solutions to better address our student/staff and faculty needs.

## **(REQUIRED) Based on your assessments, what resource needs have you identified?**

We have not assessed our areas yet to determine resources needed.

## **Please provide any other comments.**

*No answer specified*

# Form: "2019/20 Program Review Student Services Program Analysis Section"

Created with : Taskstream

Participating Area: Admissions and Records

## Program Name

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**(REQUIRED) Type your program/ service area name.**

Admissions

**Part A: In this section, please analyze your program/service area in terms of one metric of student success. Start by disaggregating the available data by race, gender, and any other parameters of interest for the metric and answer the following questions.**

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**(REQUIRED) A1. What patterns do you notice with regard to equity at the program level or specific service level by race/ethnicity?**

Equity Gap: When a group of students who share a common characteristic (e.g. race/ethnicity) have lower access and/or outcome rates than their peers. The size of the equity gap along with the size of the group determine whether that gap is significant. Larger groups should, statistically, have smaller gaps and therefore when gaps are present (even small ones) they may be significant. Smaller groups will see wider variation in outcomes, therefore gaps should be seen consistently over time and/or reviewed by looking at multiple years in aggregate to determine if they are significant.

Access to successful enrollment is an overall goal for SD Mesa Equity Plan and has been a program goal for Admissions as well. We have not looked at our data of students who start an application and do not complete (submit), and research on those who complete the application, but never enroll into SD Mesa. It would be helpful to see the differences based on race and gender for these two groups.

The HSI and Equity dashboards do provide insight into enrollment in the last 5 years in regards to Latinx and first generation college students. The gender of LatinX vs Non-LatinX students have remained consistent in the 50th percent headcount has also shown a steady incline inspite of the non-Latinx headcount decrease since fall 2014. I wonder how these numbers compare to those who did not complete their application or were enrolled.

**(REQUIRED) A2. Do these patterns persist over time (e.g., look at the last five years)? Describe if equity gaps are increasing, decreasing, or staying the same?**

I am surprised that the Latinx numbers are not increasing with the same gusto as the non Latinx population decreases. The percentage of first generation Latinx students was pretty surprising at 51%, which taking into account that only 31% of Mesa's students are first generation, this means that this population is significant.

**(REQUIRED) A3. What factors might have influenced these results? What are your most significant findings?**

Enrollment in community college decreases as the economy improves, and there are many barriers for our students, especially first generation students.

**(REQUIRED) A4. How have you/might you alter practices to increase student success and reduce equity gaps?**

I believe that having staff managing the front lines who reflect the Mesa community is important. Students need to see themselves reflected in the staff who are the gatekeepers to Mesa.

Training staff on empathy and emotional intelligence will allow them to connect and aid students through the enrollment process.

Cross training staff allow them to be a resource to students and to have continuity in the services provided.

**(REQUIRED) A5. How does your program contribute to the College's identity of being a Hispanic Serving Institution (HSI)?**

The admissions office is very diverse and many within it are of Latinx or Hispanic descent. We also see the value of diversity within our educational environment.

**(REQUIRED) A6. Have you identified resource needs?**

Training for staff on Equity, emotional intelligence and language of education.

Research on those who start an application but do not submit and those who submit but do not enroll.

**(REQUIRED) A7. Do any of your program goals address these implications or needs? If not, please develop a new goal that addresses your findings and subsequent reflection.**

Yes, our goal to improve the enrollment process

**Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.**

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**(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?**

We have begun to cross train staff and partner with other offices such as Outreach, EOPS, counseling and financial aid.