



# Strategic Initiative Section Report

**Admissions and Records Office:**

**Date: 05/16/2016**

- Program Review Non-instructional Cycle F 2015  
Admissions and Records Office

**Sorted by:** Program

**SI Section Templates:** PR Section 1.0, PR Section 4.1 - 4.2,  
PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource  
Requests

## Admissions and Records Office

### PR Section 1.0

#### Program Review Non-instructional Cycle F 2015 Admissions and Records Office

#### 1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

**Mission: We prepare students to be successful learners.**

The Admissions and Records administrative staff supports the mission statement by educating staff and students on federal, state, and local guidelines/regulations related to the functions of the Admissions and Records office.

**Vision: Fullerton College will create a community that promotes inquiry and intellectual curiosity, personal growth and a life-long appreciation for the power of learning.**

The Admissions and Records administrative staff supports the vision statement by creating avenues for open conversation and inquiries by students, staff, and the general public.

**Core Values:**

**We respect and value the diversity of our entire community.**

The Dean encourages the participation of office staff in campus and community events.

**We value tradition and innovation.**

The Dean serves on various campus and district wide technology committees, designed to review, analyze, and make recommendations to improve services to the students and staff of the district.

**We support the involvement of all in the decision-making process.**

The Dean serves on or chairs various meetings throughout the campus and district. The Dean encourages staff participation, involvement, and input through department staff meetings, district meetings and individual meetings.

**We expect everyone to continue growing and learning.**

The Dean attends various statewide workshops to ensure that the staff remains current on any trends, best practices, or changes in legislation. The Dean also encourages and supports staff to continue their professional and personal development as appropriate.

**We believe in the power of the individual and the strength of the group.**

The Dean provides team building activities. The Dean mentors staff members within the departments and provide staff with the tools to help them reach their goals.

**We expect everyone to display behavior in accordance with personal integrity and high ethical standards.**

The administrative staff supports and adheres to federal, state, and local regulations. Collective bargaining agreements are followed and enforced as required.

**We accept our responsibility for the betterment of the world around us.**

The administrative staff seeks to provide excellent customer service to our students, staff, and the public.

**We value and promote the wellbeing of our campus community.**

The administrative staff strives to elevate the excellence of Fullerton College.  
College Goals:

**Goal 1: Fullerton College will promote student success.****Objective 1: Address the needs of under-prepared students.****Objective 3: Increase the number of degrees and certificates awarded.**

The Admissions and Records administrative staff supports objective 1. The Dean serves on the Student Success Committee, Technology Committee, Student Equity Committee, and others to take an active role in campus decisions regarding the needs of under-prepared students. Information from these committees is disseminated to appropriate staff.

The Admissions and Records administrative staff supports objective 3. The Dean provides leadership in the implementation of an electronic degree audit. The degree audit will help students to be better informed of their path to degree and certificate attainment, assisting students to choose the correct courses to reach their academic goals in a timely manner. We expect the degree audit to increase the number of degrees and certificates awarded.

**Goal 2: Fullerton College will reduce the achievement gap.****Objective 2: Increase retention rate of Hispanic and African-American students by 5% annually.**

The Admissions and Records office administrative staff supports objective 2. The Dean serves on many district wide committees including Banner Steering, Student Team, myGateway Steering, Research Team, Financial Aid Default Prevention, and others to assist in gathering and analyzing data and developing policies and procedures to help reduce the achievement gap.

**Goal 3: Fullerton College will strengthen connections with community.****Objective 2: Increase contacts with local feeder high schools.**

The Dean participates in the annual High School Principal Luncheon, the High School Counselors breakfast, and other campus and district opportunities to educate our community on admission and registration processes at Fullerton College. The Dean is also part of the Leadership Institute for Tomorrow (LIFT) and Leadership Fullerton. Both LIFT and Leadership Fullerton are designed to strengthen connections with the community.

## PR Section 4.1 - 4.2

### Program Review Non-instructional Cycle F 2015 Admissions and Records Office

#### 4.1 - 4.2

4.1 List your SAOs and complete the expandable table below.

	<b>Service Area Outcomes (SAO)</b>	<b>Date Assessment Completed</b>	<b>Date(s) Data Analyzed</b>	<b>Date(s) Data Used For Improvement</b>	<b>Number of Cycles Completed</b>
1.	Provide work direction, guidance and support to Admissions & Records, Financial Aid, Student Activities, and the International Student Center.	2014, 2015	2014, 2015	2014, 2015	2
2.					

4.2 Assessment: Complete the expandable table below.

<b>Service Area Outcomes Assessment for the Administrative/Operations Division of Fullerton College</b>			
<b>Intended Outcomes</b>	<b>Means of Assessment &amp; Criteria for Success</b>	<b>Summary of Data Collected</b>	<b>Use of Results</b>
1. Admissions & Records, Financial Aid, Student Activities, and the International Student Center staff will receive the necessary work direction, guidance and support to be effective in their roles.	Ongoing discussions/meetings with Registrar, Director of Financial Aid, Director of Student Activities, Manager, International Student Center and Administrative Assistant II.	Staff indicate that they receive satisfactory work direction, guidance, and support	Current methods/procedures will be continued and reassessed annually.

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## PR Section 4.3 - 4.6

### Program Review Non-instructional Cycle F 2015 Admissions and Records Office

#### 4.3 - 4.6

4.3 How has assessment of SAOs led to improvements in services provided to the consumer by this department/office?

Close, communication between Admissions & Records, Financial Aid, Student Activities and the International Student center has increased. This has helped the different areas to gain a better understanding of the other departments and how their duties overlap. This has enhanced the collaboration between the departments and helped to achieve a strong team dynamic.

4.4 What challenges remain to make your SAOs more effective?

Implement formalized data collection regarding effectiveness of support provided to Registrar, Director of Financial Aid, the Director of Student Activities, Manager, International Student Center, and Administrative Assistant II.

4.5 Describe how the SAOs are linked to the college's goals. (See <http://programreview.fullcoll.edu/>)

**Goal 1: Fullerton College will promote student success.**

**Objective 1: Address the needs of under-prepared students.**

**Objective 3: Increase the number of degrees and certificates awarded.**

The Admissions and Records administrative staff supports objective 1. The Dean serves on the Student Success Committee, Technology Committee, Student Equity Committee, and others to take an active role in campus decisions regarding the needs of under-prepared students. Information from these committees is disseminated to appropriate staff.

The Admissions and Records administrative staff supports objective 3. The Dean provides leadership in the implementation of an electronic degree audit. The degree audit will help students to be better informed of their path to degree and certificate attainment, assisting students to choose the correct courses to reach their academic goals in a timely manner. We expect the degree audit to increase the number of degrees and certificates awarded.

4.6 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

Each of the departments under the Admissions & Records umbrella (Admissions & Records, Financial Aid, Student Activities, and International Students) complete department surveys. The managers of the different areas discuss results with the Dean and together, they discuss next steps, including potential ways to improve services to students. The Admissions & Records Office and Financial Aid Office also have yearly audits to determine if they are compliant with state regulations. The Department of Homeland Security requires recertification every 2 years, authorizing FC to accept F1/F2 visa students for admission.

B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

The Admissions & Records Office and Financial Aid Office have not had any audit finding during this Program Review cycle. The majority of the satisfaction surveys for the different areas have been positive. The International Student Center has received recertification with the Department of Homeland security every 2 years without incident since 2011.

C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples.

One of the concerns for both Admissions & Records and Financial Aid was the time students needed to wait in line at the front counters and/or receive a return phone call. Both offices implemented the Qless software to help improve these services. Since implementation, the wait times have been drastically reduced and both students and staff have been pleased with the changes.

## PR Section 6.0 SAP w/o Resource Requests

### Program Review Non-instructional Cycle F 2015 Admissions and Records Office

#### Action Plans

<b>STRATEGIC ACTION PLAN # 1</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Reclassify Administrative Assistant II to Administrative Assistant III
List College goal/objective the plan meets:	College Goal #: 1 Fullerton College will promote student success Objective #: 1 Address the needs of under-prepared students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The Dean will work with the Administrative Assistant II to follow the appropriate reclassification process in compliance with the CSEA contract. We expect to have this completed by December 31, 2016.
What <i>Measurable Outcome</i> is anticipated for this SAP?	The Administrative Assistant II will be reclassified to an Administrative Assistant III.
What specific aspects of this SAP can be accomplished without	None. Per CSEA contract, an increase in salary would be required if approved. Approximately \$6744 would be required to increase the Administrative Assistant II (Range 36C) to an Administrative Assistant

additional financial resources?	III (Range 41C).

<b>STRATEGIC ACTION PLAN # 2</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Change job title of Dean, Admissions and Records to Dean, Enrollment Services
List College goal/objective the plan meets:	College Goal #: 1 Fullerton College will promote student success Objective #: 1 Address the needs of under-prepared students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The Dean will work with the Vice President of Student Services to develop/re-write the current job description and submit it through the appropriate district process. We expect this to be completed by July 1, 2016.
What <i>Measurable Outcome</i> is anticipated for this SAP?	The Dean, Admissions & Records title will be changed to Dean, Enrollment Services.
What specific aspects of this SAP can be accomplished without additional financial resources?	No additional financial resources would be needed to complete this SAP as it would be a title change only. There would be no change in salary.

<b>STRATEGIC ACTION PLAN # 3</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Develop formalized data collection regarding the effectiveness of support provided to the Registrar, Director of Financial Aid, Director of Student Activities, Manager, International Student Center, and the Administrative Assistant II.
List College goal/objective the plan meets:	College Goal #: 1 Fullerton College will promote student success Objective #: 1 Address the needs of under-prepared students

<p>Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.</p>	<p>The Dean will develop a survey to assess the effectiveness of support provided to the Registrar, Director of Financial Aid, Director of Student Activities, Manager, International Student Center, and the Administrative Assistant II.</p>
<p>What <i>Measurable Outcome</i> is anticipated for this SAP?</p>	<p>A survey will be available for the Registrar, Director of Financial Aid, Director of Student Activities, Manager, International Student Center, and the Administrative Assistant II to use when providing feedback to the Dean regarding the support that is needed.</p>
<p>What specific aspects of this SAP can be accomplished without additional financial resources?</p>	<p>No additional financial resources would be needed to complete this SAP.</p>