1. What do you see as the main strengths of the comprehensive program review (CPR)?

- The department has an impressive amount of support considering some offices have only one person in their program. The department has 9 employees.
- 77.9 percent of students surveyed during the fall 2014 campus wide survey, were at minimum satisfied with the services by Admissions and Records department.
- 75.22 percent of staff/faculty surveyed during the fall 2014 campus wide survey, were at minimum satisfied with the services by Admissions and Records.

2. What do you see as the areas most in need of improvement in the CPR?

1. **Mission Statement:** Mission statement needs to be revisited. It seems that it describes the function of the department and not the “Mission” of the department. It also is not clear how it is aligned with the college’s mission statement. There is not reference in regards to student success.
2. **Hours of operation:** Clarify counter hours. Delete dates from peak hours since those dates change year to year. Put the regular counter and office hours of operation at off peak times.
3. **Population Served:** The focus is primarily in the Hispanic population. Has not addressed any other ethnicities or language trends as well as students work trends.
4. **Projections:** When referencing a regulation, please include the regulation name, code or title.
5. **Staffing:** Request for staffing should include comparative data from other campuses and align the request with an SAO and objective in order to request resources i.e. staffing.
6. **Program Outreach:**
7. **Quality & Accessibility of Services:** When referencing the staff and student survey, it should not only be referenced but addressed or analyzed as well.

3. To what extent does the CPR demonstrate support for the mission and goals of the college as a whole?

The goal of the department is to assist students in applying for Los Angeles Mission College.
4. To what extent is each of the following sections properly completed and up-to-date? If improvements are needed, specify them.

a. Unit Effectiveness—SAOs

**SAOs:** The Service Area Outcome should focus on either student or staff. Although the SAO is broad in scope, it should not include other information other than the ASO. The assessment method should be feasible and measurable.

b. The rest of the Unit Effectiveness sections

- There isn’t any funding or opportunities for professional development for supervisors or staff.
- The Admissions and Records office does not maintain any standing committees on campus.
- Admissions and records have not established a connection with the community in the last year.

c. Planning Assumptions and Assessment

- The campus recruitment efforts have been successful and therefore making more demands of Admissions and Records thus making the argument that more staff is needed in A&R.
- The department has indicated that they will work with office of Student Services to find solutions to the increased demand without additional staff. They have indicated that one solution would be to permanently reduce office hours, perhaps to open at 9 a.m. instead of 8 a.m.

d. Unit Objectives and Resources

The alignment of the SAO, the unit objectives and resources was not present.

e. The remaining sections

Found grammatical errors and paragraphs that were not clear. It was difficult to understand what the author was training to convey.
5. To what extent are there clear connections from useful evidence (including but not limited to SAO assessments) through meaningful analysis, sound improvement objectives, and relevant resource requests (if any)?

There isn’t a connection with the SAO, objectives and goals of the department.

6. To what extent are recommendations from prior validation addressed effectively?

Although a response was given to the last recommendation, the recommendation was not addressed in the rest of the unit assessment.

7. Commendations.

- The department has an impressive amount of support considering some offices have only one person in their program. The department has 9 employees.
- 77.9 percent of students surveyed during the fall 2014 campus wide survey, were at minimum satisfied with the services by Admissions and Records department.
- 75.22 percent of staff/faculty surveyed during the fall 2014 campus wide survey, were at minimum satisfied with the services by Admissions and Records.

8. Recommendations

To align the SAO, the unit objectives and resources request.
Consider finding other opportunities for professional development for supervisors or staff.
To consider attending standing committees on campus.

9. Responses to the validating team’s questions from the program director.

N/A