

### Validation Review Recommendations & Responses

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#### Commendations

No Commendations Have Been Made.

#### Recommendations

<b>Year</b>	2011 -2012
<b>Recommendation</b>	Overall a good report that is specific and relevant but somewhat incomplete. Program Review-well written  SLOs The SLOs are relevant, specific, quantifiable and measurable.  Survey Service satisfaction-are there ideas about to increase student satisfaction without more money?  Resources-Planning Did not discuss anticipated funding trends, pedagogical trends, technological trends and trends in student needs or demographics.  Final Comments In the future, Program Reviews of all areas of Student Services need to take into consideration the economic climate and the new SS building. No objectives stated anywhere.  -Student Services Committee - Donna Ayers, Robert Crossley & Monica Moreno
<b>Response</b>	
<b>Response Update</b>	
<b>Status</b>	InProgress
<b>Objectives</b>	0 Objectives.

#### Program Overview - Program Mission

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### Program Mission

Describe the purpose of the program:

**The Admissions and Records office strives to provide professional customer service to both students and faculty. We are aware that for most students we are the first point of contact with Los Angeles Mission College. We are also aware that a high percentage of our students in our Northeast Valley location are of Hispanic heritage. We strive to be sensitive to the needs of our bicultural and bilingual student population. Three of our permanent staff and some of our temporary staff are bilingual in Spanish. One of our permanent staff is bilingual in Chinese.**

**One of our purposes is to maintain accurate records that are properly secured and stored. We also attempt to provide accurate and timely services in all areas of admissions, including applications (both in-person and internet), awarding of department certificates/AA degrees, registration, student grades, transfer certifications, etc.**

Respondent: **NA**

### Validation Review

Data Evaluation:

Comments:

#### Program Overview - Overview

[Page Description](#)

### Program Services & Hours of Operation

Location, days/hours:

**There continues to be a renewed emphasis in customer service in the Admissions and Records office. Admissions continues to open to the public at 8 a.m. instead of 9 a.m. (as done in the past) Monday through Friday.**

Admissions is open Saturdays during peak demand registration periods. We are open one or two Saturdays before the semester starts. We were open Labor Day weekend of the Fall 2008 semester due to the large volume of students that needed to be served.

Respondent: **N/A**

Services offered during last cycle:

Service Offered	On-Going	Date Added	Date Deleted
<b>Service</b>		<b>Date Added</b>	<b>Date Deleted</b>
Open 8 a.m. Daily (previously 9 a.m.)	On-going		<a href="#">Remove</a>

### Population Served

Describe the population served and the trends in student characteristics and/or outcomes that may impact your unit.

**The percentage of Hispanic-American students is increasing according to new data. If possible, the Admissions office should try to increase the number of staff that are bilingual in Spanish.**

### Validation Review

Data Evaluation:

Comments:

### External Validation - Advisory Board

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### Advisory / College Oversight Committee

Members Names, Representation:

Advisory Board Member Name	Company/Affiliation	Title	Meet Once Every
			Month
<b>Member</b>	<b>Affiliation</b>	<b>Title</b>	<b>Meeting Frequency</b>
No "Advisory Board" exists. But, groups/individuals exist that make recommendations to Admissions.			Semester <a href="#">Remove</a>

Respondent: **N/A**

### Meetings

List the Date and Membership of your Advisory Board:

Dates (mm/dd/yyyy)	# Members	Members Attending
No Meetings Added		

Reminder: Keep copies of your Minutes for audit purposes.

### Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

**It was stated in the 2007 Program Review that the college President, the Vice-President of Student Services, the College Council, and the Strategic Enrollment Management Committee all make recommendations to Admissions and Records. This is still the case.**

### Validation Review

Data Evaluation:

Comments:

### External Validation - Program Accreditation

### Accreditation or Compliance Status

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies? -

What is the program's accreditation status?

**The college as a whole has passed our Accreditation Review. The entire Student Services division is participating in Program Review as a continuation of this process.**

Respondent: **N/A**

### Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. Most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review

**The past (2007) and this current 2010-2011 Program Review are a direct result of recommendations made during the Accreditation site visit.**

### Validation Review

Data Evaluation: -

Comments:

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↓

## SLOs - Program SLOs

### Student Learning & Service Outcomes

Core Competency	
Program Goals & Objective	
Outcome N/A	
Opportunity N/A	
Assessment Tool	
Recommendation (for improvement)	

  

<b>Core Competency</b>		
<b>Program Objective</b>		
<b>Outcome</b>		
<b>Opportunity</b>		
<b>Assessment Tool</b>		
<b>Recommendation</b>		<a href="#">Edit</a>
		<a href="#">Remove</a>

  

<b>Core Competency</b>	The A & R SLO (Service Area Outcome) will be to improve customer service while also helping students understand LACCD guidelines and procedures.	
<b>Program Objective</b>	Students will be completely enrolled in classes (those without prerequisites) after leaving the Admissions and Records office.	
<b>Outcome</b>	Students will be able to experience "one stop" registration.	
<b>Opportunity</b>	Not applicable to this goal.	
<b>Assessment Tool</b>	The college did a survey in Spring 2007. (Please see section on data analysis.)	
<b>Recommendation</b>	Admissions needs to provide staff with training and support in order to increase student satisfaction with service.	
		<a href="#">Edit</a>
		<a href="#">Remove</a>

  

<b>Core Competency</b>	Information Competency: Mission colleges students will become more aware of admissions and records deadlines.	
<b>Program Objective</b>	Students will learn to use various means to locate admissions and records deadline information.	
<b>Outcome</b>	The outcome should be that students will become more familiar of all means of accessing deadline information, such as: college website, informaton center, flyers posted in admissions area, schedule of classes, etc.	
<b>Opportunity</b>	If the students are more aware of deadlines, there should be less petitions to add late into classes.	
<b>Assessment Tool</b>	A comparison should be made of the number of processed late adds from one semester to another.	
<b>Recommendation</b>	Admissions posts flyers regarding deadlines. Additional methods to inform students need to be developed.	
		<a href="#">Edit</a>
		<a href="#">Remove</a>

  

<b>Core Competency</b>	Information Competency: Mission college students will learn how to use CCC Apply, the online application system.
------------------------	--

<b>Program Objective</b>	The Admissions and Records staff will encourage students to use CCC Apply when students call in for registration information.
<b>Outcome</b>	The projected outcome is that students will learn to be skillful in the use of CCC Apply to apply to Mission college.
<b>Opportunity</b>	The number of internet and walk-in applications need to be monitored.
<b>Assessment Tool</b>	The Admissions supervisors need to record each semester the number of applications received by each method.
<b>Recommendation</b>	The Admissions supervisors need to work with the District IT department on how to obtain this information.
	<a href="#">Edit</a>
<a href="#">Remove</a>	

### Core Competencies Alignment

How do the department's course and program SLOs address Mission's Core Competencies?

**Please see attached supplemental material submitted to the campus Accreditation representatives in December of 2007. Admissions and Records will continue to focus on these three Service Area Outcomes.**

Respondent: **N/A**

### Assessment

Describe what has been done in developing and conducting assessment of student learning outcomes. Describe any changes implemented as a result of your findings from the assessment of student learning outcomes.

**Admissions and records planned to conduct a student survey as part of the 2007 Program Review. Forty mission college students participated in this survey in May of 2010. The survey showed students are receptive to receiving information electronically. Therefore, this is why instructions on how to retrieve registration appointment information were sent to students via electronic mail.**

### Validation Review

Data Evaluation:

Comments:

### Program Effectiveness - Surveys

[Page Description](#)

 [View Data](#)

 [View Data](#)

### Student Satisfaction Survey

Survey Name	Data Analysis	
<b>Survey Name</b>	<b>Data Analysis</b>	
Helpful Staff	Admissions and records had a similar percentage to other LACCD colleges in Fall 2000. We had a lower average in Fall 2002 (89.1 compared to 92.5). We improved by Spring 2005 (92.0 compared to 90.0).	<a href="#">Remove</a>
Knowledgeable Staff	Admissions and records was above the LACCD average for all semesters surveyed, including Fall 2000, Fall 2002 and Spring 2005.	<a href="#">Remove</a>
Service Availability	Admissions and records had similar percentages to other LACCD colleges in Fall 2000 and Fall 2002. However, the percentage of satisfaction decreased in Spring 2005. This problem was remedied by Spring 2007.	<a href="#">Remove</a>
Service Satisfaction	In the Spring of 2007 Admissions and records was rated a little less then the LACCD average as "very satisfied" (50.9 compared to 51.0). Unfortunately, we had a higher rate of students saying they were not satisfied compared to the LACCD average (7.4 compared to 6.0). This survey shows that Admissions needs to focus on this area and examine ways to improve satisfaction with service.	<a href="#">Remove</a>
Admissions Survey	Fourty students participated in a survey on May 12, 2010. Overall, responses were informative and favorable.	<a href="#">Remove</a>

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

**They May 2010 survey showed that students are accepting of receiving information electronically. Therefore, electronic emails were sent to Mission College students to show them how to obtain their registration appointment for Spring 2011.**

Respondent: **N/A**

### Faculty/Staff Program Assessment Survey

Survey Name	Data Analysis	
-------------	---------------	--

No Survey(s) Added.

Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

**Does not apply to Admissions.**

### Validation Review

Data Evaluation:

Comments:

Save

## Program Outreach

[Page Description](#)

### Program Outreach

What standing committees does your program maintain? What are their charges and membership?

**The Admissions and Records office does not maintain any standing committees on campus. However, both supervisors regularly attend LACCD dean, supervisor and technical issues meetings in order to be updated on district changes in policies and procedures.**

What intra-college collaboration has your program been involved in during the past six years?

**The evening supervisor works with the college recruiter in processing outreach applications. An ongoing relationship exists between Admissions and the non-credit program.**

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

**The Academic Affairs Vice-President has made these connections primarily the responsibility of the college Recruiter.**

Respondent: **N/A**

### Validation Review

Data Evaluation:

Comments:

Save

## Professional Development

[Page Description](#)

### Professional Development

Name & Status	Activities (mark all that apply)	Comments
Dagdagan, Christine	Other (Specify)	Academic Exception Committee (for graduation candidates).
Dagdagan, Christine	Professional Organization (Specify)	AFT Staff Guild (Unit 1) delegate.
Dagdagan, Christine	Campus-Wide Committees (Specify)	Will participate in Commencement Committee.
Ledoux, Linda	Professional Organization (Specify)	AFT Staff Guild (Unit 1) delegate.
Nunez, Luz	Professional Organization (Specify)	AFT Staff Guild (Unit 1) Grievance Representative.
Nunez, Luz	Campus-Wide Committees (Specify)	Member of Budget and Planning committee (Shared Governance).
Nunez, Luz	Campus-Wide Committees (Specify)	Member of Commencement Committee.
Rios, Martha	Other (Specify)	Academic Exception Committee (for graduation candidates).
Rios, Martha	Campus-Wide Committees (Specify)	Member of Technology Committee (Shared Governance).
Torres, Rosalie	Campus-Wide Committees (Specify)	Student Support Services committee (Shared Governance)

### Professional Development Needs

Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources needed to achieve this development.

**A budget increase was requested in the 2007 Program Review in order to provide additional professional development. This item was requested in the 2010-2011 Operational Plan. This item remains unfunded. We are requesting funding again in this 2011 Program Review and will do so in the 2011-2012 Operational Plan. Funding is needed for conference attendance opportunities for improvement in skills such as customer service, management techniques, time management, office organization, etc. The training focus will be on any goal mentioned in our Service Area Outcomes.**

Respondent: **NA**

### Validation Review

Data Evaluation:

Comments:

Save

## Resources - Personnel

[Page Description](#)

### Certificated Administrator, Faculty

Name	Job Title	FTE	
<b>Name</b>	<b>Job Title</b>	<b>FTE</b>	
Joe S. Ramirez	Vice-President, Student Services	Full-time	<a href="#">Remove</a>

### Classified Staff

Name	Job Title	FTE	
<b>Name</b>	<b>Job Title</b>	<b>FTE</b>	
Torres, Rosalie	A & R Senior Supervisor	A Shift / Full-time	<a href="#">Remove</a>
Rios, Martha	A & R Supervisor (Evening)	B Shift / Full-time	<a href="#">Remove</a>
Dagdagan, Christine	A & R Evaluation Technician	A Shift / Full-time	<a href="#">Remove</a>
Nunez, Luz	A & R Evaluation Technician	B Shift / Full-time	<a href="#">Remove</a>
Barnes, Jena	A & R Assistant	A Shift / Full-time	<a href="#">Remove</a>
Ledoux, Linda	A & R Assistant	B Shift / Full-time	<a href="#">Remove</a>
Murphy-Cater, Trena	A & R Assistant	B Shift / Full-time	<a href="#">Remove</a>
Tong, Amy	A & R Assistant	A Shift / Full-time	<a href="#">Remove</a>

### Student Workers

Name	Type	Hours/Week	
No Student Workers Added.			

### Projections

Projected Retirements:

**One staff member is near the age of retirement (over 60). However, it appears no plans for retirement are being made at this time.**

Are available faculty and classified staff adequate to support the program?

**There is insufficient staff to adequately support Admissions and Records at this time. There are ongoing shortages when one staff is scheduled for vacation and another has a family emergency or illness.**

Respondent: **NA**

### Validation Review

Data Evaluation:

Comments:

Save

## Resources - Facilities

### Facilities & Equipment

Is space and equipment currently assigned to your unit adequate to support the needs of the service area? Please explain?

Admissions has outgrown its current location. This was also stated in the 2007 Program Review. Also, we will not go before the Facilities Planning committee for remodeling because groundbreaking is scheduled in the next few months for our New Student Services building. However, in order to better service Mission College students, we will continue to need the former Counseling Drop-In area for temporary counter/storage space. This provides more efficient registration for events like Career Day/Senior Day. This area was needed as an add/drop area for Fall 2010 registration.

Does the program regularly utilize general campus facilities? Are they available and adequate?

Currently, the majority of our documents/functions are housed in our own work area. However, many of the LACCD colleges have a separate area or building to house old documents in storage. Thankfully, our documents from Iron Mountain have been moved to the college. Unfortunately, after meeting with the Plant Facilities Director and Manager, we were informed there is no additional space available in this storage area.

Admissions still needs additional storage on campus to consolidate our documents. It is a legal responsibility for us to house student documents properly and safely.

Respondent: **N/A**

### Validation Review

Data Evaluation:

Comments:

Save

### Resources - Planning

### Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your unit during the next 3 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

It was stated in our 2007 Program Review that LAMC must hire more Classified staff during this time of growth and transition. It is a critical need for all departments, not just Admissions and Records. A "Classified Staff Hiring Priority List" is urgently needed, similar to the college "Faculty Hiring Priority List". ALL CLASSIFIED BARGAINING UNITS need to have input into new positions. LAMC is at the breaking point in keeping up with enrollment and campus growth. The minimum requirement to maintain quality customer service in Admissions for the next three years is to hire four A and R Assistants and one Student Services Assistant.

Respondent: **N/A**

### Self-Assessment of Challenges Facing Program

Please present the unit's analysis of the challenges it will face over the next 3 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

The student headcount increased by 2,701 students from Fall 2007 to Fall 2010. This means Mission college has the potential to increase to a total of 14,000 students or more by Fall 2013. The new buildings will create new and more classes for students. Admissions needs to be ready for all of our new students.

### Validation Review

Data Evaluation:

Comments:

Save

### Objectives & Resources

#### Objective

Objective:	To provide ongoing training for Admissions and Records staff. (2011-2012) (Priority: Critical)
Related Goal Area:	4. Improve Student Success
Individual(s) Responsible:	Rosalie Torres, Senior Supervisor
Period:	7/1/2011 - 6/1/2012

Activity:	Each staff member will receive training in a specific area.
Expected Outcome and Measure:	The purpose will be to help each employee improve overall work performance.
Assessment:	

**Resource**

Resource Requested:	Other (2011-2012) (Quantity: 0 Units )
Anticipated Total Cost:	\$2,000
Contact Person:	Rosalie Torres, Senior Supervisor
Description of Item:	The budget will be to provide staff development to each employee in any area where improvement is needed.
Type:	Ongoing
Resource Priority:	Critical

**Objective**

Objective:	To have an adequate budget to support the Admissions function. (2011-2012) (Priority: Critical)
Related Goal Area:	4. Improve Student Success
Individual(s) Responsible:	Vice-President of Administration
Period:	7/1/2010 - 6/1/2011
Activity:	Admissions has difficulty operating under current budget. Customer service will be affected if our budget is not increased.
Expected Outcome and Measure:	The outcome expected is more satisfaction in customer service.
Assessment:	

**Resource**

Resource Requested:	Other (2011-2012) (Quantity: 0 Units )
Anticipated Total Cost:	\$60,000
Contact Person:	Rosalie Torres, Senior Supervisor
Description of Item:	An increase in our sub and relief budget is critical. Customer service and satisfaction is one of our SAO's. The current budget of \$20,000 per year is inadequate to support our registration periods and need to scan current as well as previous documents.
Type:	Ongoing
Resource Priority:	Critical

**Resource**

Resource Requested:	Equipment (2011-2012) (Quantity: 1 Units )
Anticipated Total Cost:	\$40,000
Contact Person:	
Description of Item:	The computer and software for Metropolitan college needs to be overhauled/replaced. Admissions needs to create more work areas to keep up with increased enrollment. The fiscal year 2010-2011 equipment budget was removed and needs to be reinstated.
Type:	Ongoing
Resource Priority:	Critical

**Resource**

Resource Requested:	SuppliesPrinting (2011-2012) (Quantity: 0 Units )
Anticipated Total Cost:	\$20,000
Contact Person:	Rosalie Torres, Senior Supervisor
Description of Item:	The Admissions office does not have an adequate budget to pay for the printing needs of the department.
Type:	Ongoing
Resource Priority:	Critical

**Objective**

Objective:	To outsource scanning of Admissions documents (2011-2012) (Priority: Critical)
Related Goal Area:	6. Improve Technology
Individual(s) Responsible:	Administrative Services needs to provide funding.
Period:	1/1/2011 - 6/1/2011
Activity:	More scanning of student documents will better meet the needs of our students.
Expected Outcome and Measure:	More information will be available more quickly to students.
Assessment:	

**Resource**

Resource Requested:	Other (2011-2012) (Quantity: 0 Units )
Anticipated Total Cost:	\$30,000
Contact Person:	Joe S. Ramirez, Vice-President, Student Services
Description of Item:	Document imaging makes document retrieval of student records very efficient. In addition, once documents are scanned and checked, they can be destroyed.
Type:	One_Time
Resource Priority:	Critical

**Objective**

Objective:	Assists students in navigating the Student Information System. (2011-2012) (Priority: Critical)
Related Goal Area:	4. Improve Student Success
Individual(s) Responsible:	All admissions staff.
Period:	12/1/2010 - 12/1/2013
Activity:	Everyone at the counter will assist students in using the online registration system as time permits. In addition, at least once per semester Admissions will have a workshop on how to use this system.
Expected Outcome and Measure:	Students who learn how to use the online registration system will save time because they will avoid waiting in the Admissions line.
Assessment:	



## Resource

Resource Requested:	PersonnelRegular (2011-2012) (Quantity: 1 FTEClassified Student Services Assistant)
Anticipated Total Cost:	\$60,997
Contact Person:	Rosalie Torres, Senior Supervisor
Description of Item:	The college fosters relationship with local high schools. The college recruiter needs an Admissions contact to assist/supervise with the processing of high school applications, which take more time to process. This is one of Admissions contributions to student success.
Type:	Ongoing
Resource Priority:	Critical

## Resource

Resource Requested:	PersonnelRegular (2011-2012) (Quantity: 4 FTEClassified Admissions & Records Assistant)
Anticipated Total Cost:	\$196,950
Contact Person:	Rosalie Torres, Senior Supervisor
Description of Item:	The new Student Services building will have room for four more A & R assistants. Teaching students how to use the Student Information system will require additional counter time.
Type:	Ongoing
Resource Priority:	Critical

## Objective

Objective:	The student survey will assess A&R SAO's (Service Area Outcomes) (2007-2008) (Priority: High)
Related Goal Area:	4. Improve Student Success
Individual(s) Responsible:	Rosalie Torres, Senior Supervisor, Admissions
Period:	1/1/2010 - 5/1/2010
Activity:	A survey will be developed to assess both customer service(satisfaction with service) and information competency. The survey was scheduled for January 2010 but was done in May 2010.
Expected Outcome and Measure:	The purposes of the survey was to find out how to distribute Admissions information in a student-friendly manner and obtain student feedback on Admissions customer service in order to improve student success.
Assessment:	Student feedback and comments on Admissions customer service were mostly favorable. Results indicated how students prefer to receive information. Please see survey result under "Supplemental Material" section.

## Resource

Resource Requested:	PersonnelRegular (2007-2008) (Quantity: 3 FTEClassified Admissions & Records Assistant)
Anticipated Total Cost:	\$147,713
Contact Person:	Rosalie Torres, Senior Supervisor
Description of Item:	One of our SAO's(Service Area Outcome) is to improve customer service(satisfaction w/service). Additional staff is critical to meeting this goal, due to the increased enrollment trend every semester at the college.
Type:	Ongoing
Resource Priority:	Critical

## 2010-2011 Admissions & Records Funding Resources

Category	FTE	Program 100	Total Budget
Personnel (Adjunct)		\$0	\$0
Personnel (FRg/Classified/Unclassified)	7.0	\$556,628	\$556,628
Supplies/Printing	0.0	\$9,723	\$9,723
Equipment	0.0	\$0	\$0
Other	0.0	\$1,503	\$1,503
<b>Totals</b>		<b>\$567,854</b>	<b>\$567,854</b>

## 2011-2012 Active Resource Summary

Category	FTE	On-Going Requests	One-Time Requests	Total Cost
Personnel (Adjunct)	0.0	0	0	\$0
Personnel (FRg/Classified/Unclassified)	8.0	3	0	\$405,660
Supplies/Printing	0.0	1	0	\$20,000
Equipment	0.0	1	0	\$40,000
Other	0.0	2	1	\$92,000
<b>Totals</b>	<b>8.0</b>	<b>7</b>	<b>1</b>	<b>\$557,660</b>

## Supplemental Material

FileName	Description	Uploaded
00-pr-2007-program-validation.doc	2007 Program Review Commendations/Recommendations	11/22/2010 8:50:00 PM
00-2011-05-12-SAO-survey-results.doc	May 2010 Student Survey Results	11/22/2010 8:49:00 PM
00-2010-march-Scanning America_LAMC Cost Proposal.pdf	March 2010 Scanning Proposal	11/22/2010 8:48:00 PM
00-2011-pr-Fall-2009-Enrollment-Headcount.doc	Fall 2009 Enrollment Headcount	11/22/2010 7:16:00 PM
00-2011-pr-Fall-2010-Enrollment-Headcount.doc	Fall 2010 Enrollment Headcount	11/22/2010 7:16:00 PM

1-pr-2010-11-Op Plan-M1210A-A&R-final.xls	2010-2011 Op Plan-Admissions	11/22/2010 7:15:00 PM
1-pr-2010-11-Op Plan-ZM045B-Metro-final.xls	2010-2011 Op Plan-Metro Records	11/22/2010 7:13:00 PM
1-pr-2009-10-Admissions-Op Plan-final.xls	2009-2010 Operational Plan	11/22/2010 7:11:00 PM
1-pr-2008-09-Request for Resources-admissions.doc	2008-2009 Request for Resources	11/22/2010 7:09:00 PM
sao-slo-2007-12-05.docm	Admissions Goals/Service Area Outcomes (SLO's)	3/11/2009 10:19:00 PM
chart-continuing-2009-02-20.doc	Spring 2006 to Spring 2009 Continuing Students	3/11/2009 10:13:00 PM
08-09-Admissions-Op-Plan-final.docm	2008-2009 Budget Plan	3/11/2009 10:11:00 PM
Fall 2008 Enrollment Update.pdf	Fall 2008 Enrollment Headcount	3/8/2009 10:22:00 PM
Fall 2007 Enrollment Update.pdf	Fall 2007 Enrollment Headcount	3/8/2009 10:21:00 PM
2005-update-a&r-matric.doc	Includes department goals and staffing needs.	2/16/2009 2:12:00 PM
2008-update-a&r-matric.doc	Includes department goals and staffing needs.	2/16/2009 2:11:00 PM

## Final Summary

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### Summary

Based on your program review, summarize:

Program Strengths - What is your program doing well?

**It will be stated again in this 2011 Program Review that Admissions has made a valiant effort to provide quality customer service in the midst of increased enrollment and new technology requirements. The student headcount increased from 8,625 in Fall 2007 to 11,326 in Fall 2010. This is an increase of 2,701 students in three years.**

Program Weaknesses - What areas can your program improve?

**Admissions is struggling to provide satisfaction with service while at the same time facing continued enrollment growth. It is critical that all Admissions staff receive individual training to improve work performance.**

Discuss anything else you would like to share about your program that has not been addressed.

**The enrollment growth of the college is keenly felt by all of the Admissions and Records staff. An increase in our operating budget has been requested and denied in our 2008-2009,2009-2010, and 2010-11 budget periods. The budget problems of the state are understood. Please do not reduces our budget and please reinstate our equipment account. We desperately need more staff.**

Respondent:

### Recommendations

### Validation Review

Overall Evaluation:

### Submit Program Review

**Program Review is in Validation Mode**