

Validation Review Recommendations & Responses

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Commendations

No Commendations Have Been Made.

Recommendations

Year	2010-2011
Recommendation	<p>Overall a good report that is specific and relevant but somewhat incomplete. Program Review-well written</p> <p>SLOs The SLOs are relevant, specific, quantifiable and measurable.</p> <p>Survey Service satisfaction-are there ideas about to increase student satisfaction without more money?</p> <p>Resources-Planning Did not discuss anticipated funding trends, pedagogical trends, technological trends and trends in student needs or demographics.</p> <p>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.</p> <p>-Student Services Committee - Donna Ayers, Robert Crossley & Monica Moreno</p>
Response	<p>Objectives were stated in our 2010-2011 Program Review in regards to staff development and training. In Fiscal Year 2010-2011 Admissions staff was required to attend: Respect In The Workplace (11/18/2010) and Bullying/Gossip In The Workplace(04/27/2011). Another staff developemnt workshop (voluntary) is scheduled for November 4, 2011. This staff development/training is in progress and ongoing.</p>
Response Update	<p>Admissions has completed the following objectives: assist students in the navigation of the LACCD SIS System, more graduation petitions have been filed than previous years, electronic transcripts have been implemented and Recommendation 13 of the ACCJC has been remedied.</p>
Status	InProgress

Objectives

3 Objectives.

	Objective ID: 306	<u>Period</u>	<u>Priority</u>	<u>Status</u>	<u>Year</u>	View/Edit
	To implement electronic transcripts in the 2011-12 academic year	9/1/2011 - 6/1/2012	Critical	Discontinued	11-12	
1 Resources.						
	<u>Resource Type</u>	<u>Cost</u>	<u>Priority</u>	<u>Status</u>	<u>Year</u>	View/Edit
	Other	\$5,000	Critical	Discontinued	11-12	
	Objective ID: 303	<u>Period</u>	<u>Priority</u>	<u>Status</u>	<u>Year</u>	View/Edit
	To add one classified position (Office Aide)	6/1/2011 - 6/1/2012	Critical	Discontinued	11-12	
1 Resources.						
	<u>Resource Type</u>	<u>Cost</u>	<u>Priority</u>	<u>Status</u>	<u>Year</u>	View/Edit
	PersonnelRegular	1 FTEClassified @ \$41,245	Critical	Discontinued	11-12	
	Objective ID: 297	<u>Period</u>	<u>Priority</u>	<u>Status</u>	<u>Year</u>	View/Edit
	To assist students in learning how to use LACCD online system.	6/1/2011 - 6/1/2012	Critical	Discontinued	11-12	
1 Resources.						
	<u>Resource Type</u>	<u>Cost</u>	<u>Priority</u>	<u>Status</u>	<u>Year</u>	View/Edit
	Equipment	2 Units @ \$1,000	Critical	Discontinued	11-12	

Unit Review - Mission Statement

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Program Mission

Describe the purpose of the program:

PROGRAM REVIEW 2013-2014:

Admissions and Records is the first point of contact for most Mission college students. It is our privilege provide a variety of services to Mission College students. One of our primary functions is to properly maintain, protect and store student records. We also provide accurate and timely services in all areas of admissions, including applications (both in-person and internet), awarding of department certificates/AA degrees, transcripts, student grades, transfer certifications, etc. We must also provide these services according to the guidelines of both federal and state regulations. Please see attached list of Admissios regulations in the Supplemental Material.

PROGRAM REVIEW 2012-2013:It is our goal to complete Phase II of E-transcripts as soon as possible. We are in the process of researching additional vendors (the Clearinghouse and Credential Solutions) to provide additional options for students to request transcripts online by the end of fiscal year 2012-2013. Our primary service area outcome is to help students with Information Competency in using the online systems that are currently available to them.

Respondent: **Rosalie Ornelaz de Torres**

Unit Review - Services & Hours of Operation

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Program Services & Hours of Operation

Location, days/hours:

Admissions and Records continues to open to the public at 8 a.m. instead of 9 a.m. (as done in the past) Monday through Friday.

Our current (November 2013) office hours are as follows:

Monday and Thursday - 8:00 a.m. to 5:00 p.m.

Tuesday and Wednesday - 8:00 a.m. to 7:00 p.m.

Friday - 8:00 a.m. to 12 Noon

Admissions has extended office hours during Peak Demand Registration. This is usually one week before and two weeks after a semester or session begins.

Respondent: **Rosalie Ornelaz de Torres**

Services offered during last cycle:

Service		Date Added	Date Deleted	
Open 8 a.m. Daily (previously 9 a.m.)	b On-going			Remove
Online ordering of transcripts	b On-going	October 2013		Remove
Phase I Electronic Transcripts	b On-going	April 2012		Remove
Phase II Electronic Transcripts	b On-going	In-Progress		Remove
Faculty Support/Attendance Accounting	b On-going			Remove
Year Round Application Processing	b On-going			Remove
Diplomas on Demand Service	b On-going	September 2013		Remove
In-person or mail ordering of transcripts	b On-going			Remove
In-person or mail ordering of verifications	b On-going			Remove
Granting of diplomas	b On-going			Remove
Processing of certificates	b On-going			Remove

Population Served

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

PROGRAM REVIEW 2013-2014:

Mission college has 73.7 per cent of students that are of Hispanic descent. This is according to Los Angeles Community College (LACCD) statistics for Fall 2012. (Please see attached document). The Senior Supervisor, the Evening Supervisor and the day shift Admissions Records Assistant speak Spanish. Our department is better able to promote the academic success of LAMC students because of this fact.

Unit Review - Staffing

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Certificated Administrator, Faculty

Name	Job Title	FTE	
Joe S. Ramirez	Vice-President, Student Services	Full-time	Remove

Classified Staff

Name	Job Title	FTE	
Torres, Rosalie	Admissions Senior Supervisor	1.0/Day, Bilingual	Remove
Rios, Martha	Evening Supervisor	1.0/Eve., Bilingual	Remove
Dagdagan, Christine	A and R Evaluation Technician	1.0/Evening	Remove
Barnes, Jena	A and R Assistant	1.0/Day	Remove
Celis, Roberto*	A and R Assistant	1.0/Day, Bilingual	Remove
LeDoux, Linda	A and R Assistant	1.0/Evening	Remove
Murphy, Trena	A and R Assistant	1.0/Evening	Remove
Vacant	Evaluation Technician	1.0/Day	Remove

Student Workers

Name	Type	Hours/Week	
Zadoorian, Armineh	College Work Study	20	Remove

Projections

Projected Retirements:

There are no projected retirements at this time. (*Roberto Celis, listed above, is the new hire filling the vacant position of A. Tong, who retired in January of 2013.)

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

PROGRAM REVIEW 2013-2014:

(Please see attached priority list of critical staffing needs).

Admissions staffing is not adequate. This is documented since the first Program Review of 2007-2008. Fortunately, the Vice-President of Student Services has shown support by filling vacant permanent positions. The VP has also slightly reduced office hours to allow more time for back office processing.

It is being requested via this Program Review process that fiscal year 2013-14 salary savings of both the daytime A & R Assistant and Evaluation Technician be moved back to Admissions as soon as possible. Admissions is asking for these funds to be put back into our department as sub and relief funding and to create a student worker account.

PROGRAM REVIEW 2012-2013: We have also requested that the sub and relief budget be reinstated and/or increased to the amount of last fiscal year. This is also very critical because in January 2013 all nine colleges of the District will begin to test conversion to the new SIS system. Admissions will need assistance in our routine work in order to focus as much as possible on this vital project.

Currently, there are two Admissions and Records assistants per shift to cover the Admissions counter. We asked for an increase of two more Admissions and Records Assistants per shift (a total of four) in the 2011-2012 Program Review. However, in light of the state fiscal crisis, we are asking for a total of two more A & R Assistants (one per shift) in this 2012-2013 Program Review.

Both Supervisors give much time to support basic day-to-day operations. This means that our higher level work must often be put aside for the office to function. Therefore, it is highly recommended that a full-time Dean of Admissions/Enrollment position be considered in the future. However, it is also essential that an individual with a high level of Admissions background and management experience be selected for such a position. There are many Board Rules, Educational Regulations, federal and state law and Title V requirements that must be adhered to in our area.

Respondent: **Rosalie Ornelaz de Torres**

Unit Review - Program Outreach

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Program Outreach

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

PROGRAM REVIEW 2013-2014:

The Admissions and Records office does not maintain any standing committees on campus. However, Academic Affairs created the Strategic Enrollment Planning Committee. This committee has forwarded its recommendations to College Council. In turn, there will be recommendations made to Admissions and Records.

PROGRAM REVIEW 2012-2013: Both supervisors regularly attend LACCD dean, supervisor and technical issues meetings in order to be updated on district changes in policies and procedures. Both supervisors will alternately be attending District meetings starting January 2013 for the implementation of the new districtwide SIS software.

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

PROGRAM REVIEW 2013-2014: Please see information listed below.

PROGRAM REVIEW 2012-2013:

The evening supervisor works with the college recruiter and all types of outreach programs. An ongoing relationship exists between Admissions and the non-credit program. Our Evaluation Technician works closely with the office of Student Services during the Spring Commencement activities. Admissions works closely with the Information Technology department in order to keep our technical processes running smoothly. Both supervisors participate in the Second Appeals Committee of the Financial Aid office. The senior supervisor regularly attends the Council of Instruction to give updates to department chairs on attendance accounting.

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

PROGRAM REVIEW 2013-2014:

Current administration has put Recruitment Activities under the supervision of the Vice-President of Administrative Services.

PROGRAM REVIEW 2012-2013:

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

Respondent: **Rosalie Ornelaz de Torres**

Unit Effectiveness - Quality & Accessibility of Services

[Page Description](#)

To access Fall 2013 Student and Faculty/Staff survey data, [click here](#).

Student Satisfaction Survey

Survey Name	Data Analysis	
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).	Remove
Knowledgeable Staff	Admissions and records was above the LACCD average for all semesters surveyed, including Fall 2000, Fall 2002 and Spring 2005.	Remove
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.	Remove
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.	Remove
Admissions Survey	Fourty students participated in a survey on May 12, 2010. Overall, responses were informative and favorable.	Remove
Campuswide Survey	The IT department is currently conducting a survey (October 2011).	Remove

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

PROGRAM REVIEW 2013-2014: Admissions has not conducted any additional surveys.

PROGRAM REVIEW 2012-2013: There is no new data available at this time.

Respondent: **Rosalie Ornelaz de Torres**

Faculty/Staff Program Assessment Survey

Survey Name	Data Analysis	
Campuswide Survey	No data available	Remove

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

No data available.

Unit Effectiveness - SLOs

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Student Service Area Outcomes

Year	2013
1) Outcome	Admissions will assist faculty to increase knowledge of LACCD attendance accounting requirements. This year TBA rosters will be addressed in detail. TBA rosters are part of yearly audits mandated by the State of California.
2) Related ILO	2) Information Competency
3) Contribution of SAO to Student Learning	
4) Assessment Method	TBA roster instructions will be made available by email and by posting on the LAMC website. At least one email per semester will be sent to all faculty with TBA rosters, and to their respective department chairs. A deadline will be given and monitored by the Senior Supervisor. The Vice-President of Academic Affairs will be included at each step. Academic Affairs and Admissions will work together to prevent negative audit findings.
5) Results	Not available.
6) Implementation Plan	Not available.
7) Re-Evaluation	
Assessment Date	NA
Next Assessment Date	NA
	Edit / Re-evaluate
	Remove
Year	2013
1) Outcome	Students will understand the importance of the college process of filing a graduation petition.
2) Related ILO	3) Problem Solving
3) Contribution of SAO to Student Learning	
4) Assessment Method	Potential graduates will be identified in the Fall and Spring semesters using the LACCD Webfocus system. Admissions will work with the Counseling department to send out email messages to explain the need to file a graduation petition. Both departments will work together to promote student success.
5) Results	Not available.
6) Implementation Plan	Not available.
7) Re-Evaluation	
Assessment Date	NA
Next Assessment Date	NA
	Edit / Re-evaluate

[Remove](#)

Year	2012
1) Outcome	PROGRAM REVIEW 2012-2013: It is an ongoing goal for Admissions to inform students both in person and on the phone on how to use the online system for applying and to add/drop classes. Students are also given written instructions on how to access the system.
2) Related ILO	<input type="text" value="2) Information Competency"/>
3) Contribution of SAO to Student Learning	
4) Assessment Method	Our training and instructions are working. The results of the last audit confirmed this fact.
5) Results	Many student records were audited for academic year 2011-2012. Approximately 75 per cent of the selected students enrolled in their classes online.
6) Implementation Plan	Admissions will conduct a revised survey for both Fall 2012 and Spring 2013 to ask students about the online system.
7) Re-Evaluation	Unfortunately, Admissions was not able to complete surveys for the Fall 2012 and Spring 2013 semesters. However, the Admissions team has been very diligent and hard-working in assisting students to increase their knowledge of the LACCD online information system. This was achieved by both permanent and temporary staff providing verbal instructions while assisting at the counter, assisting over the phones and by providing written instructions.
Assessment Date	NA
Next Assessment Date	NA
	Edit / Re-evaluate

[Remove](#)

Year	2012
1) Outcome	PROGRAM REVIEW 2012-2013: Admissions did one workshop for Student Services Day in the Spring 2010 semester. Staff explained how to use the LACCD Student Information system. We also explained Admissions deadlines and procedures.
2) Related ILO	<input type="text" value="2) Information Competency"/>
3) Contribution of SAO to Student Learning	
4) Assessment Method	Admissions will continue to do workshops for students once per semester.
5) Results	Admissions will ask each student who attends the workshop to complete a special workshop survey.
6) Implementation Plan	Admissions will do a workshop in the Fall 2012 and Spring 2013 semesters.
7) Re-Evaluation	Admissions participated in the Fall 2013 Kick-Off event. Ms. Jena Barnes provided an explanation of how to use the online system. The Senior supervisor provided written materials for the workshop.
Assessment Date	NA
Next Assessment Date	NA
	Edit / Re-evaluate

[Remove](#)

Unit Effectiveness - Human Resources

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Professional Development

Name/Status	Activities	Comments	
Barnes, Jena	Conferences	Spring 2013 CACCRAO Conference	Remove
Barnes, Jena	On-Campus Presentations	Admissions Workshop for Fall 2013 Kickoff Event	Remove
Dagdagan, Christine	Conferences	Spring 2013 CACCRAO Conference	Remove
Dagdagan, Christine	Campus-Wide Committees (Specify)	Academic Exception Committee	Remove
Dagdagan, Christine	Campus-Wide Committees (Specify)	Commencement Committee	Remove
Rios, Martha	Campus-Wide Committees (Specify)	Academic Exception	Remove
Rios, Martha	Campus-Wide Committees (Specify)	Council of Instruction (As Needed)	Remove
Rios, Martha	On-Campus Presentations	Fall 2012/Fall 2013 "Science Night" (Bilingual)	Remove
Rios, Martha	Conferences	Fall 2013 CACCRAO Conference	Remove
Rios, Martha	Campus-Wide Committees (Specify)	Financial Aid Second Appeals	Remove
Torres, Rosalie	Campus-Wide Committees (Specify)	Academic Dismissal Appeals Committee	Remove
Torres, Rosalie	On-Campus Presentations	Admissions Workshop for Fall 2013 Kickoff Event	Remove
Torres, Rosalie	Campus-Wide Committees (Specify)	Commencement Committee	Remove
Torres, Rosalie	Campus-Wide Committees (Specify)	Council of Instruction (As Needed)	Remove
Torres, Rosalie	On-Campus Presentations	Fall 2012/Fall 2013 STEM "Science Night"	Remove
Torres, Rosalie	Conferences	Fall 2013 CACCRAO Conference	Remove
Torres, Rosalie	Campus-Wide Committees (Specify)	Financial Aid Second Appeals Committee	Remove

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.

PROGRAM REVIEW 2013-2014:

All staff were required to attend a one hour workshop on Time Management in the Spring 2013 semester. Admissions will request a budget for Professional Development needs. Also, please see information below.

PROGRAM REVIEW 2012-2013: 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. Admissions requested funding again in the 2011 Program Review, and in the 2011-2012 Operational Plan. We will again request in the 2012-2013 Operational Plan. Funding is needed for conference attendance opportunities for improvement in areas such as time management, office organization, etc. The department also needs to attend specialized training workshops for Admissions.

Mandatory workshops were held in November 2010 and April 2011 for all staff. A Customer Service workshop was given for both Administrative and Student Services in August 2011.

Respondent: **Rosalie Ornelaz de Torres**

Unit Effectiveness - Facilities & Equipment

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Facilities & Equipment

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

PROGRAM REVIEW 2013-2014: Please see information listed below.

PROGRAM REVIEW 2012-2013:

Admissions has outgrown its current location. This was stated both in the 2007 and 2010 Program Review. We did not go before the Facilities Planning committee for a remodeling request because of the planned construction for the 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. Admissions would like our documents that are stored on campus all located near our primary location.

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

PROGRAM REVIEW 2013-2014:

It is hoped that Admissions will have more storage space in the new Student Services building.

PROGRAM REVIEW 2012-2013: The most recent Admissions student documents are housed in our primary location. However, it would be useful when we need to research documents to have additional storage.

Respondent: **Rosalie Ornelaz de Torres**

External Accountability - Advisory/Oversight Committee

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Advisory / College Oversight Committee

Members Names, Representation:

Member	Affiliation	Title	Meeting Frequency	
Admissions has no formal "on-campus" Advisory Board.			Month	Remove

Respondent: **Rosalie Ornelaz de Torres**

Meetings

List the Date and Membership of your Advisory Board:

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?

PROGRAM REVIEW 2013-2014: Please see information listed below.

PROGRAM REVIEW 2012-2013: 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. In addition, if the Student Support Services Committee votes on a recommendation to Admissions and Records, the Vice-President of Student Services will present the information to the department.

External Accountability - Compliance Status

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Accreditation or Compliance Status

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

Yes

What is the program's accreditation status?

PROGRAM REVIEW 2013-2014:

The college is currently on "warning" status by the Accreditation Commission.

PROGRAM REVIEW 2012-2013: Mission College is preparing for an Accreditation visit in the Spring of 2013. Admissions has participated by providing information for the Student Services portion of the Accreditation document.

Respondent: **Rosalie Ornelaz de Torres**

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

PROGRAM REVIEW 2013-2014: Fortunately, there were no audit finding by state auditors in Academic Year 2012-2013, which included Summer 2012, Fall 2012, Winter 2013 and Spring 2013.

PROGRAM REVIEW 2012-2013: Mission College underwent a full scope audit by the state in Fiscal Year 2010-2011. All findings were addressed and corrected. The college completed another full scope audit for Fiscal Year 2011-2012 in October of this year. The findings for this period were minimal. The primary corrective action will be ongoing cooperation between Academic Affairs and Admissions to ensure that faculty comply with proper procedures of the Los Angeles Community College District and the state regarding attendance accounting such as Census and TBA Rosters.

Planning Assumptions & Assessment

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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

PROGRAM REVIEW 2013-2014:

EXPECTED DEMAND - The college has renewed recruitment efforts which will have an immediate effect on the Admissions workflow due to anticipated enrollment increase.

ANTICIPATED FUNDING TRENDS - The college is undergoing an assessment of Student Support Services staffing due to Recommendation # 7 in the Accreditation Commission's Action Letter. Admission staffing has remained the same since 2007 and needs to be augmented.

ANTICIPATED TECHNOLOGICAL TRENDS - The Los Angeles Community College District (LACCD) is in the process of changing the Student Information System software from the outdated DEC system to PeopleSoft. This "SIS Conversion Project" has already increased the workload in all Student Services areas in order to prepare for the conversion. The first phase of the roll out is scheduled to start in the Admissions Offices in October 2014.

ANTICIPATED TRENDS IN STUDENT NEEDS AND/OR DEMOGRAPHICS -

It is expected that LA Mission will remain largely Hispanic during the next 3 year period. However, the Middle Eastern population, particularly Armenian, is also increasing over time.

PROGRAM REVIEW 2012-2013-

EXPECTED DEMAND: It is critical to our basic function that the hiring proceed for the A and R Assistant that will retire.

ANTICIPATED FUNDING TRENDS: It is understood that the state funding outlook is bleak. Admissions is limited by one vacant Evaluation Technician position. It is hoped the college will provide funding for a sub and relief Evaluation Technician three months per year, from June to August. This will help us to comply with the LACCD MIS awards yearly deadline. In addition, our 2012-2013 staffing request has changed since 2011-2012. In this current program review, it is requested that two Admissions and Records assistants (one per shift) be hired as soon as the state budget permits.

ANTICIPATED TECHNOLOGICAL TRENDS: It is an Admissions goal to improve electronic access to students. We will continue to provide instructions to students on how to use the online system.

ANTICIPATED TRENDS IN STUDENT NEEDS: Admissions did not complete the Fall 2011 survey as planned. Instead, a survey will be done both in Fall 2012 and Spring 2013.

Respondent: **Rosalie Ornelaz de Torres**

Self-Assessment: Challenges, Opportunities & Strategies

A. 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.

PROGRAM REVIEW 2013-2014:

Both the Dream Act and SB1456 (The Student Success Initiative) will affect the Admissions and Records office, as well as other areas of Student Services.

PROGRAM REVIEW 2012-2013: The daily challenge and continuing struggle of Admissions is to have adequate staffing to support the expectations of the college, the basic functions required by the state, to comply with the legal responsibilities of our area and to provide quality customer service with limited personnel.

B. Identify unit strengths and recommendations to strengthen existing unit programs.

PROGRAM REVIEW 2013-2014:

The strength of the Admissions department is its ability to do its job with one of the smallest amount of personnel in the whole District. Every staff member is able to focus on the specific priorities and deadlines of the work at hand. However, the whole office is concerned about enrollment growth and subsequent increased workload. We hope to add staff to keep up and make sure the office stays in compliance with administrative regulations. SB1456 is of particular concern. However, it is possible the state has given funding to support the implementation of SB1456. Attached is a supplemental file regarding critical staffing concerns.

Supplemental Material

Supplemental Files

Supplemental Materials:				
FileName	Description	Uploaded	Related Area	
2014-2016-july18-admissions-funding-priorities.pdf	Critical Budget Priorities	7/18/2014 5:45:00 PM	Staffing	
1972to2013-Ethnicity.pdf	1972to2013 LACCD Report on Student Ethnicity	7/18/2014 4:05:00 PM	Services & Hours of Operation	
2013-LACCD-Student- Ethnicity.pdf	Fall 2013 LACCD Report on Student Ethnicity	7/18/2014 4:05:00 PM	Services & Hours of Operation	
ACCJC-ActionLetter-July2013.pdf	Accreditation Recommendations	7/18/2014 3:39:00 PM	Compliance Status	
Los Angeles Mission College_07_03_2014.pdf	ACCJC Response to Follow Up Report	7/18/2014 3:39:00 PM	Compliance Status	
Stud Svcs Rep Bulletin 2013.pdf	Salary of Student Support Services Representative	7/18/2014 5:10:00 AM	Staffing	
2014-02-06-SS-budget-presentation.pdf	Data Documentation	7/9/2014 10:18:00 PM	Staffing	
admissions-State- Federal- Program Requirements.pdf	Governing Regulations for Admissions	11/21/2013 2:27:00 AM	Mission Statement	
admissions-State- Federal- Program Requirements.pdf	Governing Regulations for Admissions	11/21/2013 1:49:00 AM	Planning Assumption & Assessment	
2013-2014-admissions-staffing-critical.pdf	Critical Staffing Needs	11/21/2013 12:56:00 AM	Staffing	
AdministrativeAide.pdf	Job Description	11/21/2013 12:55:00 AM	Staffing	
StudentSupportServicesRepresentative.pdf	Job Description	11/21/2013 12:54:00 AM	Staffing	
2012-2013-admissions-budget-priority.pdf	Budget and Staffing Priorities	11/20/2013 8:12:00 PM	Annual Planning Evaluation	
admissions-State- Federal- Program Requirements.pdf	Governing Regulations for Admissions	11/20/2013 8:08:00 PM	Compliance Status	
laccd-Student-Ethnicity.pdf	Fall 2012 LACCD Report on Student Ethnicity	11/17/2013 3:46:00 PM	Services & Hours of Operation	
1-pr-2010-11-Op Plan-M1210A-A&R-final.xls	2010-2011 Op Plan-Admissions	11/22/2010 7:15:00 PM	Supplemental Files	
1-pr-2009-10-Admissions-Op Plan-final.xls	2009-2010 Operational Plan	11/22/2010 7:11:00 PM	Supplemental Files	
1-pr-2008-09-Request for Resources-admissions.doc	2008-2009 Request for Resources	11/22/2010 7:09:00 PM	Supplemental Files	

Objectives & Resources

Objective

Objective 1 :	Student Support Svcs Rep will support student success (2014-2015) (Priority: Critical)
Previous Set Goal:	
New Related Goal Areas:	3. Improve Quality of Educational Programs and Services to Increase Student Success
Individual(s) Responsible:	Rosalie Ornelaz de Torres
Period:	7/1/2014 - 6/1/2015
Activity:	Information on the matriculation process will be provided to students to support their success. The person will monitor and process incoming transcripts from other colleges.
Expected Outcome and Measure:	Various types of data will be analyzed in regards to efficiency of document processing, analysis of department procedurds and maximum usage of technology.
Priority:	Critical ()
Assessment:	An analysis of Admissions data was presented to the Student Services Directors meeting on February 6, 2014.
Status:	InProgress

Resource

Resource Requested:	PersonnelRegular (2014-2015) (Quantity: 1 FTEClassified Office Aide)
Anticipated Total Cost:	\$41,245
Contact Person:	Rosalie Ornelaz de Torres
Description of Item:	The actual position is a new one not listed in our current Program Review system. Office Aide was inserted because of a similar salary. The actual classification request (with much documentation) is "Student Support Services Representative".

Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

Objective

Objective 2 :	Administrative Aide will compile department data (2014-2015) (Priority: Critical)
Previous Set Goal:	
New Related Goal Areas:	4. Maintain Fiscal Stability and Encourage Revenue Enhancement
Individual(s) Responsible:	Rosalie Ornelaz de Torres
Period:	7/1/2014 - 6/1/2015
Activity:	The position will compile department data needed for program evaluation, program review and development of the unit plan.
Expected Outcome and Measure:	Critical data will be collected on the amount of documents processed on a monthly basis. Documents processed will be evaluated for compliance with federal and state regulations.
Priority:	Critical (Budget Decisions are Data Driven)
Assessment:	Recent Admissions data was collected and shared with the Student Services Directors on February 6, 2014.
Status:	InProgress

Resource

Resource Requested:	PersonnelRegular (2014-2015) (Quantity: 2 FTEClassified Admissions & Records Assistant)
Anticipated Total Cost:	\$98,475
Contact Person:	
Description of Item:	Admissions must staff our counter 44 hours a week during regular periods and 52 hours a week during peak demand periods (six weeks a year).
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

Resource

Resource Requested:	Other (2014-2015) (Quantity: 0 Units)
Anticipated Total Cost:	\$3,000
Contact Person:	Rosalie Ornelaz de Torres
Description of Item:	Provide a yearly Staff Development budget for ongoing training needed by all Admissions staff, particularly in time management and the management of multiple priorities.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

Resource

Resource Requested:	PersonnelRegular (2014-2015) (Quantity: 1 FTEClassified Administrative Aide (Confidential))
Anticipated Total Cost:	\$61,572
Contact Person:	Rosalie Ornelaz de Torres and Martha Rios
Description of Item:	This position would compile detailed departmental data for program review, program implementation, planning and evaluation. The position would also assist in maintaining compliance with federal and state regulations.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

Objective

Objective 3 :	To reinstate/increase sub and relief budget to previous years (2014-2015) (Priority: Critical)
Previous Set Goal:	4. Improve Student Success
New Related Goal Areas:	4. Maintain Fiscal Stability and Encourage Revenue Enhancement
Individual(s) Responsible:	Rosalie Ornelaz de Torres
Period:	7/1/2014 - 6/1/2015
Activity:	Reinstatement of funds/increase is critical. One, staffing is needed to maintain audit compliance; two, more staff is needed during testing of new SIS system; and three, peak demand periods need support.
Expected Outcome and Measure:	The outcome is that if staffing is adequate, Admissions will have adequate time to work with Academic Affairs and department chairs to ensure LACCD Attendance Accounting regulations are followed.
Priority:	Critical (Compliance with regulations/Customer Service)
Assessment:	Admissions was able to fund sub and relief for fiscal year 2013-2014 from vacant positions.
Status:	InProgress

Resource

Resource Requested:	PersonnelHourly (2014-2015) (Quantity: 2000 HoursStudentWorker Program Assistant (\$11.04))
Anticipated Total Cost:	\$22,080
Contact Person:	Rosalie Ornelaz de Torres
Description of Item:	Sub and relief was reduced and needs to be increased. Admissions has always needed temporary staffing to assist during peak demand periods. All nine colleges will be testing the new SIS system and temporary staff can assist with routine work during this time.
Type:	Ongoing
Resource Priority:	Critical
Status:	PendingFunding

2013-2014 Admissions & Records Funding Resources

Category	FTE	M1210A/10114 Metro Records	Total Budget
Personnel (Adjunct)	0.0	\$0	\$0
Personnel (Misc E-E Bnfts/Classified/Unclassified)	7.0	\$449,576	\$449,576
Personnel (Certificated)	0.0	\$0	\$0
Supplies/Printing/Postage	0.0	\$14,800	\$14,800
Equipment	0.0	\$4,500	\$4,500
Other	0.0	\$0	\$0
Totals		\$468,876	\$468,876

2014-2015 Active Resource Summary

Category	FTE	On-Going Requests	One-Time Requests	Total Cost
Personnel (Adjunct)	0.0	1	0	\$22,080
Personnel (FRg/Classified/Unclassified)	4.0	3	0	\$201,292
Supplies/Printing	0.0	0	0	\$0
Equipment	0.0	0	0	\$0
Other	0.0	1	0	\$3,000
Totals	4.0	5	0	\$226,372

Final Summary

[Page Description](#)

Summary

Based on your program review, summarize:

Program Strengths - What is your program doing well?

PROGRAM REVIEW 2013-2014: The Admissions and Records office has completed a tremendous amount of technological changes in the last year. Electronic transcripts Phase I was completed in April 2012, Diplomas on Demand was initiated in September of 2013 and online ordering of transcripts via the Clearinghouse was implemented in October of 2013. **PROGRAM REVIEW 2012-2013:** In this 2012-2013 Program Review period Admissions staff have made a continued effort to improve customer service. It is one of our strengths that more and more students are learning to use the online system. The documents of the recent state audit of 2011-2012 show that about 75 per cent of student are enrolling online. Our staff should be commended on their continued efforts to scan prior year documents. We have only one Evaluation Technician who should be commended for willingly taken on the job of two technicians.

Program Weaknesses - What areas can your program improve?

PROGRAM REVIEW 2013-2014: The whole department needs intensive training in time management due to the increase of state and federal regulations that have increased the workload. The staff works faithfully to keep up with new procedures and increasing expectations. **PROGRAM REVIEW 2012-2013:** Admissions has some documents stored on campus away from the primary Admissions location. These documents should be stored closer to our primary location. In addition, the documents should also be protected in a fireproof area. Currently, the supervisors conduct staff meetings on an "as needed" basis to inform staff of important changes. We will have more meetings.

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

PROGRAM REVIEW 2013-2014: The Admissions staff thanks the Vice-President of Academic Affairs, Mr. Michael Allen, for his generous assistance in the implementation of the Diplomas on Demand software. We would also like to thank Mr. Joe S. Ramirez, Vice-President of Student Services, for his continued support of Admissions during a time of many changes at both Mission College and the District as a whole.

Respondent: **Rosalie Ornelaz de Torres**

Recommendations

Validation Review

Overall Evaluation:

Submit Program Review

Thank you for your participation in the Unit Assessment process.

Unit Assessment Completed by: 10/30/2013 11:06:00 AM

Save & Continue Later

Save & Submit Assessment