



SKY SS PRU Report

2022 - 2023

SKY SS - Admissions and Records

William Minnich

Will Minnich

12/06/2022

Program Information

Assessment Unit Information

Program Type

Student Services

Division

Enrollment Services (ES)

Assessment Contact

Sue Lorenzo, Niruba Srinivasan

Comprehensive Program Review

2024 - 2025

Program Review Update

Fall 2022, Fall 2027

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SKY Student and Learning Support Services Program Review Update

Submitter Name:

Susan Lorenzo

Submission Date:

09/27/2022

DIVISION:

Enrollment Services (ES)

PROGRAM NAME:

Admissions & Records

YEAR OF REVIEW

2022-2023

1. PROGRAM STUDENT LEARNING OUTCOMES (PSLOs) RESULTS

i. How frequently were PSLOs assessed for the last three years?

We started a new PSLO for this year 2022-2023

ii. What have you learned from reviewing the PSLO results? What may account for these results? What are their implications for your programming?

With Pandemic we learned that we need better communication tools. The Admissions & Records office implemented software that allows us to track and analyze trends in communication and service areas that require development. Since the implementation of the smartsheet, we learned that we are seeing downward trends in the areas of: Apply to College, Enrollment Verification, Fees, Registering for classes, Transcripts and WebSMART login. We are seeing an upward trend in Degree and Certificates which indicates this is an area that needs our attention.

iii. Are the PSLOs still relevant to your program? If not, what changes might be made?

Yes.

iv. Please indicate whether the following tasks have been completed.

Updated new or changed PSLOs on the program website after approval by the appropriate person(s)

Yes

Submitted a current assessment calendar to the Office of Planning, Research, and Institutional Effectiveness

Yes

2. ADDITIONAL INFORMATION

Please note anything else that has not been captured above that is relevant to program accomplishments, challenges, and resource needs. Explain and document your response as needed.

N/A

Related Documents

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3. The last step is to review the multi-year program goals, update their status, and add resource requests as needed. You can access program goals from the hamburger menu in the upper-left hand corner, Step 2: Goals and Resource Requests.

GOAL

Students self resolution

Goal and Desired Impact on Students

Students are able to successfully navigate and independently resolve challenges as defined by the categories listed in the Admissions & Records Contact Form.

Year Initiated

2022 - 2023

Implementation Step(s) and Timelines

A&R website, CRM forms, Parchment Diploma Printing, Hired Assistant Registrar, Hired A&R III for Dual enrollment/promise.

Mapping

- SKY College Values: (X - Selected)

SKY College Values

- Community Partnership: X
- Open Access: X
- Student Success and Equity: X
- Sustainability: X

STATUS

Goal Status Date

09/27/2022

Academic Year Updated

2022 - 2023

Goal Status

On Schedule

Optional Tables & Graphs

upload chart

short narrative of why paper catalog vs. e-copy
accessibility

Resource Request

Division Name

Enrollment Services (ES)

Year of Request

2022 - 2023

Resource Type

Technology

Resource Name

Internet Accessibility

Resource Description

Computers located in Admissions & Records area needs improved internet and Wifi connections.

Funds Type – Mark all that apply.

Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

It will allow students to complete CCCApply application and register for classes, which will improve enrollment. The cost is unknown.

Cost

0

Level of need, with 1 being the most pressing

1

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Resource Request

Division Name

Enrollment Services (ES)

Year of Request

2022 - 2023

Resource Type

Classified Professional/Administrator Position (permanent)

Resource Name

Project implementation

Resource Description

Staff who can assist with project implementations (CRM, Banner upgrades, Project initiatives, External Vendor project management and upgrades etc.). Staff must have technical ability and a strong knowledge of rules and regulations.

Funds Type – Mark all that apply.

Recurring Cost

Briefly explain how this request helps to advance the goals and priorities of your program, the College, the District, and/or the California Community College Chancellor's Office.

Admissions & Records needs staff with strong technical expertise in order to sustain the ever-changing technological work environment. This person would train and assist staff who will help students to navigate the system(s) from registration to graduation.

Cost

75,000

Level of need, with 1 being the most pressing

2

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GOAL

Streamline the application process

Goal and Desired Impact on Students

Make the application information more accessible

Implementation Step(s) and Timelines

Review and update the website

