



This Annual update is due on March 25th of each year that your three year Program review and planning document is not due. Please email a copy of this to your Division dean, the VP of Instruction and the Academic Senate President.

1. What is the name of your Department and/or Division?

Enrollment Services – Admissions and Records

2. List the names of everyone who participated in developing this annual update.

Dr. Henry B. Villareal, Arlene Fajardo, Elaine Grace Gamiao, Mario Mihelcic, Jeremy Mileo, Chequita Williams

3. Based on the elements in your Annual Update Data Sheet (Provided by IRP to your dean) and goals stated in your most recent Program Review, please identify any key successes and challenges.

- In coordination with District ITS implemented the CCCTran electronic transmission transcript project
- Promoted use of online transcript requests resulting in approximately 58 percent of official transcript requests being requested online
- A&R website redesigned and interactive live chat software Meebo incorporated providing real time chat function access with A&R staff
- Promoted CCCApply online admission process leading to approximately 82 percent of applications being submitted online
- Enhanced Veteran’s Services by collaborating with Counseling Division to include assigned counselors to serve needs of veteran students
- Collaborated with Business Office to provide evening cashiering services in Admissions and Records
- Significant progress was made in preparation for the Degree Audit System scheduled to be available for students in June 2009

4. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reason.

Despite having two staff vacancies and a staff member out on extended disability for most of the year, A&R staff has maintained a team orientation dedicated to maintaining a high caliber of customer service. As well, the emphasis on and utilization of web-based services has allowed A&R staff to effectively carry out their primary tasks. Thus, A&R is mostly on track to fulfilling its established goals. However, some services have been curtailed due to the staffing limitations and budgetary constraints. For example, commencing with the spring 2009 semester, A&R is no longer producing Official Class Records for faculty. Also, transcript evaluation services is now limited to currently enrolled students who have completed a minimum of 24 units within the SMCCCD. In addition, evening office hours will be limited to two evenings per week starting on June 2, 2009.

5. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.)

1. Prepare A&R and Financial Aid staff for implementation of the Post 9/11 GI Bill which will become effective in August 2009.
2. Collaborating with the Counseling Division to provide greater access to students seeking transcript evaluations.
3. Ensure that A&R maintains the soon to be implemented Degree Audit Program.

6. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

- There is the potential for an influx of veterans enrolling at CSM.
- A&R staff vacancies need to be filled to ensure that curtailed services can be expanded. However, if not filled, A&R will continue to offer high quality service by limiting office hours and prolonged turnaround time for some services. Staff will continue to be cross trained and full utilization of technology and web-based services will be promoted.

7. Student Learning Outcome and Assessment focus for this year:

a. Academic areas: Identify at least one course SLO in on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

Not Applicable

b. **[All] Student services areas: TBD**

Ensure veteran students are aware of the differences between the existing Montgomery GI Bill and the new Post 9/11 GI Bill programs.

Monitor student utilization of online and web-based services including the soon to be implemented Degree Audit Program.

Fully utilize the Degree Audit Compliance Reports for assessing degree and certificate eligibility.

8. **SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS** (*Data resources: Educational Master Plan, GE-SLOs, SLOs; department records; Core Program and Student Success Indicators; previous Program Review and Planning reports*)

Admissions and Records provide many essential functions that serve a variety of constituents including current and potential students, faculty, staff, and alumni. To ensure the needs of these constituents are met in a timely and high quality fashion, one of the three currently vacant positions need to be filled as soon as possible. It is requested that the remaining two vacant positions be collapsed into one position at a higher classification. These two positions would allow A&R to resume its full complement of services with expanded hours and expedient turnaround of several functions.

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.
 *Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.

(Respond as applicable for Student Services programs)

Full-Time Faculty Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Input text here.	Input text here.	Input text here.

Classified Positions Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
1. A&R II	1. If position is granted, A&R will be able to expand some of its curtailed services; if not approved, services will continue to be limited and turn around time for some services will continue to be prolonged.	Input text here.
2. A&R III or Higher	Filling this potentially reclassified staff position will allow transcript evaluation service to be fully implemented and will help ensure degree audit program is properly maintained. As well, position will contribute to evaluating certificates.	

- b. For instructional resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used for instruction (such as computers, furniture for labs and centers) and all materials designed for use by students and instructors as a learning resource (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your division dean. Please list by priority.

(Applicable to for all Student Services programs/ Resources can be both instructional and non-instructional)

Resources Requested	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.
Item: Other Contracted Services Number: Line Item 5690 Vendor: Unit price: Input text here.	This line item will continue to be out of balance due to increased district required printing of invoice statements and mailings for due	Will allow this line item in the A&R budget to reflect actual cost of Other Contracted Services.

Total Cost: \$15,500 Status*: Ongoing Item: Postage Number: Line Item 5820 Vendor: USPS Unit price: Total Cost: \$27,000 (projected) Status: Ongoing	diligence in collecting outstanding fees. This line item will continue to be out of balance due to increased district required invoice mailings for due diligence in collecting outstanding fees.	Will allow this line item in the A&R budget to reflect actual cost of Other Contracted Services.
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* Status = New, Upgrade, Replacement, Maintenance or Repair.

Dr. Henry B. Villareal

March 23, 2009

Primary faculty/administrative contact

Date

Additional faculty

Date

Additional faculty

Date