

Area	Manager
Admissions and Records	Barbara Fountain
Mission	

## Section 1: Current Projects

This Program Review contains an evaluation of all projects that overlap the window between 06-Sep-12 and 09-Sep-13

### Project Assessment

Outcome Supported	Customer Satisfaction	>	Develop and implement an effective Enrollment Management Plan.
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Project Title **Staff Training**

Project Description Provide/conduct training with staff that promotes professional development while supporting the mission of the college and ensuring efficient and student friendly processes.

How is Outcome Supported Extensively trained staff better able to provide optimal service to both internal and external "customers" through various modes such as online and in person.

Project Start 07-Nov-11 Project End 20-Oct-14 Status **In Progress**

#### Project Outcomes

- 1. Improved Banner functionality
- 2. Strong foundation of employee knowledge

#### Evaluation Results

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Project Title **Service to Students**

Project Description

How is Outcome Supported

Project Start 30-Jan-12 Project End 24-Oct-14 Status **In Progress**

#### Evaluation Results

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Project Title **Improved Efficiency**

Project Description

How is Outcome Supported

Project Start 03-Feb-13 Project End Status **In Progress**

Major Accomplishments

## Section 2: Outcomes Assessment

This Program Review contains assessment activities that occurred between 08-Sep-12 and 09-Sep-13

### Increase Innovation-Increase number of students who use online services for adding/dropping, etc.

Outcome Description	The number of adds/drops done by students online versus in person at main campus and centers will increase.
Assessment Strategy	Standard report that is currently in development (usage report) will reflect an increase in the number of students who take advantage of online versus in person services from prior terms through fall 12 open registration period (August 2012). Activities
Success Criteria	Standard report will show increase of online activity and decrease of in person activity over time.
Strat Objective Supported	2.5 Effective Enrollment Management

#### Outcomes Assessment and Actions

Assessment Date	Assessment Results
9/26/2012	<p>A comparison of our data from term to term starting in summer 2008 through spring 2012 reflects a marked increase in the amount of student activity adding and dropping classes online. It seems that our efforts have made a difference but not to quite the extent we had hoped for. There are many possible reasons the numbers increased and perhaps just as many explaining why they did not increase more dramatically. A list of those possibilities is found below as well as actions we will be taking as a result of what we have learned from this analysis.</p> <p>Reasons Numbers Increased:</p> <ol style="list-style-type: none"> <li>1. Students are slowly but surely embracing the technology.</li> <li>2. We have made a more concerted effort to "sell" the use of technology to students. Increased signage, numerous email blasts, assistance from faculty to get the word out to students to use online and removing the ability to do some things any way but online.</li> <li>3. User friendliness of system has increased.</li> </ol> <p>Why has not increased more:</p>

1. We have encountered many unsuspected challenges over the past few years that have led to database surprises that trigger users decreased reliability of and therefore usership of the system. Grade posting issues, transcript processing problems and login roadblocks have all been contributors.

2. From our first term on Banner, we have dramatically improved the reliability and user friendliness of the system. It still has a ways to go but it has become less imposing for student use.

3. Progress has been slow in our improvements to system due to staffing shortages in one department or another.

4. We have had several scenarios in which the system seemed to be "on its feet" and then something major went wrong thus scaring people away from the system just as they had become comfortable with it.

Action Date	Action
22-Feb-13	<p>Add the following to upcoming 3 year plan:</p> <ol style="list-style-type: none"><li>1. Explore options for student search features that are more intuitive and streamlined than our baseline banner option.</li><li>2. Write proposal for funding to reinstate MySolano workshops for the least experienced of users.</li><li>3. Run usage report at end of each term to continue to see trendline of online adds/drops and convert to percentages. We are really looking to see that the percentage of transactions done by students online is higher than the percentage of transactions done in person by staff. Additionally, an increase in the number of faculty drops does not necessarily suggest something bad. Conversely, it could mean more faculty are not only embracing deadlines but also embracing their ability to do those online. If possible, it would be valuable to see the number of faculty drops done by faculty themselves versus those done for faculty by A&amp;R as a result of faculty request. We would hope to see the percentage using A&amp;R to drop over time. If we saw that number drop AND the number of drops done by students themselves increase, it would further suggest student's understanding of and usage of the database.</li><li>4. Find an implement a more user friendly search, add and drop interface for students.</li></ol>

## Areas of Concern

## Section 3: Planned Work

### Possible Future Projects

Future Project Start

09-Sep-13

Other Notes