

Assessment: Assessment Unit Four Column

Student Services - Admissions and Records

Mission Statement: To provide accurate and effective services to students to meet their enrollment and registration needs.

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
<p>SAO - Admissions and Records will increase the level of customer service satisfaction among students. Goal Status: Inactive Program Assessment Cycle: 2014 - 2015 Start Date: 08/25/2014 Inactive Date: 06/11/2015</p>	<p>Indirect: Survey/Self-Reported Learning - Distributed satisfaction surveys to all MVC students Spring 2015. Performance Target (Required)*: 80% Satisfaction desired.</p>	<p>Semester Assessed: 2014 - 2015 (Spring 2015) Expected Goal Met: Yes 82% of students reported that they were satisfied with the Admissions and Records office. (06/10/2015) Name and Contact Information : Jamie Clifton 951 571-6293 Jamie.clifton@mvc.edu Total # of Students Assessed: 100 Notes/Reflections: used SurveyMonkey for survey results. Related Documents: Spring 2015 Admissions Satisfaction Survey</p>	<p>Action Plan: Many students complained of long lines and phones not being answered. Action plan is to hire more staff. We need to increase our part time Student Services Technician position to full time in order to provide coverage in addition to the current single staff member that we currently have, and create and utilize a phone schedule. In addition we need to hire a Student Services Specialist to help assist with sending email blasts, research Extenuating Circumstances Petitions, roll classes, credit by exams, etc. which will free up our other technicians to help out at counter, and answer phones and student emails. (06/10/2015) Action Plan Number: 1</p>
<p>Number of students served - Increase the number of students served Goal Status: Active Program Assessment Cycle: 2015 - 2016 Start Date: 09/01/2015</p>	<p>Direct: Institutional Research or Other Data - Compare sign in sheets from 2014-2015 to 2015-2016 to see if there was an increase in the number of students served at the front counter.</p>	<p>Semester Assessed: 2015-2016 Expected Goal Met: Yes This year (07/21/2016) Name and Contact Information : Jamie Clifton, Jamie.clifton@mvc.edu Notes/Reflections: Students served in the lobby or calling</p>	<p>Action Plan: Have the capacity to serve students more efficiently (07/21/2016) Action Plan Number: 1</p>

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
	<p>Performance Target (Required)*: 200 more per year.</p>	<p>on phone do not have the opportunity to sign in so these students are not necessarily counted in the number of students served.</p>	