

Assessment Report- 4 Column



Student Services - Admissions and Records

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

Annual Updates

2017 - 2018

Highlights and Accomplishments: -Number of students served: This is very hard for us to count as we don't currently have a way for students to check in other than signing in at the front counter with pen and paper. The numbers we have are not very accurate as not all students sign in, especially if they are being assisted in the lobby area rather than at the front counter. In slow times we average about 30 students a day at the front counter, and at peak times we see up to 250 students a day, possibly more. This also does not include the phone lines, or emails that come through the Admissions email.

-Number of staff in Admissions and Records: 4 full time Student Services Technicians (two of which are located at BCTC), One full time Operations Assistant. We also have one vacant position for a part time (.5) Operations Assistant.

Major Developments and Changes: - Admissions and records has gained two positions; a part time operations assistant and a full time operations assistant. The part time operations assistant is in the process of being filled. The full time operations assistant position was formerly the college receptionist who answers the college line.

- Admissions and Records is now responsible for the main college phone lines. This task is shared by all staff in Admissions and Records.

-Admissions and Records acquired Credentials Solutions for our transcript ordering services. This has greatly increased the ease of obtaining a transcript for our students, whether to be picked up in person or sent to another institution.

Outcomes	Assessment Methods	Assessment Results	Action Plans
<p>17/18 SLO - Students will learn when their registration date is before their actual date to register to ensure that they obtain the classes that they need in a timely manner.</p> <p>Goal Status: Active</p> <p>Assessment Cycle: 2017 - 2018</p> <p>Start Date: 03/21/2018</p>	<p>Direct: Case-Based Study - Run a query to see how many students registered either on their priority registration date (if they qualified for priority registration) or their regular registration date. Compare this to last Spring's numbers.</p> <p>Performance Target (Required)*: There will be a 10% increase from Spring 2017 to Spring 2018 in students who register on time for their classes.</p> <p>Notes: The difference in this year and last year is that in 2018 Spring</p>	<p>Semester Assessed: 2017-2018</p> <p>Performance Target Met?: No</p> <p>In 17 spring, 8,022 students registered to Moreno Valley College. 1,211 (15.09%) students registered during priority registration and 3,023 (37.6%) students registered on their registration date.</p> <p>In 18 spring, which is when we began sending the email to students notifying them of their registration date 24 hours prior to their registration date and time, 9,731 students registered. 1,483 (15.23%) students registered during priority registration and 3,465 (35.60%) students registered on their registration date. (06/28/2018)</p> <p>Name and Contact Information : Jamie Clifton, Jamie.</p>	<p>Action Plan: Begin sending emails on a weekly basis to the students who are to register that week as a reminder. The email will be sent to both their school email address and their personal email address. Remind students to clear any holds they may have or visit Admissions to help resolve registration issues and past due fees owed so that they can register on time. (01/09/2019)</p> <p>Action Plan Number: 1</p>

<i>Outcomes</i>	<i>Assessment Methods</i>	<i>Assessment Results</i>	<i>Action Plans</i>
	<p>we began sending email reminders to individuals 24 hours before their scheduled registration date. For those students who had priority, they were contacted by their specific program to tell them when their window of registration was.</p>	<p>clifton@mvc.edu, 571-6293 Total # of Students Assessed: 9731 Notes/Reflections: While there was a very slight increase from spring 17 to spring 18 in the percentage of students who registered during priority registration, there was actually a decrease in the number of students who registered on their registration date for 18 spring. This could be for a multitude of reasons, but one reason may be that we can only send the notification to the students' school email address, which not all students check on a regular basis, or even use this account.</p>	<p>Action Plan: Begin notifying continuing students of past due fees which is one of the main reasons a student gets blocked from registering on time. We will begin notifying them in advance of their registration date so they have time to pay off past due balance. (06/28/2018) Action Plan Number: 2</p>