

# NON-INSTRUCTIONAL PROGRAM REVIEW ANNUAL UPDATE

<b>Department:</b>	Admissions and Records & Financial Aid		
<b>Academic Year:</b>	2015-16	<b>Annual Update # 1</b>	<input checked="" type="checkbox"/>
		<b>Annual Update #2</b>	<input type="checkbox"/>

## 1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) (from #3A of full PR)

### A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

Admissions and Records:

1. Students will be able to utilize web technology and enhance their computer skills by applying, registering, and accessing their records online; ordering transcripts online; and accessing enrollment and degree verifications online.
2. Faculty will be able to utilize web technology by accessing class rosters, add codes, drop rosters, and submitting final grades online by established deadlines.

Financial Aid:

1. Students will demonstrate their understanding of the financial aid process, including application for the BOG Waiver, Pell Grant, SAP requirements, and scholarships.
2. Veteran students will demonstrate their understanding of the process to receive Veteran Administration Benefits.

### B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

Admissions and Records:

1. Students will be able to utilize web technology and enhance their computer skills by applying, registering, and accessing their records online; ordering transcripts online; and accessing enrollment and degree verifications online.

BCC moved from the old Xap application process to the new state funded Open CCCApply. Student can still register online as they have been able to in the past. Student can order transcripts online. Unfortunately, no progress has been made to online enrollment and degree verifications as we are still waiting on IT to make the necessary changes to the website.

2. Faculty will be able to utilize web technology by accessing class rosters, add codes, drop rosters, and submitting final grades online by established deadlines.

**PERCENTAGE LATE 1314**

Season	Percentage
Fall	6%
Spring	4%
Summer	8%

**PERCENTAGE LATE 1415**

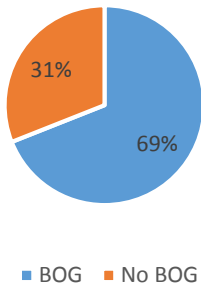
Season	Percentage
Fall	4%
Spring	10%
Summer	0%

Financial Aid:

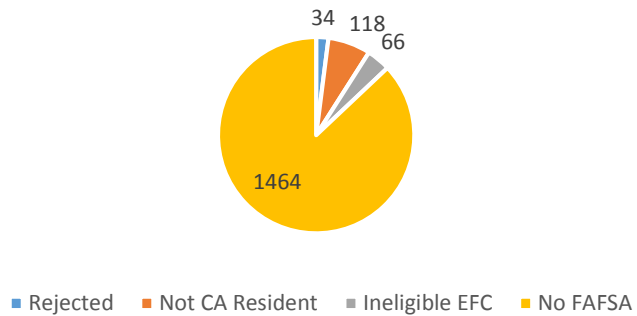
1. 69% of students were awarded the BOG waiver.

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### BOG Waiver



### Students w/o BOG



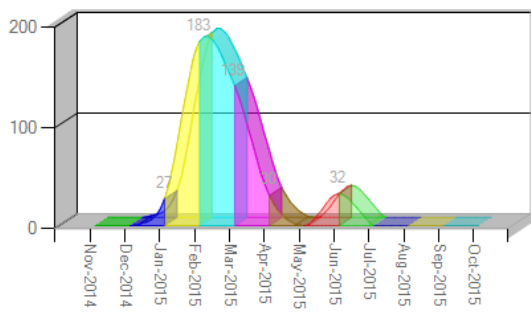
We had 214 students successfully complete the scholarship application for 2015 through the STARS system. Which was an increase from the 176 students we had complete the scholarship application in 2014.

2015

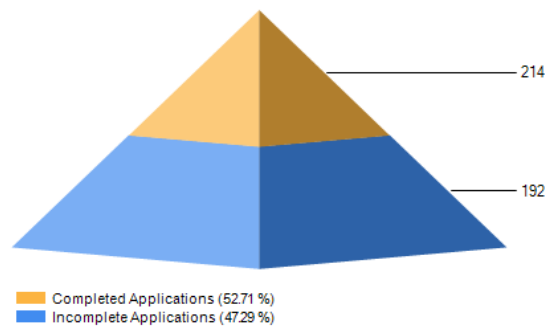
**Student Activity Dashboard**

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#### Active Students



#### Applications Chart

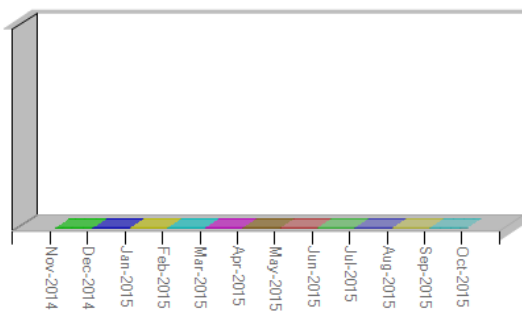


2014

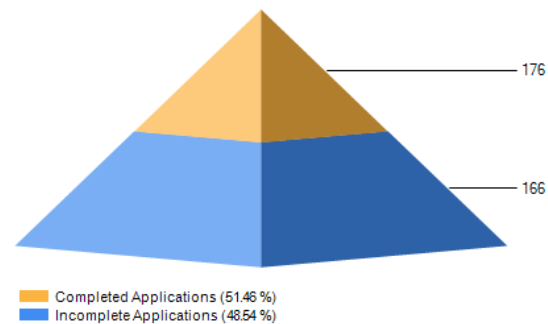
**Student Activity Dashboard**

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#### Active Students



#### Applications Chart



2. Veteran students will demonstrate their understanding of the process to receive Veteran Administration Benefits. Due to vacant positions in the Financial Aid Office through most of last year, no data was gathered regarding veterans and no changes were made to processes.

C) Describe any improvements made by your unit as a result of the outcomes assessment process:

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### 1. What did you learn from your evaluation of these measures?

1. We still have a significant number of students not applying for financial aid. The number of students who applied for scholarships increased from 2014 to 2015.

### 2. What improvements have you implemented as a result of your analysis of these measures?

1. This increase can be attributed to the outreach efforts by the Financial Aid staff. Phone calls and email notifications were sent out to the incomplete scholarship applicants on a regular basis throughout the application period.

### 3. What improvements do you plan\* to implement as a result of your analysis of these measures?

(\*List any resources required for planned implementation in #3: Resources.)

Due to the low income nature of most of the students at BCC, the majority of students qualify for at least the BOG and Financial Aid needs to increase outreach efforts to encourage students to apply.

Unfortunately, we still had a large number of students whom attempted to complete the STARS scholarship application, but did not finish. However, the number of completed applications was still higher than the number of incomplete applications for 2014. Decreasing the number of incomplete scholarship applications will continue to be a goal for the Financial Aid Office. However, the scholarship platform has changed from STARS to Award Spring. Students applying for scholarships in the 2016 year will be using the new platform. This means training on the new site will need to take place for staff, students, and the scholarship committee.

Now that the Financial Aid Office is at full staffing, improvements will be made with Veteran Services.

2. GOALS AND OBJECTIVES <i>(Taken From #9--Action Plan--of FULL Program Review)</i>				
	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
<b>#1</b>	Improve Customer Service	<b>#1</b> Reduce demand for same day services	Charge for enrollment verification, increase charge for same day transcript service, move students to online verifications.	Fewer students will request enrollment verifications and transcripts at the counter and will begin using the online services available for this.
		<b>#2</b> Increase customer satisfaction with response time to phone calls and emails	Ensure that all phone calls and emails are returned within 24 hours	Record the response time to phone calls and emails
		<b>#3</b>		
<b>Goal #1 Annual Update:</b> (Assess progress made toward goal attainment)				
<p><i>Objective 1: no progress has been made as A&amp;R is still waiting on IT to insert the National Clearinghouse link into self-service to allow students the ability to order enrollment and degree verifications online for free. Once IT does that we can change the AP for pricing structure to charge for enrollment verifications.</i></p> <p><i>Objective 2: The operator line is no longer a part of A&amp;R. This has drastically reduced call times. In addition, A&amp;R Technician II staff were assigned groups of students by last name. This has ensured that students are now responded to within 24 hours for all emails and phone calls.</i></p>				
	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
<b>#2</b>	Successfully implement automation to increase efficiency	<b>#1</b> Reduce time to process diplomas	Implement DegreeWorks and then create an online graduation petition process	The length of time to process diplomas will decrease to under six weeks

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		#2	Reduce time to process applications with issues	Implement Open CCCApply	Fewer students will be held in suspension due to the stronger residency methodology in Open CCCApply compared to the current online application
		#3			

**Goal #2 Annual Update:** (Assess progress made toward goal attainment)

*Objective 1: The District has now decided to not implement DegreeWorks and is waiting on similar software from the Chancellor's office. We will have to wait until we know more about the intended software to determine if this will assist us in reducing the graduation petition clearing process.*

*Objective 2: A&R was successful in implementing Open CCCApply and went live in June. Fewer students are now held in suspension.*

	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#3		#1		
		#2		
		#3		

**Goal #3 Annual Update:** (Assess progress made toward goal attainment)

*(Type the update for Goal #3 in this box)*

### 3. Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements.

**IMPORTANT: A BUDGET ALLOCATION PROPOSAL** must be completed and submitted for **EACH** new resource requested.

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source