

# Peralta Community College District

## STUDENT SERVICES ANNUAL PROGRAM UPDATE

Academic Year 2013-2014

This presents the common elements to be addressed by each student services unit/area in its annual program update. Depending on College preferences, elements may be formatted or addressed slightly differently.

### I. OVERVIEW

		<b>Date Submitted:</b>	2/2/2014
<b>College</b>	Laney College	<b>Administrator:</b>	Tina Vasconcellos
<b>Unit/Area</b>	Admissions and Records		
<b>Completed By:</b>	Rene Rivas		
<b>Mission/History and Description of Service Provided</b> <i>Brief, one paragraph.</i>	The mission of the Office of Admissions and Records is to provide accurate, timely, and exceptional customer service that will contribute to the attraction, retention, and graduation of Peralta students, and enable faculty and college administrators to accomplish their instructional and management goals.		
<b>Student Learning Outcomes (SLOs)</b> <i>(or Service Area Outcomes-SAOs, or Program Learning Outcomes-PLOs)</i>	Numbers support increased student independence in navigating passport. Students become independent, more proactively involved and accountable for education.		
<b>SLO/SAO/PLO Mapping to Institutional Learning Outcomes (ILOs)</b>	[text]  <i>Example: SLO/SAO/PLO #1 is mapped to College ILO #1: Academic Excellence</i>		

## II. ASSESSMENT, EVALUATION AND PLANNING

Quantitative Assessments	
<p><i>Include service area data such as number of students served by your unit/area. Include data and recommendations from program review.</i></p> <p><i>Include data used to assess your SLO/SAO/PLOs.</i></p>	<p>[text]</p> <p><b>NOTE: Given the different type of units/areas under Student Services, each of the VPSS and Student Services Deans will come up with the basic quantitative elements which will be used by each particular Student Services unit/area.</b></p>

Qualitative Assessments	
<p><i>Present evidence of community need based on advisory committee input, student surveys, focus groups, etc.</i></p> <p><i>Include data used to assess your SLO/SAO/PLOs.</i></p>	<p>A&amp;R plays a pivotal role in student's academic career by providing assistance with in-person and online services to all students seeking transcripts, enrollment verifications, degrees and certificates.</p>

### Identifying Strengths, Weaknesses, Opportunities, and Limitations

<p><b>Strengths</b> <i>What are the STRENGTHS of your unit/area?</i></p>	<p>First point of access to students and general public for educational opportunities such as distance learning, day and evening instructions, and full-term and short-term Saturday classes.</p> <p>Acts as feeder institution for the CSU and UC system as well as for private institutions.</p>
<p><b>Weaknesses</b> <i>What are the current WEAKNESSES of your unit/area?</i></p>	<p>The unit is short staff therefore most processes take longer to accomplish.</p>
<p><b>Opportunities</b> <i>What are the OPPORTUNITIES in your unit/area?</i></p>	<p>Students are able to complete their general education courses and first two-year courses of studies applicable to the university systems Baccalaureate degree.</p>

	The courses are applicable for Associate degree and certificate programs offered by each campus
<b>Limitations</b> <i>What are the current LIMITATIONS of your unit/area?</i>	The unit is divided in two. District and Campus directives.

**Action Plan for Continuous Improvement**

*Please describe your plan for the continuous improvement of your unit/area.*

The unit can benefit from adding one or two staff to the department.

Upgrade the evaluation system so students can receive earlier notice to their petitions.

Students become independent, more proactively involved and accountable for education.

Up the numbers of petitions submitted for degrees and certificates.

**Additional Planned Educational Activities Towards FTES, Student Success, Persistence, and Completion**

*Describe your unit/area's plan to meet district FTES target and address student success, persistence, and completion, especially for unprepared, underrepresented, and underserved students. (see Student Success Scorecard-<http://scorecard.cccco.edu/scorecard.aspx>)*

<b>Meet District FTES Target for AY2013-2014 of 18,830</b>	[text]
<b>Increase Student Success</b>	[text]
<b>Increase Persistence</b> <i>Percentage of degree and/or transfer-seeking students who enroll in the first three consecutive terms. This metric is considered a milestone or momentum point, research shows that students with sustained enrollment are more likely to succeed.</i>	
<b>Increase College Completion</b> <i>Percentage of degree and/or transfer-seeking students who complete a degree, certificate or transfer related outcomes.</i>	[text]

### III. RESOURCE NEEDS

#### Human Resource/Personnel

Please describe any human resource/personnel needs for your unit/area.

<b>Current Staffing Level:</b>		<b>Headcount</b>	<b>FTE Equiv.</b>
	<b>Faculty (Permanent)</b>	[#]	[#]
	<b>Faculty (PT/Adjunct)</b>	[#]	[#]
	<b>Classified Staff (Permanent)</b>	[4]	[#]
	<b>Classified Staff (Hourly)</b>	[#]	[#]
	<b>Students</b>	[2]	[#]
	<b>ICC/Consultant/Other</b>	[#]	[#]
<p><b>Narrative:</b>  <i>Describe the current staffing level in relation to the relative need for effective delivery of your unit/area's programs and services.</i></p> <p><i>Discuss any current position vacancies, the need for additional personnel, the need for permanent faculty/staff instead of adjunct/hourly personnel, etc.</i></p> <p><i>Describe implications of the current staffing level in your unit/area to overall service delivery.</i></p>	<p>Admissions Office has 4 permanent staff. 2 Clerk, 1 Evaluator, 1 Specialist. The need to have 1 more Clerk and 1 more Evaluator has been a need for many years and more so as the demand for A&amp;R staff do more.</p> <p>Admissions continues to assist students in need to process what can't be process in the Passport System.</p> <p>We have a charge to have growth in the area of petitions for AA and Certificates.</p>		
<p><b>Human Resource/Personnel Requests</b>  <i>List your human resource/personnel requests in prioritized/ranked order.</i></p> <p><i>Human resource/personnel requests will go through the established College and District planning and budgeting process.</i></p>	<p>Laney College need more staff to better serve our student population:</p> <p>1 Clerk</p> <p>1 Evaluator</p>		

## Facilities/Infrastructure

Please describe any facilities/infrastructure needs for your unit/area.

<p><b>Narrative:</b> <i>Describe the current facilities/infrastructure of your unit/area in relation to the relative need for effective delivery of programs and services.</i></p> <p><i>Describe implications of the current state of facilities/infrastructure in your unit/area to overall service delivery.</i></p>	<p>We have the need to service front doors, window blinds, and new stations in the hall. Paint or clean walls.</p>
<p><b>Facilities/Infrastructure Requests</b> <i>List your facilities requests in prioritized/ranked order.</i></p> <p><i>Facilities requests will go through the established College and District planning and budgeting process.</i></p>	<ol style="list-style-type: none"><li>1. Front Door Service or replace.</li><li>2. New Stantions</li><li>3. Paint or clean walls</li><li>4. Window blinds</li></ol>

## Technology

Please describe any technology needs for your unit/area.

<p><b>Narrative:</b> <i>Describe the technology needs of your unit/area in relation to the relative need for effective delivery of programs and services.</i></p> <p><i>Describe implications of the current state of technology in your unit/area to overall service delivery.</i></p>	<p>We need a better WiFi service for students use. Passport service needs to be more students friendly. Fluorescent lights bulbs need replacement.</p>
<p><b>Technology Requests</b> <i>List your technology requests in prioritized/ranked order.</i></p> <p><i>Technology requests will go through the established College and District planning and budgeting process.</i></p>	<ol style="list-style-type: none"><li>1. Passport</li><li>2. WiFi</li><li>3. Fluorescent Lights bulb</li></ol>

**IV. OTHER**

*Please feel free to provide any additional information about your unit/area below.*