

STUDENT SERVICES & SPECIAL PROGRAMS

PROGRAM REVIEW TEMPLATE (2018-19)

Please choose your college:	Berkeley City College
Service Area Type:	<input checked="" type="checkbox"/> Student Services <input type="checkbox"/> Special Programs
Select Student Service	<input checked="" type="checkbox"/> Admissions & Records <input type="checkbox"/> Assessment <input type="checkbox"/> Financial Aid <input type="checkbox"/> Health Services <input type="checkbox"/> Learning Resource Center <input type="checkbox"/> Learning Communities <input type="checkbox"/> Outreach <input type="checkbox"/> Peralta Promise <input type="checkbox"/> Student Activities <input type="checkbox"/> Transfer Center <input type="checkbox"/> Veterans Services
Select Special Program	<input type="checkbox"/> Adult Education (AEBG) <input type="checkbox"/> Disability Services (DSPS) <input type="checkbox"/> CalWorks <input type="checkbox"/> EOPS/CARE <input type="checkbox"/> NextUp (CAYFES)

College Mission Statement

Berkeley City College's mission is to promote student success, to provide our diverse community with educational opportunities, and to transform lives. The college achieves its mission through instruction, student support and learning resources which enable its enrolled students to earn associate degrees and certificates, and to attain college competency, careers, transfer, and skills for lifelong success.

Student Services Mission Statement. If there is no mission statement listed, please add it here.

The Admission & Records (A&R) Office serves as the first point of contact to the college for new students and the general public. Admission & Records is dedicated to student access and success by providing accurate, timely and exceptional customer service regarding applications, registration, online access and academic policies while providing responsive respectful service to students, faculty, staff and the community.

Program Total Staff and/or Faculty

Full-Time	Part-Time
1 Admission & Records Specialist 2 Admission & Records Technicians (Evaluators) 1 Admission & Records Technician (Assigned to BCC as a Sr Admission & Records Clerk)	

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

The Admission & Records Office is located in the Student Service area. We serve under the Dean of Enrollment Services who in turn serves under the Vice President of Student Services. Our office works close in proximity to the services provided to the student, admissions assessment, orientation, counseling, financial aid, welcoming center and the cashier's office. Admission & Records along with Assessment, Orientation, and Counseling has teamed up to provide students with online enrollment to ensure that all needs are met prior to the beginning of each semester. Other major services Admission & Records staff provides, evaluation of transcripts, awards degrees and certificates, determine residency and Visa Status, resolve issues for enrollment, help reset their student password, change student email and addresses, assist instruction with Census, Attendance Rosters and collect final Grade Rollbooks, process signed AB540 Affidavits-CA for Nonresident-Tuition Exemption students. Student Ambassadors serving in the role of Customer Service representatives are available to assist student to successfully navigate the on line class enrollment. Admission & Records goal is to partnership with faculty and the District Office to assist students interested in the Non-Credit Education program. This program is designed to reach out to as new population of students that may not otherwise be enrolled, offering courses in Child Development, ESOL, Multi Media and many others. Non-Credit Certificates are offered with NO TUITION OR FEES. Admission & Records staff assist the student with submitting the non-credit applications online. Admission & Records staff has the ability to add Credit courses and Non-Credit courses to the student schedule. Because of the importance of incorporating more non-credit courses in the curriculum, the Admission & Records office on each campus will include the request in their Program Review for more staffing to cover the enrollment of the Non-Credit Program.

Describe your current utilization of facilities, including labs and other space

Limited space allocation to serve Admission & Records Students.

STUDENTS SERVED

Please include the essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission statement.

Admission & Records serve a diverse range of students listed in the demographics of each chart providing full time, short term (6 to 8 weeks classes) non-credit classes for specific groups of students, special middle school groups, YMCA (Contract Education Program) Banana's (Contract Education Program in Child Development), Berkeley Adult High School Adult Program, Multi Media partnership with Youth Radio. Over the past three years we served a diverse population in special programs such as AB540 students, Veterans, Foster Youth, CAFYES, CalWorks, DSPS, EOPS, First Year Experience Students, Umoja Program, Persist Program, Berkeley Promise and Student Ambassadors.

Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.

Admission & Records in the last 2-3 years has partnered with Orientation, Counseling and other stakeholders groups by aligning our office hours under the Enrollment Management Plan through the Plan 1, five steps program student services offered. Through the District offering new paper application designed for incarcerated and middle school only. New CCCApply applications, International Student application (free) and Bilingual applications, and allow students to apply for the BOGW Fee Waiver, we the staff now able to reset students passwords. Course Repetition as of Spring 2017 automatically coded in the system without the use of forms by students. Students can now choose one of the four colleges on their application for financial aid purposes. Process signed student request for AB540 Affidavits in a timely manner.

Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program or administrative unit provides.

Admission & Records Office is in collaboration with the Veterans Service Office to implement the new Federal and state guidelines pertaining to Veterans Access, Choice and Accountability Act. Effective to start no later than July 1, 2015 which gives the veterans two (2) years waiver of in state fees to decide if they want to become California residents. The implementation of the Financial Aid in PeopleSoft work closely with their office in processing student program plans, changing student's majors, and the student term withdrawals. Implement the new Ed Code 48800-48802 and 76002 which allows high school students to enroll in PE/KIN classes at community colleges. Continue to expand AB288 College and Career Access (CCAP) Pathway at the District Office with the Oakland Public School's with Dual/Concurrent Enrollment for K-12 students. With the AB540 Affidavits-CA, Nonresident Tuition Exemption new funding formula and changes in technology and upgrade. ONEPeralta that will leading to automatic degree audit in the future, currently there is a need for the evaluators to be trained to evaluate external transcripts at the beginning of the student's academic journey rather than at the end. This will change the business practices but will align with the new funding formula to award as many degrees and certificates as we can.

Filter for your Service Area's Student Group in the data dashboard above. Examine the demographics of the students your Area has served over the past three years. Be sure to consider student sub-populations, particularly student status in terms of: gender, race and ethnicity, age range, veterans' status, foster youth status, disability status, low income status. Briefly explain the changes in students served by your department or unit over the past three years and any disparities in outcomes. If there are disparities, please create an 'improvement action' below to address them.

Enrollment Status Summary						
Head Counts	Summer 2017		Fall 2017		Spring 2018	
	Student Count	Student Count (%)	Student Count	Student Count (%)	Student Count	Student Count (%)
<input type="checkbox"/> Berkeley City Total	2,598	100.00 %	6,287	100.00 %	6,898	100.00 %
First-Time Student	532	20.48 %	1,181	18.78 %	824	11.95 %
First-Time Transfer Student	399	15.36 %	1,016	16.16 %	546	7.92 %
Returning Student	265	10.20 %	635	10.10 %	368	5.33 %
Continuing Student	918	35.33 %	2,847	45.28 %	4,466	64.74 %
Uncollected/Unreported		0.00 %		0.00 %	13	0.19 %
Special Admit Student	484	18.63 %	608	9.67 %	681	9.87 %

Enrollment Status Summary						
Genders	Summer 2017		Fall 2017		Spring 2018	
	Student Count	Student Count (%)	Student Count	Student Count (%)	Student Count	Student Count (%)
<input type="checkbox"/> Berkeley City Total	2,598	100.00 %	6,287	100.00 %	6,898	100.00 %
Female	1,412	54.35 %	3,393	53.97 %	3,688	53.46 %
Male	1,132	43.57 %	2,748	43.71 %	3,031	43.94 %
Unknown	54	2.08 %	146	2.32 %	179	2.59 %

Enrollment Status Summary						
Ages group	Summer 2017		Fall 2017		Spring 2018	
	Student Count	Student Count (%)	Student Count	Student Count (%)	Student Count	Student Count (%)
<input type="checkbox"/> Berkeley City Total	2,598	100.00 %	6,287	100.00 %	6,898	100.00 %
19 or Less	895	34.45 %	1,635	26.01 %	1,596	23.14 %
20 to 24	890	34.26 %	2,292	36.46 %	2,631	38.14 %
25 to 29	356	13.70 %	1,021	16.24 %	1,132	16.41 %
30 to 34	167	6.43 %	431	6.86 %	551	7.99 %
35 to 39	92	3.54 %	265	4.22 %	282	4.09 %
40 to 49	100	3.85 %	279	4.44 %	338	4.90 %
50 +	98	3.77 %	364	5.79 %	368	5.33 %

Enrollment Status Summary						
Ethnicity	Summer 2017		Fall 2017		Spring 2018	
	Student Count	Student Count (%)	Student Count	Student Count (%)	Student Count	Student Count (%)
<input type="checkbox"/> Berkeley City Total	2,598	100.00 %	6,287	100.00 %	6,898	100.00 %
African-American	338	13.01 %	935	14.87 %	1,060	15.37 %
American Indian/Alaskan Native	8	0.31 %	11	0.17 %	18	0.26 %
Asian	675	25.98 %	1,375	21.87 %	1,552	22.50 %
Filipino	70	2.69 %	151	2.40 %	169	2.45 %
Hispanic	612	23.56 %	1,577	25.08 %	1,705	24.72 %
Multi-Ethnicity	186	7.16 %	447	7.11 %	474	6.87 %
Pacific Islander	4	0.15 %	24	0.38 %	21	0.30 %
Unknown	95	3.66 %	247	3.93 %	241	3.49 %
White Non-Hispanic	610	23.48 %	1,520	24.18 %	1,658	24.04 %

Does your department, program or service area provide Student Success & Support Program (SSSP) services?

Admission & Records Office assist with the registration and enrollment process. Partnered with Assessment, Orientation, Counseling and other stakeholder groups by aligning our hours under the Enrollment Management Plan through Plan 1.

Please provide the following information about these specific SSSP services, as applicable, for students in your program over the past three years:

	N/A
<i># of students that completed assessment</i>	N/A
<i># of completed Student Educational Plans (SEPs)</i>	N/A
<i># of Abbreviated versus Comprehensive SEPs</i>	N/A
<i>Total # of follow-up services</i>	N/A

What has your service area done over the last 2-3 years to improve SSSP services?

Admission & Records in the last 2-3 years has partnered with Assessment, Orientation, Counseling and other stakeholder groups by aligning our office hours under the Enrollment Management Plan through the Plan 1, five steps program student services offered. Through the District offering new paper application for THE International Students Application (free) and Bilingual Application, students can now apply on line for

the BOGW Fee Waiver, we the staff now able to reset students passwords, course repetition as of Spring 2107 automatically coded in the system without the use of forms by the students, students can now choose one of the four colleges on their application for financial aid purposes. Due to changes in the AB50 Affidavits, able to process in a timely manner.

Describe your current level of staff, including full-time and part-time faculty, classified staff, and other categories of employment.

- 1 Admission & Records Specialist
- 2 Admission & Records Technicians (Evaluators)
- 1 Admission & Records Technician (Assigned to BCC as an Sr Admission & Records Clerk)

In the boxes below, please add improvement actions and resource requests that are directly related to curriculum and/or the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Please copy and paste the table below if you would like to add more than one Improvement Plan.

IMPROVEMENT ACTIONS	Choose an item.
Name:	
Description:	
To be completed by [Date]:	
Responsible person:	
RESOURCE REQUEST	Choose an item.

ASSESSMENT – SERVICE AREA

List your Service Area outcomes or attach an applicable report. (You will have the option to attach your Service Area outcomes)

Student will become more self- assured about the admissions and registration process once the initial contact has been made, via the online application process or in personal contact with the college staff. They will be able to recognize the sequences of events as the application, orientation, matriculation, enrollment stages that follows is logical based on the students; perceived outcome. Information Competency.

How does your department, program, or unit ensure that students are aware of learning or service area outcomes? If you chose other, please provide more information.

Student will be able to analyze a situation, understand the consequences of actions taken and their impact on society and self. Students will demonstrate collaborative involvement in community interests.

Where are the service area and/or program level outcomes published?

The services area and/or program level outcomes get published by streaming video, email, flyers/posters, suggestion box, school websites, social media and public relations, etc.

If you chose website, please specify URL:

As mentioned above, we also use the school websites to publish the services area and our program.
<http://web.peralta.edu/>

If you chose other, please provide more information:

N/A

Briefly describe at least three of the most significant changes/improvements your department, program or service area made in the past three years as a response to analysis and discussion of program level outcomes and/or service area assessment results. Please state the service area outcome and assessment cycle (year) for each example.

One Stop Counseling – Clearing Pre-requisite	<input checked="" type="checkbox"/> 2015-16	<input checked="" type="checkbox"/> 2016-17	<input checked="" type="checkbox"/> 2017-18
Quick turn-around of CCC-Apply Application	<input checked="" type="checkbox"/> 2015-16	<input checked="" type="checkbox"/> 2016-17	<input checked="" type="checkbox"/> 2017-18
Online enrollment speed	<input checked="" type="checkbox"/> 2015-16	<input checked="" type="checkbox"/> 2016-17	<input checked="" type="checkbox"/> 2017-18

Briefly describe three of the most significant plans for service area improvements for the next three years as a result of what you learned during the Assessment process.

Plan 1:

Under the new two (2) Enrollment Management Plan is to align the Student Services area offices of Admissions & Records, Financial Aid, Counseling Services and hours along with PeopleSoft Technology changes in each of the areas will result in a more efficient service to our students. BCC’s two years strategic plan has measurable indicators that are aligned to the EMP’s five goals:

1. Strength Resilience
2. Raise College Competence
3. Enhance Career-Technical Education Certificates and Degrees
4. Increase Transfer and Transfer Degrees
5. Ensure Institutional Sustainability

Plan 2:

Academic Advisement: This is the application with PeopleSoft Campus Solution (has gone live) that is used to track the requirement and policies that a student must satisfy in order to graduate. As a student progresses toward graduation, the Academics Achievement audit engine analyzes all courses, restrictions, pre-conditions, or conditions completed (both successfully and unsuccessfully) by the student. The application determines what requirements are still outstanding. Using data from the Student Records tables and requirements entered on Academic Advisement Tables, this application automatically tracks the student’s degree process.

Academic Advisement provides these business processes:

1. Defines and tracks graduation requirements
2. Design degree audit reports
3. Evaluate student degree progress
4. Create a Student Education Plan (SEP) (Done by Counselors)

The advisement report is the degree audit report that reflects a student’s progress towards graduation. The report is the core function of the Academic Achievement Application. The report indicates whether the student needs to satisfy outstanding requirements. The advisement report will also show courses currently in progress. Using the what-if advising capacities, student can run a simulated advisement report that shows degree progress based on a different or additional major (academic plan).

Plan 3:

One Peralta is the application with PeopleSoft Campus Solutions (has not gone live) that front load data starting with the beginning of the students' college career. Once we go live Evaluators will process their work based on data going into the system verses everything going into the W: Drive.

1. Transfer credit will be entered into the system at the beginning of the term (verses only scanning and stored in W: Drive now)
2. Using the **Academic Advisement** tool to complete evaluations (verses using the paper degree worksheets).
3. Entering substitution waivers into the system (verses entering the information into the W: Drive).
4. Assisting students/Counselors with the online graduation petition process (if need be).

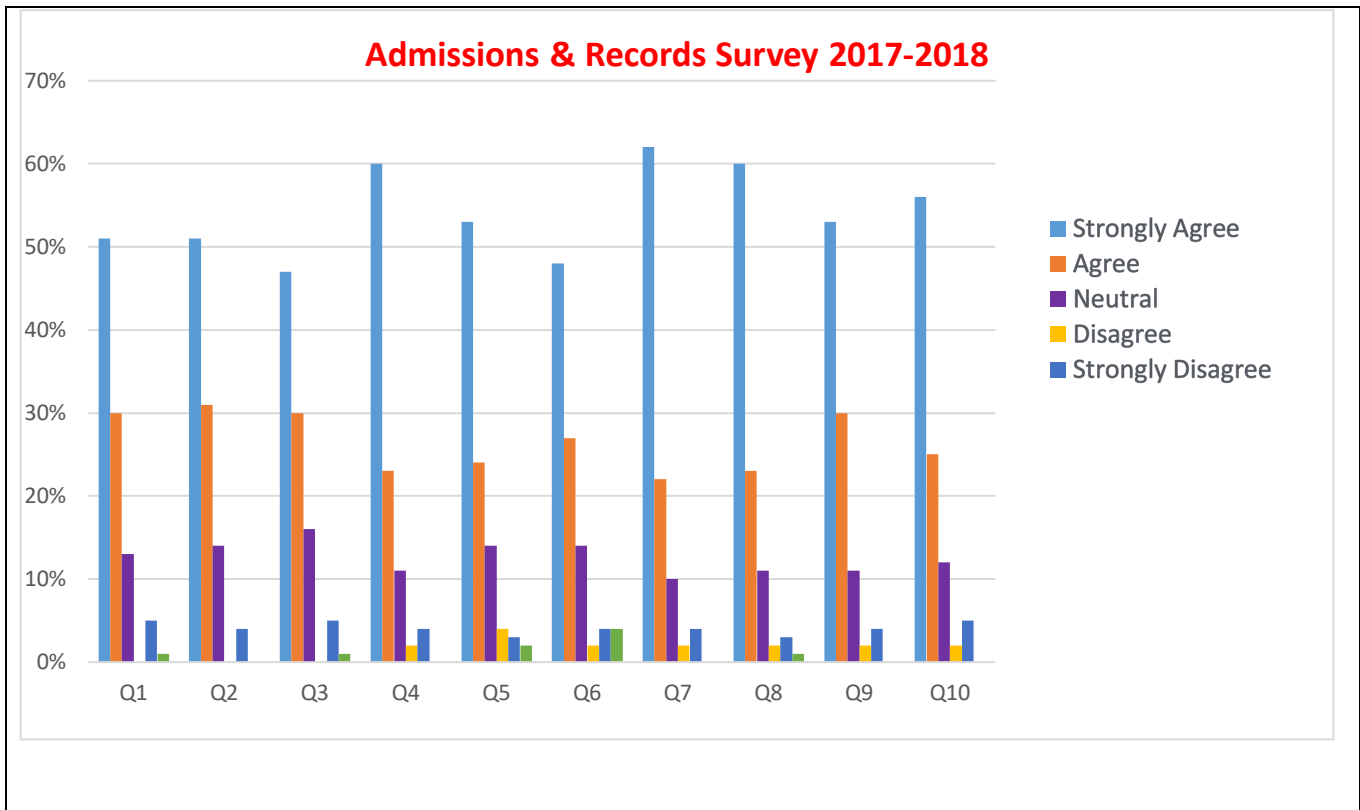
Admissions & Records will be involved in the planning, testing and implementation process once the program goes live.

What do members of your service area do to ensure that meaningful dialogue takes place in both developing and assessing your service area outcomes?

Briefly describe the results of any student satisfaction surveys or college surveys that included evaluation and/or input about the effectiveness of the services provided by your department, program or administrative unit. How has this information informed department, program or administrative unit planning and goal setting?

	Please indicate your level of agreement with the following statements:	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	NO RESPONSE	TOTAL
1	I received accurate information regarding the application process.	117	63	9	2	1	5	197
		59%	32%	5%	1%	1%	3%	
2	I received accurate information regarding registration.	118	63	11	3	0	2	197
		60%	32%	6%	2%	0%	1%	
3	I received accurate information regarding academic policies.	116	50	18	2	2	9	197
		59%	25%	9%	1%	1%	5%	
4	The Admissions and Records Office provided me with timely service.	128	54	11	1	0	3	197
		65%	27%	6%	1%	0%	2%	
	Please indicate your level of agreement with the following statements:	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE	NO RESPONSE	TOTAL
5	After my initial contact with the Admissions and Records Office, I understand the enrollment process.	119	52	20	1	1	4	197
		60%	26%	10%	1%	1%	2%	
6	After completing the Admissions application, I understand that I need to complete orientation, assessment, and counseling services prior to registering for classes.	111	57	12	2	2	13	197
		56%	29%	6%	1%	1%	7%	
7	I am able to log into my Passport Student Center to add and drop classes, view my class schedule and grades, make payments, and update my address.	111	53	13	7	4	9	197
		56%	27%	7%	4%	2%	5%	
8	I am aware that I can request official transcripts online.	107	55	20	6	2	7	197
		54%	28%	10%	3%	1%	4%	
9	I am aware of the importance of following specific policies and procedures as they will assist in my academic, personal, and professional goals.	116	62	10	0	1	8	197
		59%	31%	5%	0%	1%	4%	
10	I am aware that the Ambassadors at the Information Desk are there to assist you to log in the Passport system.	120	51	14	5	0	7	197
		61%	26%	7%	3%	0%	4%	

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
Strongly Agree	51%	51%	47%	60%	53%	48%	62%	60%	53%	56%
Agree	30%	31%	30%	23%	24%	27%	22%	23%	30%	25%
Neutral	13%	14%	16%	11%	14%	14%	10%	11%	11%	12%
Disagree	0%	0%	0%	2%	4%	2%	2%	2%	2%	2%
Strongly Disagree	5%	4%	5%	4%	3%	4%	4%	3%	4%	5%
No Response	1%	0%	1%	0%	2%	4%	0%	1%	0%	0%



How do you know that your program is effective? What are the indicators that measure your effectiveness?
 What are the expected results of these indicators?

Indicators of Success	Name of the Measure	Actual # or measure of improvement

In the boxes below, please add improvement actions and resource requests that are directly related to curriculum and/or the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Please copy and paste the table below if you would like to add more than one Improvement Plan.

IMPROVEMENT ACTIONS	Choose an item.
Name:	
Description:	
To be completed by [Date]:	
Responsible person:	
RESOURCE REQUEST	Choose an item.

ENGAGEMENT

Discuss how faculty and staff have engaged in institutional efforts such as committees, presentations, and departmental activities. Please list the committees that full-time faculty participate in.

Staff Development Training at BCC, One staff serving on ONEPeralta Committee, and three participating the training session at the District Office, All staff participate in Customer Service Training for Classified Staff, Two staff serve on Graduation Committee, All staff attend Classified Senate meeting, one staff serve

on Health Safety Committee, one staff a member of California Assoc. Community College Registrars Organization, on staff serves as SEIU Chapter Secretary.'

Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.

N/A

Discuss how adjunct faculty members are included in departmental training, discussions, and decision-making.

N/A

In the boxes below, please add improvement actions and resource requests that are directly related to curriculum and/or the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Please copy and paste the table below if you would like to add more than one Improvement Plan.

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Description:	
To be completed by [Date]:	
Responsible person:	
RESOURCE REQUEST	Choose an item.