

SPRING 2020
PROGRAM REVIEW STEERING COMMITTEE
Non-Instructional *Comprehensive* Evaluation
Committee Feedback Report

Department/Program: Admissions and Records

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SECTIONS	Initial	Evolving	Established	N/A
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Section I: Program Overview and Update			X	
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Commendations: Collaboration with Admissions and Records (A&R) office staff on the development of program review, allowing for a range of input on planning/goals, A&R processes and student success metrics.

Recommendations: Consider including manager of A&R in the development of program review.

Additional Comments:

Section II: Program Reflection and Description		X		
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Commendations:

Recommendations: Include specific details on how the A&R Department supports the college mission. Currently, the response is very general.

Additional Comments: A&R is one of the first departments students interact with at the college and students continue to access various services to clear through graduation. Highlight the services offered that support the college mission.

Section III: Course Curriculum				X
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Commendations:

Recommendations:

Additional Comments:

Section IV: Degree & Certificate

X

Commendations:

Recommendations:

Additional Comments:

Section V: Student Service Area Assessment & Data Analysis

X

Commendations:

The use of videos to deliver step by step instructions to students on things such as adding/dropping a course and the add authorization process. This opens up access to students that might not be able to get to campus for help.

Every student that applies to Cuyamaca receives a follow-up phone call. This personalizes what can be a very impersonal process and sends a message to students that they are valued.

Recommendations:

Develop an action plan to administer and gather feedback from the Point of Service Student Survey.

Consider other ways that A&R can support college wide equity efforts.

Additional Comments:

Given that A&R serves all students, it is likely that much more work is being done than was reflected in the program review. It might be helpful to develop a tracking mechanism with the team, to gather details of the great work coming out of A&R, so that it can be acknowledged. Consider collecting more data/feedback on services/programs like dual enrollment.

Section VI: Service Area Assessment and Institutional Effectiveness

X

Commendations:

Participation in the planning of the Encuentros Leadership Conference
 The partnership with Kumeyaay Community College (KCC)
 Work with the Juvenile Court and Community Schools and Pathway Academy
 Efforts around Dual Enrollment and AB19

Recommendations:

The partnerships highlighted above all serve the larger campus and community. It would be helpful to have more specifics on some of this work (e.g. who benefits from these programs, how does it impact them, what services are offered and the role of A&R).

Additional Comments:

Section VII: Previous Goals				X
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Commendations:

Recommendations:

Additional Comments:

Section VII: New Goals			X	
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Commendations: Recognizing the need to connect with students after they complete the admissions application. Proactively calling students given the limited staff and resources is commendable.

Recommendations:

This would be a great item to potentially collect data on. Consider sending a survey to students that complete an application but do not enroll.

This goal also provides an opportunity to engage in partnerships across the campus (e.g., with Outreach, Counseling, the Promise for students who may need to onboard).

Additional Comments:

New goal #2 is more an action step. It sounds like “provide responsive services” may be the goal.