Part 1: Review of Past 3 Years

1. Service Unit Outcomes Assessment Results

1. Transfer Evaluation System (TES) Goal: Faculty were trained to use the electronic system to approve, deny, or require more information for course articulation from other institutions. Over 22,000 new course articulations were entered into the system and captured for current use in the Evaluation Goal and future use in the degree audit system. The service has been released to the general public now so students can view all the course articulations in the system as on the articulation website.

2. Graduation Evaluation Form Goal: We are at full implementation.

3. Electronic Transcript Request and Sending Goal: Credential Solutions is the vendor selected for on-line transcript orders. Their “TranscriptPlus” solution makes ordering official transcripts* paperless and more efficient by lessening the processing time. The implementation required collaboration between the vendor, Admissions and Records and IITS.

Prior to the implementation, the manual processing of transcripts could take 7-10 business days and significantly longer during registration, end of term, and CSU application deadline periods.

Utilizing “TranscriptPlus” Admission and Records has consistently reduced the official transcript processing time. The average time to process online transcript requests went from 7-10 business days to 5-7 business days in 2011.

In August 2011, in collaboration again with Credential Solutions, Admissions and Records and IITS, the online ordering process expanded to include an electronic transcript delivery method reducing the processing time to mere minutes once the transcript is authorized to print.

*Transcripts that have course work prior to 1984 take significantly longer if the student has not ordered an official transcript since 2003. Pre-1984 transcripts require manual research and data entry of every course and grade for a student into the PeopleSoft System for each student. After the student data is entered into the PeopleSoft System the processing time is the same as a regular online transcript request.

B. If applicable, identify the data regularly collected and/or reported as part of program compliance, fulfillment of demand, efficiency or effectiveness.

1) The 22,000 articulation agreements are with over 500 institutions the most striking evidence that the project has met its goal.

2) The department has produced 1,583 official graduation evaluations using this new tool.

3) TBD
2. Situational Analysis (as it relates to progress in achieving department goals)

A. External Conditions –

1) The training aspect of department heads was the one external condition that slowed the project down the most. At the beginning no one wanted to be the first to use the new system. Through demonstrations the department was able to convince a high profile department head to try the system. The faculty member liked it so much she became an advocate for others to start using the system. The fact that there was no more paper or campus mail to deal with encouraged more people to use the product. The faculty only see a request once as opposed to the old system where they may see a duplicate request many times through the same year.

2) Few external conditions hindered this goal from being met. Budget concerns over purchasing the required software for each end user was the only issue and that was quickly overcome with the statewide software pricing that enabled the project to continue.

3) The price for an official transcript was raised to $5 per transcript. This required communicating the justification for the price increase to LBCC Executive Board as well as gaining the Board of Trustees approval.

B. Internal Conditions - Looking back at the previously identified internal conditions that have impacted the department, describe the ones that have affected the department most significantly and what actions the department took to respond to those conditions.

1) None

2) None

3) None

C. Collaboration –

1) There was strong collaboration with faculty, staff, and IITS. The web coordinator worked to get the public view up on the web site while the staff worked with faculty to market the project and train faculty on how to use it.

2) The collaboration was with the counseling department. There were meetings to adjust the product before its release.

3) The online ordering system would not function without strong collaboration and communication between all partners (Credential Solutions, IITS and Admissions & Records at PCC).

D. Communication -

1) The web site is the best tool to communicate the end data to students. With over 22,000 articulation agreements, students use the online course evaluation tool to check prerequisites, transferability, etc. The web site was marketed through flyers to students. Department heads were shown the product at meetings and trained individually or in small groups. Also, emails were sent to counseling faculty in the rollout of the public view.

2) This product was communicated through meetings with counseling faculty.

3) As the online transcript process evolves, the department communicates the changes with the college community utilizing a variety of methods that include verbal, The Viking Newspaper, website, emails and flyers. For staff, information is shared at staff meetings, training sessions and email updates.
3. Primary Functions/ Primary Purpose/ Department Mission

A. None

B. None

4. Goal Progress

A. All three goals were completed. The department continues to refine each goal beyond its original objective.

B. These goals were originally developed to make the respective processes more efficient with limited resources (personnel, technology, fiscal) and to promote student success.

C. The goal of online course evaluation process was supported with the Student Success grant funding over the three years of this goal. The funding has now ceased and the district has picked up the maintenance agreement for the product.

Please limit your response for Part 2 to one page.

1. Vision and Direction of Department/ Area

A. The department continues to automate as many services as possible, to help students meet their individual academic goals.

B. The department’s next set of goals will compliment the President’s and Board’s goals. [http://www.lbcc.edu/Planning/CollegewidePlans.cfm](http://www.lbcc.edu/Planning/CollegewidePlans.cfm)

C. The department will need increased support from the institution as opposed to hiring a consultant. Anticipating increased budget limitations, the department will continue to seek out cost-effective means to achieve future department goals. However, these constraints will significantly impact implementation timelines and slope of future projects.

D. The department will continue to enhance collaboration with other departments to achieve student success and build upon the college goals.

E. A College Portal would improve every goal and communication with students. A Black Board Communicator will enhance student communication through text, email, and phone.

F. The bond measure will bring in needed physical resources much needed such as new building and hardware technology. What will be the department’s largest challenge will be to meet future goals such as a degree audit system, send/receive/process transcripts, and total imaging/workflow; these goals will require human resources and fiscal resources to fully complete these goals.

Part 3: Evidence of Staff Participation in Program Review

Please limit your response for Part 3 to one page.

1. The office goals were development in a combination of staff meetings and manager meetings to narrow the scope of the goals. Next the goals were refined with the support of the Program Review staff in a workshop.

2. Please list names and titles of all those who participated in this program review.

   a. Ross Miyashiro, Dean of Enrollment Services
   b. Irene Arrigo, Registrar
   c. Ruth MacCullen, Associate Registrar
   d. Lillian Justice, Associate Registrar
   e. John Laseman, Business System Analyst II
   f. Jonah Lopez, Articulation Specialist
   g. Trevor Rodriguez, Articulation Office
   h. Michele Brown, Sr. Administrative Assistant
Additional Comments (optional; limit to one page)