

**Program Title (Office/Department): ORIENTATION, ASSESSMENT & REGISTRATION**

Lead Contact Person: Ruth Miller

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**Executive Summary**

The Cañada College Welcome Center and Admission & Records have developed and implemented a program, making the admissions process welcoming, understandable and seamless as the first step in ensuring that each student begins the Student Success & Support Program process and sets education and career goals and continues on the path to completing their goals.

College community members enjoy interacting with staff members by phone and in person. We are continually complimented on the excellent service provided.

**PROGRAM CONTEXT**

**The Orientation, Assessment and Registration Program supports the following college objectives ADD**

SEE ATTACHMENT

**1. Mission: How does your program align with the college’s mission?**

The Welcome Center, Orientation, Assessment, and Registration provides the gateway to each student’s participation and utilization of the Cañada College SSSP, delivering personal support and information to support students accomplishing their education and career goals.

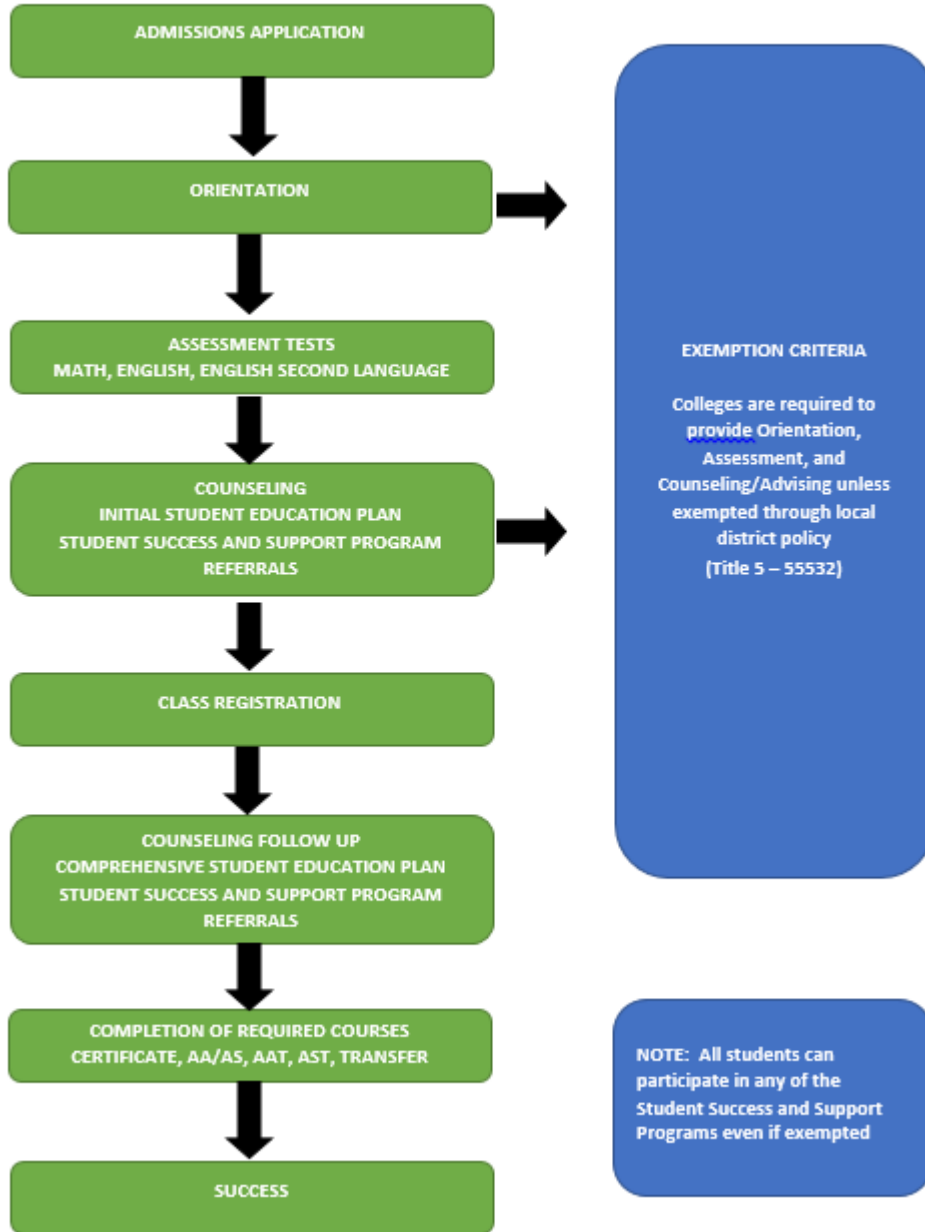
**2. Program Description**

The Orientation, Assessment & Registration Program clearly and concisely communicates the SSSP and procedures. The Program includes college application, orientation, assessment, academic counseling, and class registration. We provide hands-on computer and website resource support for students to be successful in completing their education and career goals. Our annual student contacts are:

<b>Calendar Year 2014</b>	<b>SOURCE: SARS Grid Reports</b>
Counseling Appointments 30-Minute Appointments and Drop Ins Scheduled and Checked in at the Welcome Center	10,667
Orientation Students	1,230
Assessment Students	2,439
<b>TOTAL</b>	<b>14,336</b>

The Orientation, Assessment and Registration Program provides the core elements of the SSSP as shown in the chart below.

**ORIENTATION, ASSESSMENT & REGISTRATION PROGRAM**



**3. Community and Labor Needs: Describe how changes in community needs, employment needs, technology, licensing, or accreditation affect your program.**  
**NOT APPLICABLE**

## Looking Back 2013-14

### 4. Describe major accomplishments.

Orientation and Assessment staff of 3 employees implemented the following:

- Developed and created the Orientation/Assessment presentation and a more informative website with schedules, Assessment Preparation resource, and updated order of core SSSP components.
- Created a new, streamlined New Student Orientation presentation based on feedback on previous year's New Student Orientation Survey and Satisfaction Survey that showed a 98% satisfaction rate.
- Directed all students registering for Orientation/Assessment to the Assessment Preparation resources on our Cañada College Assessment website, and trained Outreach Campus Ambassadors in showing new, first-time college students where to access the Assessment Preparation resources.
- Improved New Student Orientation attendance by providing a consistent weekly schedule plus Tuesday Evening, Saturday, and Spanish Orientations to better serve working and Spanish speaking students (HSI). We call each student one day before to confirm attendance and/or reschedule.
- Supported SSSP by creating and presenting a new hands-on training at the computer to teach how to use college online resources vital to student success:
  - Website information
  - WebSMART
  - WebSCHEDULE
  - WebACCESS
  - MY.SMCCD.EDU
- Created a new, step-by-step Registration Ticket to streamline registration
- Created an improved version of the New Student Handbook with step-by-step instructions on using Online Resources, required to be able to register for classes and access information about SSSP Programs
- Added a Campus Tour to better acclimate students to the Cañada College campus and trained ASSC students to support tours during PEP
- Recruited Math Jam and Word Jam participants after each Basic Skills Level Math and English class placement and during the New Student Orientation presentation
- Provided Annual Math Jam and Word Jam Class Placement Reports of all participants

- Supported Student Success College Tour Field Trips sponsored by Transfer, EOPS, TRIO by providing easy access to the program registration and data to follow up with students to ensure attendance after initial registration
- Configured main phone line and Welcome Center schedule so that all callers and walk-ins are served by a Welcome Center staff member during regular business hours.

**5. Impact of Resource Allocations:** Describe the impact to date that each new resource (staff, non-instructional assignment, equipment, facilities, research, funding) has had on your program/department/office and measures of student success or client satisfaction.  
**NOT APPLICABLE**

## **Current State of the Program 2014-15**

### **6. State of the Program**

**A. Describe the current state of the program (include strengths and challenges).**

#### **Strengths:**

- 70% of students who attended Orientation register for classes.
- Efficient, Comprehensive and Concise Orientation Presentation Format
- Informative New Student Handbook with a directory of SSSP
- Face-to-face support at the Welcome Center and at computers for all aspects of the application, orientation, assessment, class registration, fee payment, financial aid, and scheduling of Counseling appointment for initial and comprehensive SEP
- Experienced, knowledgeable and resourceful Staff

#### **Opportunities:**

- Increase intrusive student follow-up through counseling services, contacting each student to set up a second 30-minute appointment with a counselor to create a comprehensive student education plan with referral to appropriate campus SSSP and continual guidance throughout each semester on action plans to complete education and career goals

#### **Challenges:**

- Students completing required actions to attend Orientation, Assessment, and Counseling appointments, and completing class registration in a timely manner to ensure availability of the classes on their SEP
- New-first-time college students did not understand that after the April Priority Enrollment Program Orientations and Assessments that they could register for BOTH summer and fall classes

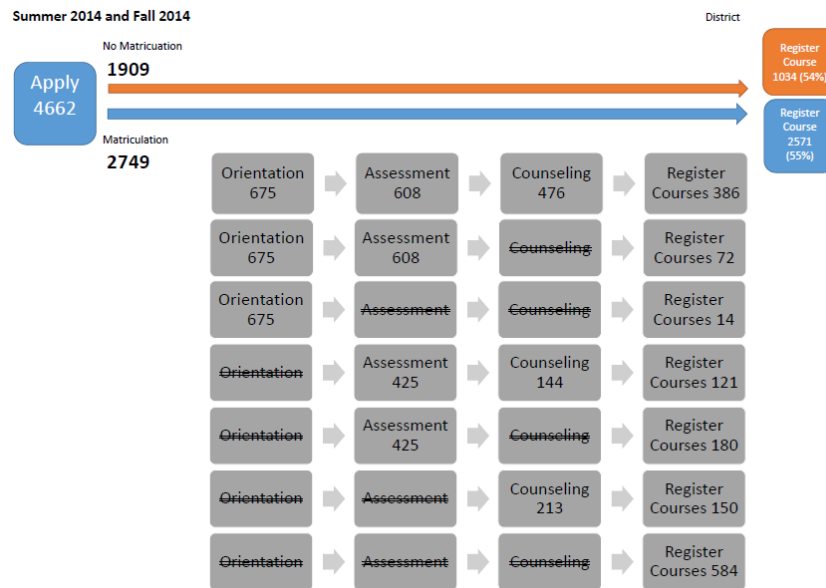
#### **Accomplishments:**

- Increased follow up with first-time college students to ensure they return for their second counseling appointment to declare their major/career goal and create their comprehensive long-term, multi-semester SEP

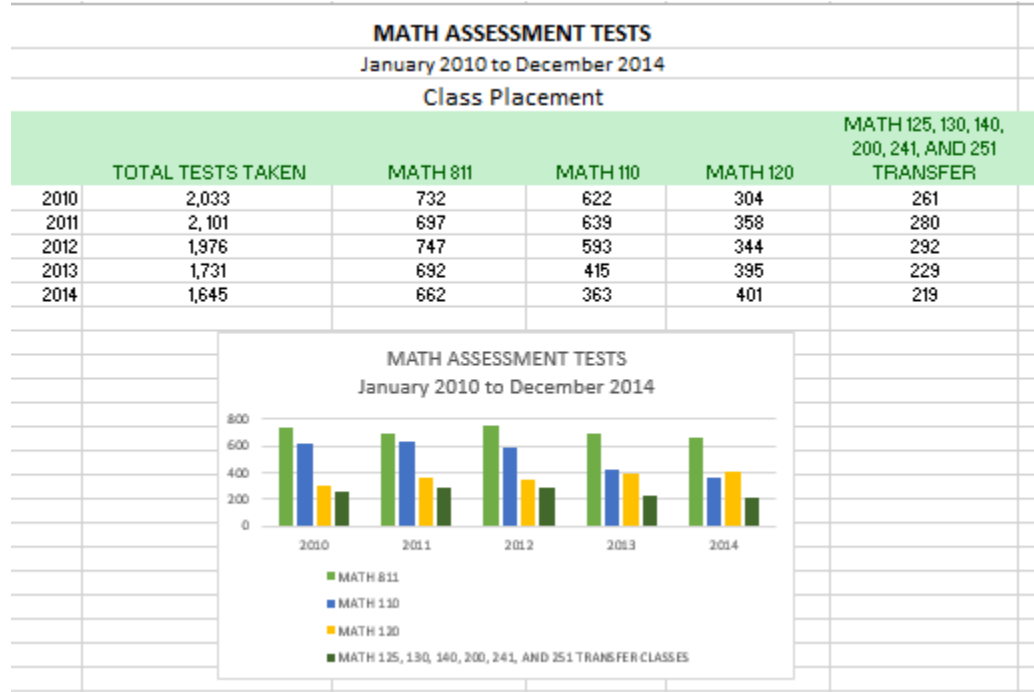
- Revised SSSP Online Resource Presentation from PowerPoint Presentation slides to an interactive hands-on demonstration of the Website, WebSMART, WebACCESS, and WebSCHEDULE in addition to the set-up of each student's my.smccd.edu email account.
- Provided instruction to each student completing the Math, English and/or ESL assessment test about their Cañada College class placement, explaining which classes are remedial, basic skills level and which classes that are college-level, transferrable to a four-year college.
- Created a Student SSSP Referral section on the Summer/Fall 2014 Registration Ticket for the counselors to refer students to the following:

Student Success & Support Programs Referrals		
Associated Canada College Students/Student Life	Community Based English Tutoring/English Second Language	Math Jam
A2B	Disability Resource Center	Physics Jam
Athletes	Extended Opportunity Programs & Services	Psychological Services
Beating the Odds	Financial Aid	Transfer
College for Working Adults	Honors Transfer Program	TRIO
CARE/CalWORKs	International Student Program	Veteran
Career Center	Learning Center	Word Jam
		STEM Majors

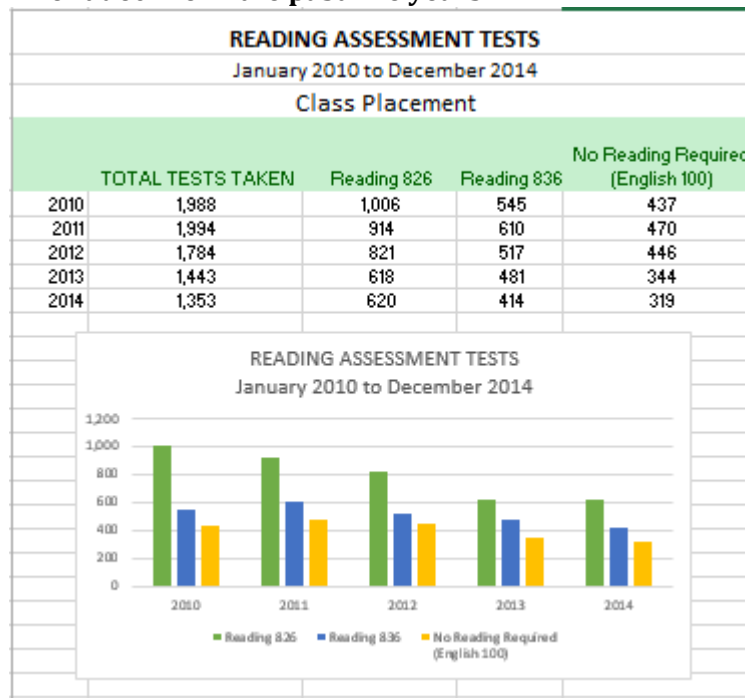
The following chart shows the number of students who applied, attended orientation, assessment, met with a counselor, and registered for classes.



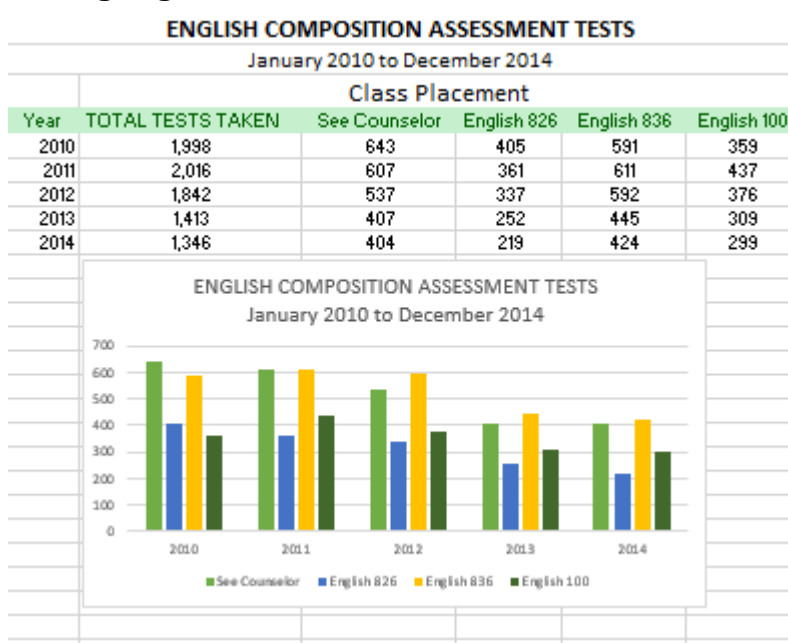
The Math Placement trend shows that students are coming in less prepared for college level classes over the past five years, and the number of total test takers has decreased, aligning with enrollment decline.



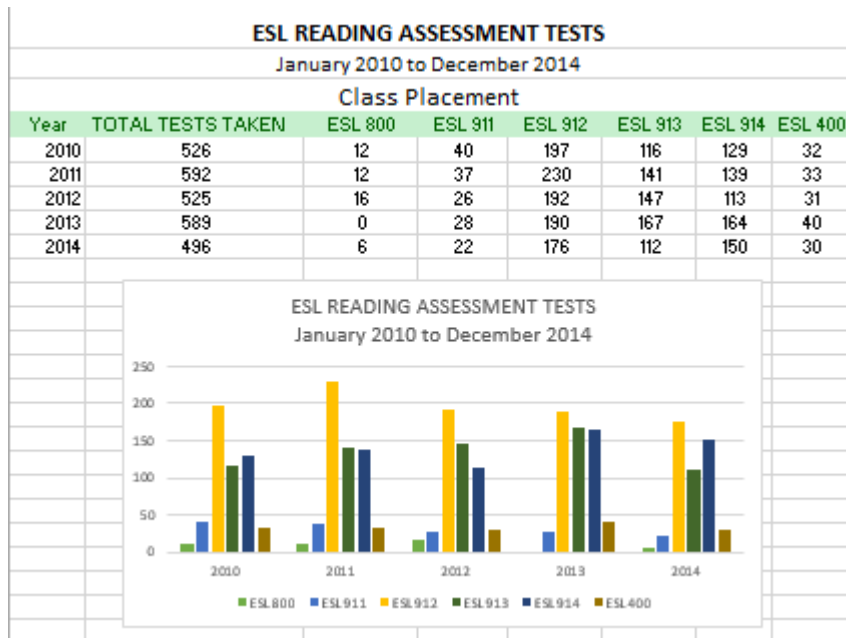
The Reading Placement trend shows that students are coming in less prepared for college level classes over the past five years, and the number of total test takers has decreased, aligning with enrollment decline in the past five years.



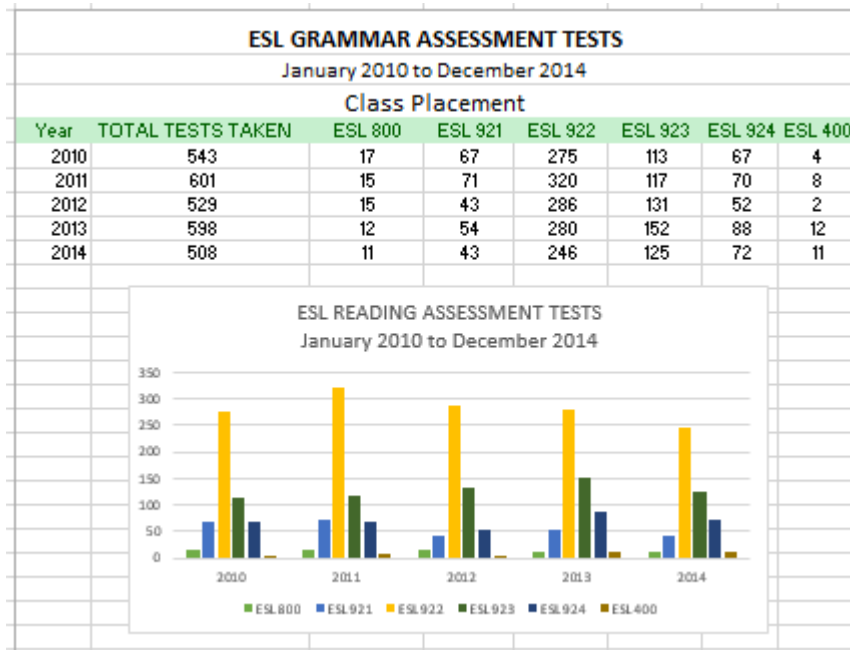
The English/Composition Placement trend shows that students are coming in at the same level of unpreparedness over the past five years, and the number of total test takers has decreased, aligning with enrollment decline.



The ESL Reading Placement trend shows that the majority of students (35-39%) continue to place in ESL Reading Level 2 of the 5 pre-college level classes. Only 6% of students place in the college level ESL Reading class, showing a high demand for ESL classes in the past five years.



The ESL Grammar Placement trend shows that the majority of students (47-53%) continue to place in ESL Grammar Level 2 of the 5 pre-college level classes and only 1-2% of students place in the college level ESL Reading class, showing a high demand for ESL classes.



## B. What changes could be implemented to improve your program?

- Add an additional week of Sequoia Union High School District for Special Student Population in March before regular April PEP Orientations/Assessments
- Offer more Orientation/Assessment sessions two weeks before the start of the semester to support student class registration prior to class cancellation deadline dates
- Add a true false question about when to register for Summer and/or Fall classes in the Summer/Fall 2015 New Student Orientation Pre- and Post-Survey

## 7. Service Area Outcomes (SAOs) Assessment and Student Learning Outcomes (SLOs) Assessment

### A. State your current year SAOs and SLOs.

#### SAO 2014-15

Enhance student satisfaction of the Cañada College Orientation, Assessment and Registration Program after attending the Orientation session.

#### SLO 2014-15

Increase student knowledge of the Cañada College SSSP and services by 10% at Post-Survey to sustain the efforts of students to be successful in completing their educational and career goals.



B. Describe your program's SAO Assessment Plan.

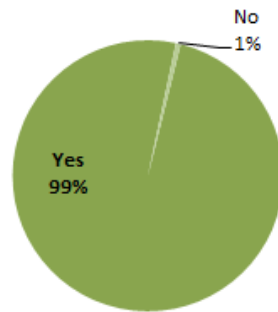
**SAO Assessment:**

At the end of each Orientation students complete a New Student Orientation Satisfaction Survey and the responses to the question: Would you recommend this Orientation to a friend?

C. Summarize the findings of your program's SAO Assessments

From Student Satisfaction Survey - 685 students responded positively

**Orientation and Assessment Satisfaction Survey**



What are some improvements that **have been**, or can be, implemented as a result of SAO Assessment?

Added part-time hourly Office Assistant II support in June 2014, and hired a full-time Retention Specialist employee starting January 2015 to increase the follow up in referring new students to SSSP and following up with students to complete class registration

Installed additional computer work station at the Welcome Center to increase the ability to serve students more efficiently

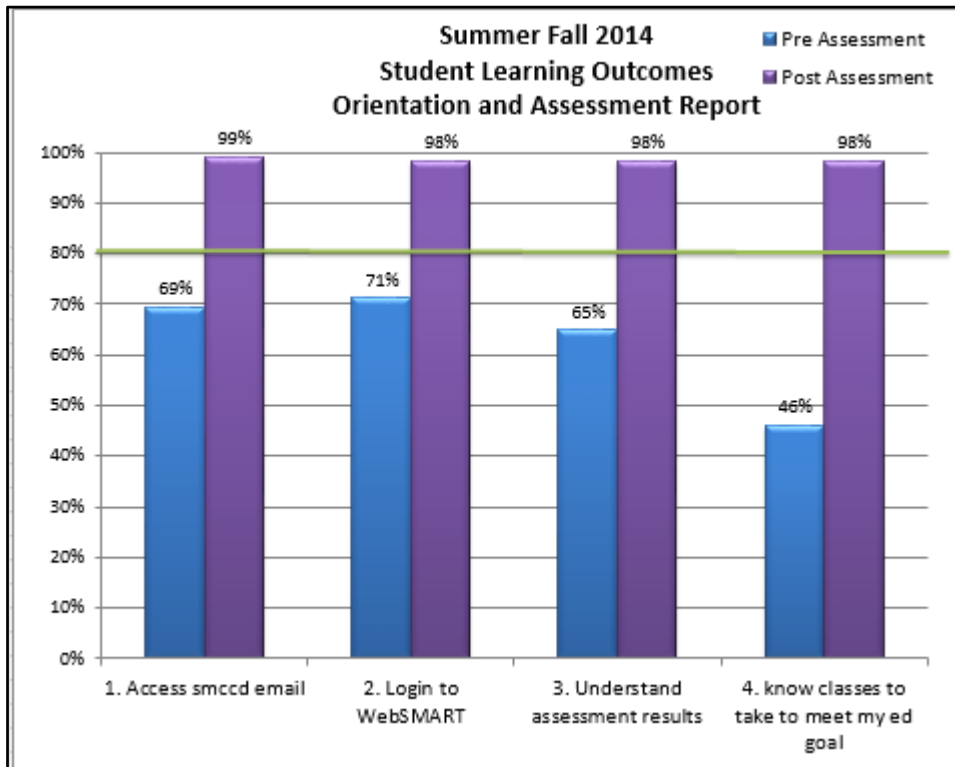
D. Describe your program's SLO Assessment Plan.

**SLO Assessment:** Welcome Center Staff administers a pre- and post-survey to measure the New Student Orientation attendees' increase of knowledge in the following areas:

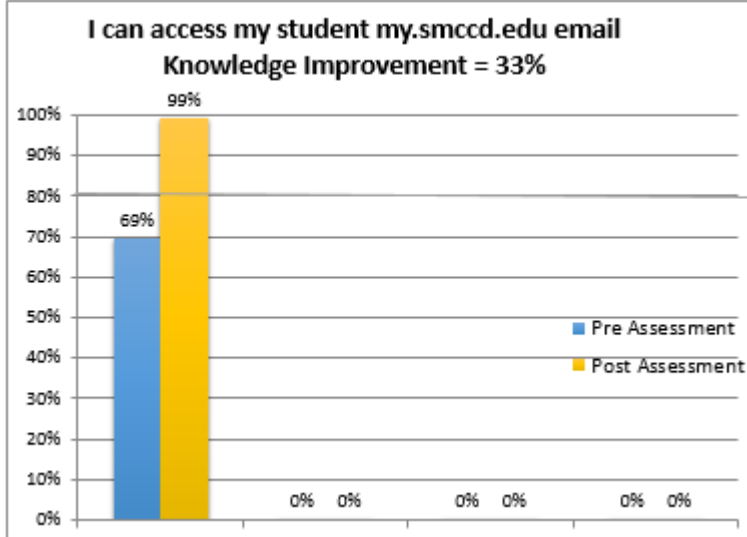
CAÑADA COLLEGE NEW STUDENT ORIENTATION SUMMER/FALL 2014 PRE-SURVEY			
PLEASE CIRCLE YOUR ANSWERS BEFORE NEW STUDENT ORIENTATION			
1. I can access my student my.smccd.edu email.			
Strongly Agree	Agree	Disagree	Strongly Disagree
2. I can Login to WebSMART to register for classes.			
Strongly Agree	Agree	Disagree	Strongly Disagree
3. I understand my assessment test results.			
Strongly Agree	Agree	Disagree	Strongly Disagree
4. I know the classes to take this semester to meet my educational goal.			
Strongly Agree	Agree	Disagree	Strongly Disagree
What important question do you have on your mind today that you'd like us to answer?			
Your Education Goal – PLEASE CHECK AND FILL IN SUBJECT			
<input type="checkbox"/> Transfer to 4-year College		G#	_____
<input type="checkbox"/> Certificate Subject	_____	Other	_____
<input type="checkbox"/> Associate's Degree Subject	_____		
<input type="checkbox"/> Associate's Transfer Degree Subject	_____		

- Ability to use of My.smccd.edu student communication email
- Ability to Register for classes using WebSMART
- Ability to understand Math and English Assessment Test results and how they relate to their classes on the SEP and their education goals based on the course sequence guide provided to each new student
- Ability to understand how placement test results relate to their SEP and Education Goal/s

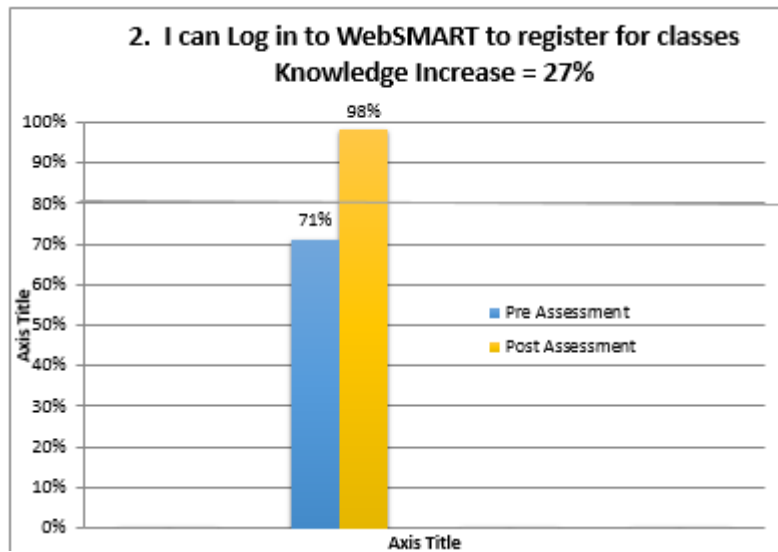
E. Summarize the findings of your program's SLO Assessments.



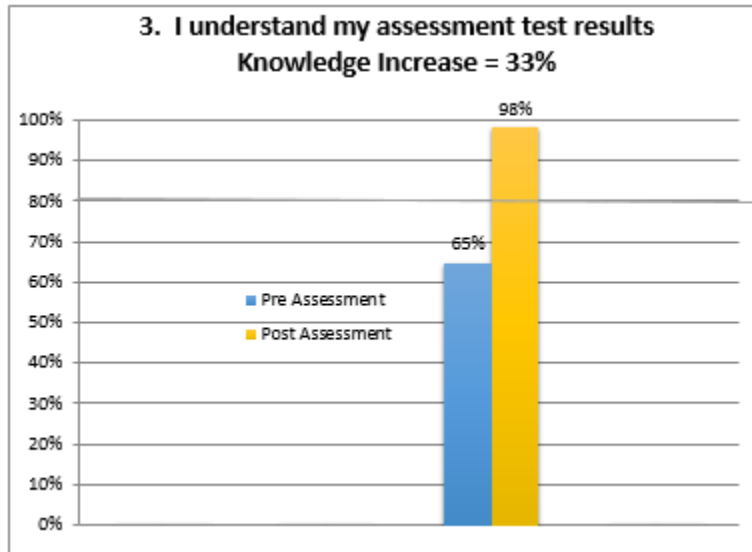
I can access my student my.smccd.edu email student knowledge increased 33%



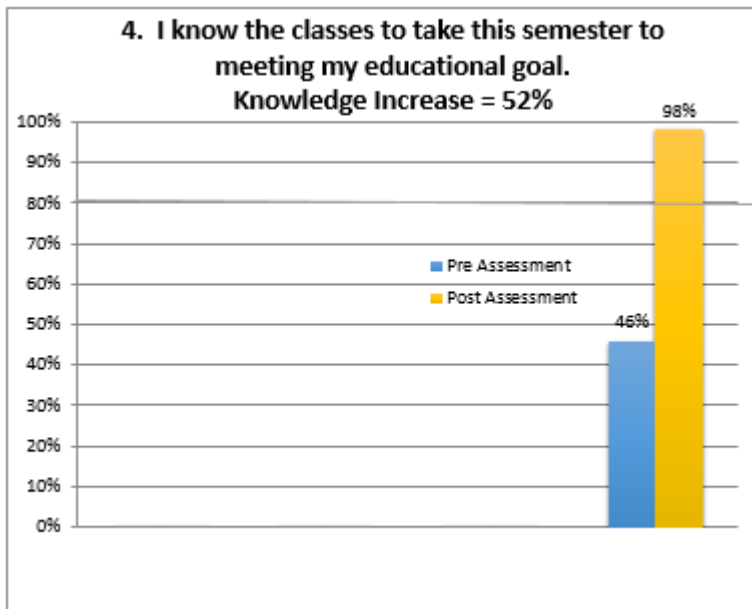
I can Log in to WebSMART to register for classes student knowledge increased 27%



I understand my assessment test results student knowledge increase 33%



I know the classes to take this semester to meet my education goal student knowledge increased 52%



## Looking Ahead 2015-16

State your SAOs and SLOs for the next review cycle.

In the table, describe how you will you address identified opportunities for improvement.

<b>SAO</b> Enhance student satisfaction of the Cañada College Orientation, Assessment and Registration Program after attending the Orientation session.	<b>Action Plan</b> Satisfaction Survey Implement suggestions from the Satisfaction Survey	<b>Timeline</b> 2015-16	<b>Responsible Party</b> Jeanne Stalker, Loretta Davis Rascon, Yesenia Haro, Maggie Baez	<b>Resources Required</b> N/A
<b>SAO</b> Increase Non-Exempt New Student registration from 55% to 60%	<b>Action Plan</b> Send follow up letter periodically to remind students to register for Summer and/or Fall classes after initial non-exempt welcome letter.	<b>Timeline</b> 2015-16	<b>Responsible Party</b> Ruth Miller	<b>Resources Required</b> N/A
<b>SLO</b> Students will improve their knowledge of SSSP campus and online resources, showing improvement from the New Student Orientation Pre-Survey to the New Student Orientation Post-Survey by a 10% increase in knowledge.	<b>Action Plan</b> Welcome Center Staff administers a pre- and post-survey to measure the New Student Orientation attendees' increase of knowledge in the following areas: 1) Ability to use of My.smccd.edu student communication email 2) Ability to Register for classes using WebSMART 3) Ability to understand Math and English Assessment Test results and how they relate to their classes on the SEP and their education goals based on the course sequence guide provided to each new student 3) Ability to understand how placement test results relate to their SEP and Education Goal/s	<b>Timeline</b> 2015-16	<b>Responsible Party</b> Jeanne Stalker, Loretta Davis Rascon, Yesenia Haro, Maggie Baez	<b>Resources Required</b> N/A
Students will understand that they are able to register for Summer and/or Fall classes following the Summer and/or Fall New Student Orientation.	Add a true false question to the Pre- and Post- Orientation Survey about when to register for Summer and/or Fall classes in the Summer/Fall 2015 New Student Orientation Pre- and Post-Survey	2015-16	Jeanne Stalker, Loretta Davis Rascon, Yesenia Haro, Maggie Baez	N/A

**Resources Required: Hourly Personnel**

**8. Personnel:**

A. List new or replacement positions you anticipate requesting. Identify the term (fall or spring) and year in which you anticipate submitting the staffing request.

**NOT APPLICABLE**

B. Include links to new position request documents:

**9. Non-Instructional Equipment:**

A. Provide a list of all equipment needed. To be funded, requests must include all the required purchasing information.

Item name	New/Repair/Replacement	Vendor	Catalog number	Unit Price	# Needed	Justification	Contact
N/A							

B. Will additional space be needed to accommodate the requested equipment? Will the requested equipment require maintenance agreements and or support personnel? If so what are the projected costs? **NO**

**10. Information Technology**

A. Provide a list of all software and hardware needed. Include the required purchasing information and/or desired capabilities. **(Kim Lopez to provide details)**

Item name	New/Upgrade	Vendor	Catalog number	Unit Price	# Needed	Justification	Contact
<b>Sexual Harassment Video Module</b>	New					Required for New Student Orientations to adhere to new state mandate to provide new students with Sexual Harassment Prevention information	

B. Will additional space be needed to accommodate the requested equipment? **NO**

C. Will the requested equipment require maintenance agreements and or support personnel? **NO** If so what are the projected costs?

**11. Facilities:** Identify your program’s facility needs (custodial services, maintenance, remodeling, or new construction) and provide a brief explanation/justification. Identify if the needs address ADA, safety, or utility concerns.

N/A

**Professional Development:** What professional development is needed to strengthen your program? Why? How will the professional development benefit the college?

Describe professional development requests for next year.

- Project Management team training to better handle the projects at the Welcome Center

- Participation in California Community College Chancellor's Office Assessment Task Force
- Training in various software programs to better present Orientation, Assessment data for various college department requests—Math Jam, Word Jam, ESL/CBET, pilot program results
- Attendance at Compass/ACT Conferences to provide the best and most current Assessment Practices
- CACCRAO Conference  
Provided a broad overview and specific details regarding the administration of the California Community College Registrar and Admissions Office
- WAVES Conference
- CCCAA – California Community College Assessment Director's Group

**12. Research:** Identify your program's specific research needs. Why is the research needed?

Assistance from our Research Office to collect most important data to show the effectiveness of our programs.

**13. Funding:** Describe any projects that your program would like to pursue that are currently unfunded or not fully funded. Why is the funding required?

We would like to hold Cañada SSSP Online Resources Workshops to instruct students on how to use:

- Cañada College Website A-Z Index, Employee/Staff Directory
- DegreeWorks to track their progress
- WebSMART to update their Education Goals
- WebACCESS to be more successful in their classes,
- WebSCHEDULE to take appropriate classes to reach their education goals
- Cañada College my.smccd.edu email