College of Alameda
2022-23 Program Review Template – **Student Services**

Lead Author:

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Program Overview

Provide your service area's mission statement. If your service area does not have a mission statement, what is your timeline for creating a mission statement?

The mission of College of Alameda is to serve the educational needs of its diverse community by providing comprehensive and flexible programs and resources that empower students to achieve their goals. The mission of College of Alameda Student Services Division is committed to guiding, empowering, and inspiring students to achieve their academic, career and personal goals through a student centered and caring approach. The Office of Admissions and Records is committed to the values by welcoming and admitting diverse population from the community we serve. We provide face to face and online service to ensure students continue their success with achieving their certificate or degree.

List your program faculty and/or staff.

Natalie Rodriguez, Dean of Enrollment Services Marcean Bryant, Senior Admissions & Records Specialist Munira Ahmed, Admissions & Records Clerk Michelle Chen, A&R Evaluator Crystal Baasanjav, Part Time Evaluator Sandra Wanjala, Student Worker

List the essential functions of your department, program or unit and provide a description of how the unit aligns with the college mission.

The Office of Admissions and Records is committed to the values by welcoming and admitting diverse population from the community we serve. We provide face to face and online service to ensure students continue their success with achieving their certificate or degree Admissions & Records enrolls students into courses online, via phone and prior to Covid-19 in person. We assist with enrollment issues, enrollment verification, census, and attendance verification (faculty), residency verification, dual enrollment, and contract education courses. We work with students to process degree and certificate requests.

List your program goals from your most recent Program Review or APU (Annual Program Update). Then, provide an update on the status of the goal. Has your program achieved the goal? Have any of your goals been revised or are any still in progress? Lastly, make sure to discuss which College or District goal your program goal aligns to.

If no program goals exist or if this is your first program review, create 2-3 goals and align them with a College or District goal.

Program Goal	A&R will continue to post important deadlines and dates around campus such as add/drop with W and without Ws, and degree petition dates.
Status: In-Progress or Complete?	In Progress
Which college or district goal is aligned with your program goal?	All campuses and District use same academic calendar. CoA's goal is to strengthen data driven/informed decision making and to reduce loss of students prior to start of classes

Program Goal	Working with Institutional Research and Student Services at large to create a comprehensive student satisfaction survey to assess our services in the next year.
Status: In-Progress or Complete?	In Progress
Which college or district goal is aligned with your program goal?	All campuses and District use same academic calendar.

	CoA's goal is to strengthen data driven/informed decision making and to reduce loss of students prior to start of classes

Program Goal	Work with Faculty to adhere to deadline date to submit their Census and Attendance roster on time
Status: In-Progress or Complete?	In progress
Which college or district goal is aligned with your program goal?	All campuses and District use same academic calendar. CoA's goal is to strengthen data driven/informed decision making and to reduce loss of students prior to start of classes
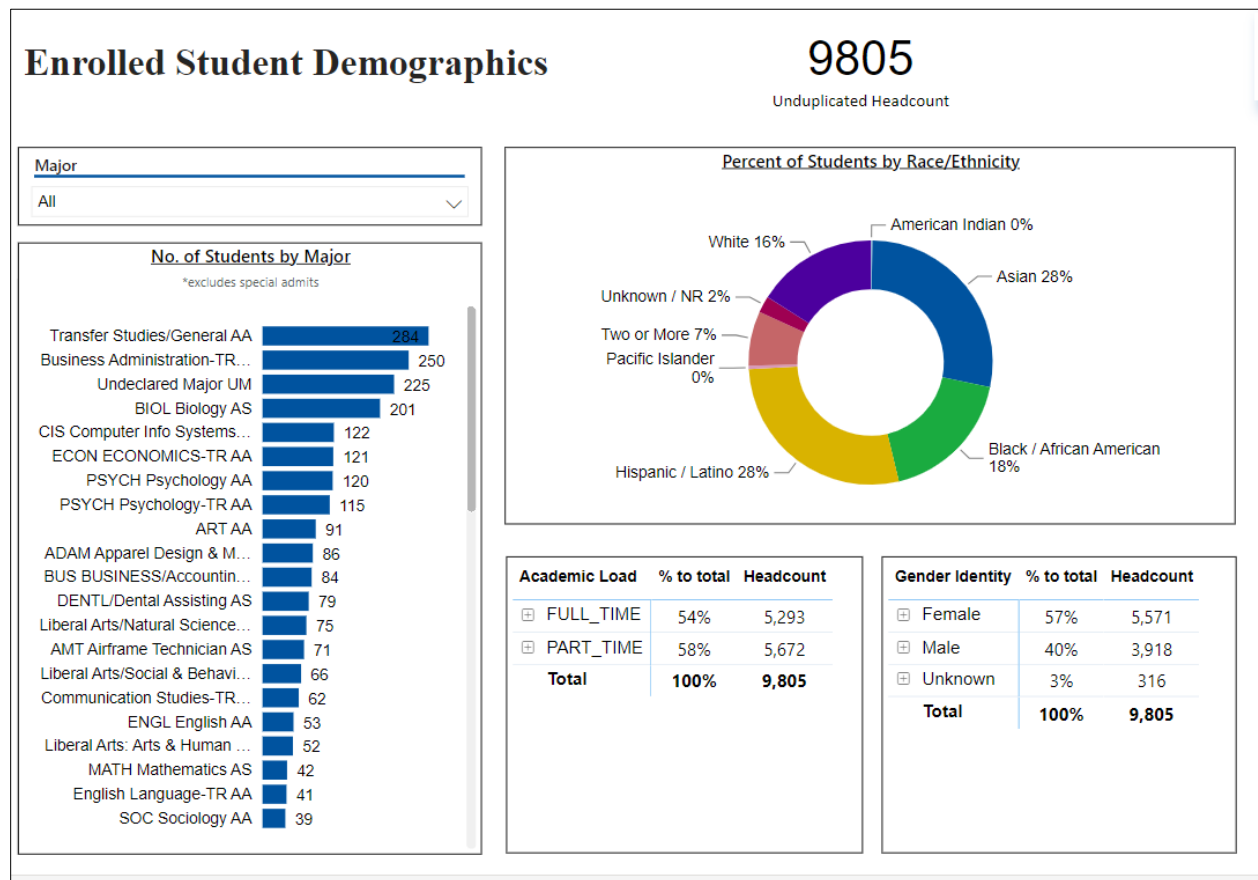
Snapshot for Academic Year 2022-23

Demographics dashboard link

Do the students served by your service area differ from the College's overall student population? If so, elaborate on how the service area is identifying and addressing the needs of the student population.

No

Which groups of students are underrepresented among those who received services, particularly by race/ethnicity and gender?

N/A

Describe how external factors such as advisory board recommendations, federal or state mandates, changing demographics, and/or COVID-19 has impacted the support services your program or administrative unit provides.

How has your program addressed these changes or challenges to ensure students are supported and can continue to work towards meeting their educational goals?

The Office of Admissions and Records is committed to the values by welcoming and admitting diverse population from the community we serve. We provide face to face online service to ensure students continue their success with achieving their certificate or degree.
We have returned to in person services as of August 2023,
We need an additional full-time evaluator, we currently have only 1 full-time evaluator and we now have to scan and update outside transcripts into our database. And there has been an increase of ADT petitions as well. Our registration has also converted to online because of COVID we have also extended our deadline to process degree and Certificate and ADT Petitions

Data Analysis

Course Success & Retention Rates – Student Services

Consider your program's course completion rates over the past three to five years (% of students who earned a grade of "C" or better).

How does the course completion rate for your program compare to your college's College-Set Standard for course completion of 72% and the stretch goal of 78%?

75% students received a C or better.

On average the course retention rate (number of students are retained in the course) for College of Alameda has been **85%** for the past three years. Examine the course retention rates for your program over the last three years. How does your program course retention rate compare to the college?

Equity

College of Alameda continues to focus on access, equity, and success. The goal is to create an inclusive environment where all students can thrive and meet their education and career goals. In Spring 2023, the Student Equity and Achievement Expanded Committee analyzed data to identify groups that were disproportionately impacted in completion of transfer level English and Math, persistence, transfer rate, and goal completion.

- **Complete both Transfer-level Math and English within the first year:** 19% of all first-time students completed both transfer-level math and English. Black/African American & Latinx first-time students completed both transfer level math and English at disproportionate rates at 9% and 7% respectively.
- **Persistence:** 52% of first-time students persisted to the next primary term. Black or African American students persisted at a rate of 14% from first primary term to subsequent primary term.
- **Transfer to a Four-Year Institution:** Using 2016-17 data and excluding high school students, the proportion of first-time cohort students who earned 12 units or more and exited in the subsequent year and enrolled in any four-year postsecondary institution. 20% of first-time cohort students transferred to a four-year institution. Zero foster youth students (N=10) in the first-time cohort transferred.
- **Goal Completion:** 8% of first-time students (2017-18 cohort) attained one of the following earned an AA, AS, AAT, and or AST; earned a CCCCO approved credit certificate, earned a

noncredit certificate, attained apprenticeship journey status, or transferred to four-year postsecondary institution. Male students completed at disproportionate rate of 3%.

Discuss how your program has worked to address these equity gaps. Incorporate examples of your program data where applicable.

> We have increased our online services, and our campus is now opened for in-person services

Student Learning Outcomes Assessment

List your Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs)

> We were approved for a part-time hourly to assist our evaluator with the posting of the degrees and certificates

Please provide a high-level summary and your program's interpretation of your SAO/SLO findings over the past year.

> We have seen an increase with our student population that they are using their student center to navigate how to add/drop though their student portal.

What were the most important things your department learned from assessment? Did implementation of your action plans result in better student learning?

> yes

Degrees & Certificates Conferred

Increasing the number of students who complete a certificate or degree is a shared goal across CoA's Ed Master Plan Goals, PCCD (Peralta Community College District) Goals, the Chancellor's Office Vision for Success, the Student-Centered Funding Formula, and Guided Pathways.

How can your program contribute to increasing the number of certificates and degrees awarded over the next three years? For more information on awards click on the **Degrees & Certificates Dashboard link**

> Students will meet Degree/Certificate petition requirements by the end of each semester.
>
> We have seen an increase with our student population that they are using their student center to navigate how to submit their petition and certificates online though their student portal.

Engagement

How has your department participated in college wide efforts such as committees, presentations, and departmental activities?

> Our department will continue to provide professional service to our faculty and staff, and we will continue to support our Outreach and counseling department.
>
> We collaborate with other Student services areas (Assessment, Financial Aid, Veterans, Counseling and Outreach to ensure that all prospective and current students receive quality experience for their education needs.

How has your department engaged in community activities, partnerships and/or collaborations?

> We collaborate with other Student services areas (Assessment, Financial Aid, Veterans, Counseling t and Outreach to ensure that all prospective and current students receive quality experience for their education needs.

Prioritized Resource Requests Summary

In the boxes below, please add resource requests for your program. If there are no resources requested, leave the boxes blank.

Resource Category	Description/Justification	Total Estimated Cost
Personnel: Classified Staff	Permanent full-time evaluator/increased ADT posting /assist with outside transcripts	70K
Personnel: Classified Staff	Permanent full time or hourly Senior Clerk/ To assist with increased online services and in-person, SR.clerk can also assist evaluator and clerk with daily job functions	60K
Personnel: Student Worker	Assist with daily filing, and office function	7K

Personnel: Part Time Faculty		
Personnel: Full Time Faculty		

Resource Category	Description/Justification	Total Estimated Cost
Professional Development: Department wide PD (Professional Development) needed	Attend CACRO meeting $250.00 (4 people to attend)	$1000.00
Professional Development: Personal/Individual PD needed		
Supplies: Software		
Supplies: Books, Magazines, and/or Periodicals		
Supplies: Instructional		
Supplies: Non-Instructional	4 large capacity shredders Toner	$1000.00 $1000.00
Supplies: Library Collections		
Technology & Equipment	4 Ink Printers 6 new computers 3 Laptops (assist with outreach) 4 touch pads 5 Scanners	$1200.00 $6000.00 $2100.00 $150.00 $2500.00
Library materials/collections		
Facilities: Classrooms/Labs		
Facilities: Offices		
Other		