

**EL CAMINO COLLEGE AND
EL CAMINO COLLEGE COMPTON CENTER**
STUDENT SERVICES
ADMISSIONS AND RECORDS PROGRAM REVIEW
SPRING 2015

Program Description

1. Describe the program emphasizing the program's objectives and how the program supports the College's mission and vision statements, strategic initiatives, and institutional learning outcomes.

The Admissions and Records Office at El Camino College Compton Center assists students in applying for admissions, registering for classes, and applying for graduation. The office gathers and maintains student records accumulated during a student's attendance and provides access to those records to students, staff, and the public.

The Admissions and Records Office at El Camino College Compton Center is divided into two units, Admissions and Records. The Admissions and Records Office also oversee student registration. The functions performed by the Admissions and Records Office include functions performed on its behalf at the main campus are denoted by ECC:

Admissions

- 320 Report/Other State Reports (ECC)
- Academic Calendar (ECC)
- Athletic Eligibility Report
- Attendance Accounting
- Daily Error Report and Other Error Reports
- International Students (ECC & COM)
- Late Add Petitions
- Overload Petitions
- Prerequisite Challenge Petitions
- Repeat Petitions
- Residency Petitions
- Student Demographic Changes
- Veteran Certifications (ECC)
- Website Maintenance

Records

- Academic Renewal (ECC)
- Access to Records
- Add Codes and Rosters (ECC)
- Compton College Transcript
- Credit by Exam (ECC)
- Degree Evaluations (ECC)

- El Camino College Transcripts (ECC)
- Faculty Drops
- Faculty Reinstatements
- General Student Petitions
- Grade Changes
- Grade Submission
- Imaging of Records
- Section and Level Transfers
- Substitution of Courses (ECC)
- Transcripts from Other Institutions
- Transfer Certifications (ECC)
- Verifications Requests

Registration

- Assistance with Registration
- Downloading Online Applications
- Emails to New/Returning Students
- High School Registration
- Offsite Programs Registration
- Online Application
- Online Registration
- Registration Appointments
- Student Adds and Drops

The Admissions and Records Office also maintains and provides access to records of the former Compton Community College. On behalf of the Compton Community College District, the Admissions and Records Office issues transcripts, performs verifications, issues duplicate degrees, and maintains 80 years of student records.

The Admissions and Records Office touches every single student on their way into the college (admission and enrollment), during their enrollment at the college (grades and verifications) and after they leave the college (graduation and transcripts) ensuring the student's success by providing them with the framework and tools needed to accomplish their scholastic goals (Mission Statement).

By offering many services online, in addition to in person services, and by providing students with ways to review and challenge their student records, the Admissions and Records Office enhances student learning using a variety of methods (Strategic Initiative A). The office engages in an ongoing process of improving services to promote student success through participation in committees across the campus and through the adoption of new processes such as processing Compton Center applications, and annually surveying students about their experience with the registration process.

In addition to touching every single student, the Admissions and Records Office touches every single faculty on campus through grade submission and attendance accounting.

The Admissions and Records Office also collaborates on a daily basis with many departments on campus. Departments with daily interaction with the Admissions and Records Office include Counseling, Academic Affairs, Academic Divisions, Outreach, and Bursar's (Strategic Initiative C). The Admissions and Records Office interacts with many other departments such as Athletics and DSPS on a less frequent basis (Strategic Initiative C). Representatives of Admissions and Records participate in many collegial consultative committees on campus, including Budget and Planning, Graduation, Enrollment Management, and New Student Welcome Day (Strategic Initiative C).

The Admissions and Records Office also provides information to outside entities such as enrollment verifications for employers or housing agencies and transcripts for other colleges and universities in order to help current and former students receive benefits, seek employment, or pursue further education (Strategic Initiative D).

The 2013 Registration Satisfaction Survey revealed that students are more self-sufficient with managing the registration process, however, the Admissions Office continues to serve as a support for students, staff, faculty, and administrators.

Improving services to students as well as promoting sustainable, environmentally sensitive practices, the Admissions and Records rolled out an online transcript solution for El Camino College which includes electronic transcripts. Presently the online transcript process for Compton Community College (Strategic Initiative F) is managed by an offsite company called Parchment. By dramatically increasing the use of the student imaging system (Hershey), staff and counseling faculty across the campus have greater access to records without the unnecessary printing or photocopying of records (Strategic Initiative F). Increasing the online services available to students decreased the number of manual processes performed by staff, has led to a decline in the number of paper transactions (Strategic Initiative F).

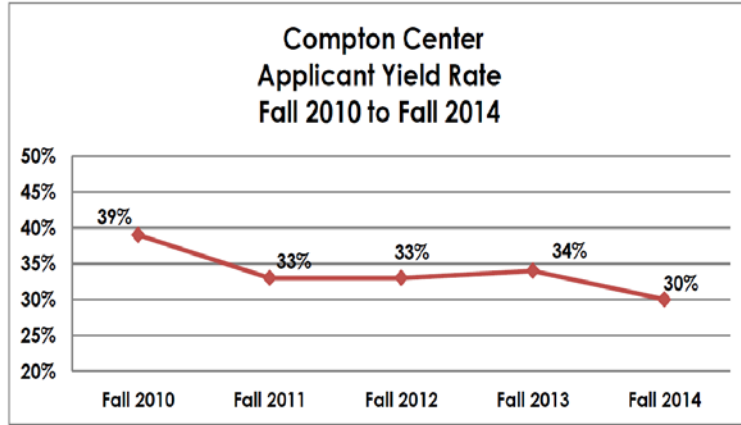
2. Describe the student population served by the program using available data.

The Admissions and Records Office serves every single student at the beginning of their college experience, throughout their college experience, at the conclusion of their college experience, and after their college experience. The Admissions Office has processed over 14,000 applications since June 2014. The information below was reported from El Camino College Institutional Research Department regarding Compton Center applicants and enrolled students.

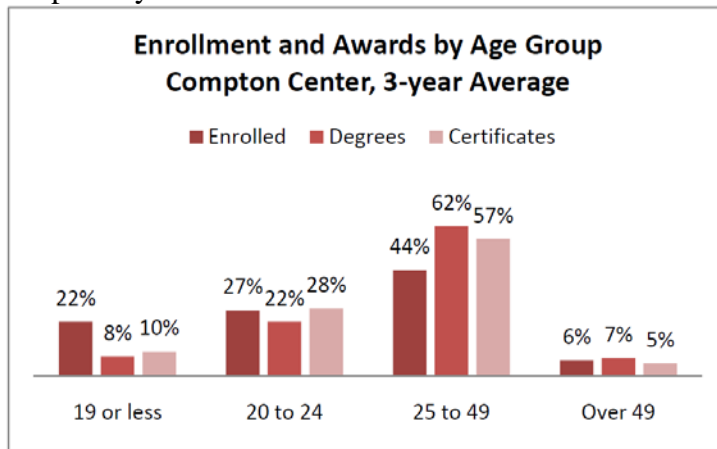
The application yield rate has remained in the 30% range for several years.

El Camino College –Compton Center Applicant Yield Rates

Applicants	Fall 2010	Fall 2011	Fall 2012	Fall 2013	Fall 2013
Number of Applicants	6,781	5,560	5,054	5,142	5,216
Number of Applicants who Enrolled	2,622	1,840	1,667	1,770	1,570
Applicant Yield Rate	38.7%	33.3%	33.0%	34.4%	30.1%

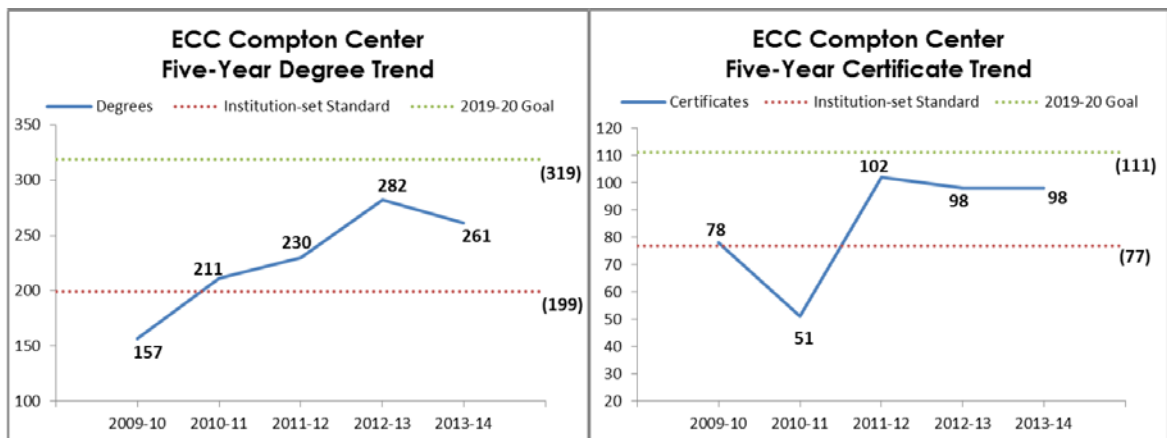


A report on a four-year trend in degrees and certificates awarded at El Camino Compton Center conducted by Institutional Research for award year 2008-09, found that the Center has a somewhat older student body, with over 50% of students aged 25 and older. In addition, older students at Compton are more likely than younger students to earn both degrees and certificates. Adults aged 25-49 earned 62% of degrees and 57% of all certificates over the past 3 years.



Degrees and Certificates Awarded Recent Trends (2009-2014)

The Compton Center is on track to meet the 2019-20 goal for Certificates, but additional efforts need to be done to increase the number of Degrees.



Fall 2014 figures indicate the Compton Center enrolled 7,701 students during the Fall 2014 term. The majority of the students were in the 20 – 24 age range. As with most college campuses, the number of females (63.4%) far exceeded the number of males (36.6%). The majority of the students at the Center enroll part-time, enrolling in fewer than 6 units.

FALL 2014

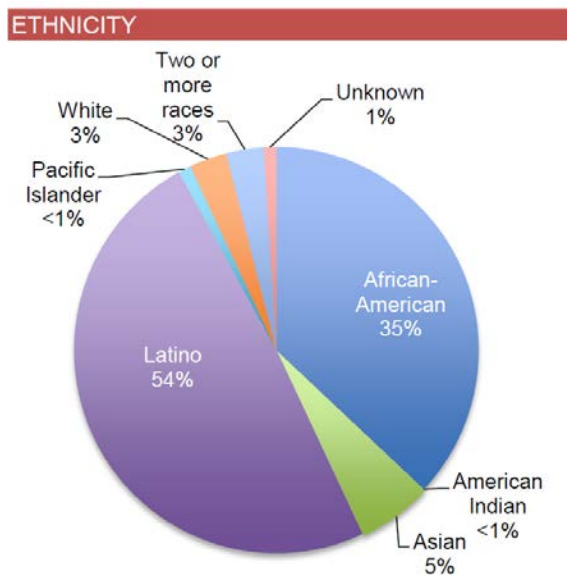
AGE		
17 or younger	241	3.1%
18 to 19	1,296	16.7%
20 to 24	2,982	38.4%
25 to 29	1,228	15.8%
30 to 39	1,097	14.1%
40 to 49	550	7.1%
50 or older	362	4.8%

GENDER		
Female	4,880	63.4%
Male	2,820	36.6%

ENROLLMENT LEVEL		
Full-Time	1,966	25.8%
Part-Time	5,646	74.2%

UNIT LOAD		
Fewer than 6 units	2,737	35.9%
6 to 8.9 units	1,581	20.8%
9 to 11.9 units	1,328	17.4%
12 to 14.9 units	1,550	20.4%
15 units or more	416	5.5%

In Fall 2014, the Compton Center student body was 54% Latino, 35% African American, and 5% Asian.



3. What happens after students participate in the program's activities? If applicable, address whether students are successful in meeting their educational goals.

Students participate in many activities that involve the Admissions and Records Office. Each activity or process requires that student properly submit forms and documentation. Each process teaches the student why they must undergo the process, how a determination is made, and, where appropriate, how to change their behavior to lead to positive future results. The processes underscore important aspects of enrollment at the College and aid the student in achieving their educational goal. Even when their petition is denied, students learn from the experience to prepare them for future interactions with the Admissions and Records Office, other campus offices, and other colleges and universities.

After submitting an application, students typically move on to orientation, assessment and/or counseling before registering for classes. The Admissions and Records Office has conducted a survey to evaluate the Admissions and Records Office SAO. The SAO asks whether students became more self-sufficient by using the online registration services. Survey data shows that students that learn to use the student portal (MyECC) became more self-sufficient.

Although most students register online, some students have additional contacts with the Admissions and Records Office to complete their registration. For example, k-12 students need to submit concurrent enrollment forms, out of state students may petition for reclassification of residency or granting of AB 540 exemption, veteran students may petition for certification, offsite programs may submit registration information for their students, students need the admissions office to add them to a class when a course clearance does not work in Datatel, and some student may submit late add petitions.

Looking at residency reclassification as an example, students are classified as out of state based on their online admissions application responses. Students wishing to change that classification would need to submit a reclassification petition along with supporting documentation. Students that question the original classification learn about the criteria used to make that determination. Students that submit a reclassification petition learn about what constitutes proper documentation to establish residency. Students also learn about the importance of deadlines, checking their email, and reviewing their academic record. Students that fail to submit the residency petition during the term they are petitioning for must also file a general student petition and wait for the Admissions and Records Student Petitions Committee to review their petition, which may be denied for timeliness. Students that undergo those additional requirements learn how to avoid future problems by staying on top of their school correspondence.

After registration and throughout their enrollment, students continue to have contact with the Admissions and Records Office. Those contacts include submitting requests for verification of enrollment, requests for grade change, and request for major change.

Before students graduate, students must submit intent to graduate petitions to the Admissions and Records Office that are then evaluated at the Admission and Records office at the Torrance campus (ECC). Students using courses taken at other colleges to complete their graduation requirements request official transcripts from other colleges to be sent to the Admissions and Records Office. The Admissions and Records Office scans all incoming transcripts and makes them available to counselors and evaluators. Evaluation is typically the last major Admissions and Records Office activity engaged by enrolled students and ranks among the most important in terms of achieving their educational goals.

4. List notable achievements that were linked to the College's strategic initiatives that have occurred since the last Program Review.

There were several notable achievements for the Admissions and Records Office since the last program review. One of the most significant achievements was the office began processing its own Compton Center admission applications. In an effort to showcase its ability to be self-sufficient, taking on this responsibility was extremely important. Since 2006 all admission applications had been processed at the Torrance campus. However, since June 2014 the Compton Center has processed over 14,000 applications. Additional notable achievements include several items that were on the prior program review. Below are a list of the facility or equipment needs addressed since the last program review:

- New copy machine 2014 (Strategic Initiative F)
 - Painted the office – 2014 (Strategic Initiative F)
 - New Office Cubicles 2014 (Strategic Initiative F)
 - New front counter and staff computers 2015 (Strategic Initiative F)
 - Began processing Compton Center applications 2014 (Strategic Initiative F)
 - De-cluttered the office – removed all old and broken equipment and furniture
 - Revised forms to be more student friendly
 - New carpet – 2013 (Strategic Initiative F)
 - New shredder – 2013 (Strategic Initiative F)
 - New ergonomic desk chairs for front counter and staff work stations – 2014 (Strategic Initiative F)
 - Discarded fax machine and now receive and send faxes through the printer (Strategic Initiative F)
 - Dual monitor for Admissions Director (Strategic Initiative F)
 - Privacy screens for the front counter computers (Strategic Initiative F)
 - Large filing and storage system was serviced. This had not been done for several years. (Strategic Initiative F)
 - Serviced the Date/Time Stamp machine so that all items submitted to the office are date/time stamped. Offering better tracking of when documents were received for processing. (Strategic Initiative F)
5. What prior Program Review recommendations were not implemented, if any, and why? What was the impact on the program and the students?

- A. Converting communal staff kitchen inside A&R office into much needed office space. Removing the kitchen will allow for the Director's office to move back inside of Admissions and Records, allowing for better supervision of employees and improved access to the Director.
 - This needs CEO approval and funding.
- B. Purchasing new scanner to replace broken scanner. Purchase a second high end scanner to help increase the number of records currently scanned into the system. Purchase additional one time Hershey license to allow imaging at two different locations.
 - The current scanners are about 10 years old. This item still needs to be done, but needs funding.
- C. Removing and replacing nonfunctional storage equipment with adequate storage units that can handle different size documents. There is not a need for this at this time.
 - A better storage system still needs to be explored. Over time the office will run out of storage for its documents. The current large filing system only allows storage of items of only one size, which then requires that we find alternate storage for all other items. This item still needs to be done, but needs funding and an office restructuring.
- D. Replace the student computers in the Lobby of the Administration Building. They are over 7 years old and need to be replaced. They have outdated software and provide limited access for students.
 - This item still needs to be done, but needs funding.
- E. Improve privacy of public workstations by placing privacy screens on all computers in the lobby area. Students use these computers to access their MyECC account and to submit admissions applications. Not having these security screens creates a security risk for students.
 - This item still needs to be done, but will not be done until new computers are purchased. Computers are due to be installed in the next year.
- F. Purchasing dual monitors for each computer in the office to improve staff productivity.
 - This item still should be done, but needs approval and funding.
- G. Purchasing a pay as you go printer that students can use to print their class schedule, unofficial transcript, educational plan, and other Admissions and Records related documents from the lobby computer stations.
 - There are printers in the Library and a couple of other computer lab locations, but with the number of students that frequent the Administration Building to visit the Admissions Office and Counseling, it would be much more convenient if a printer was also available to students in this location. This item still needs to be done, but needs support from management and funding.
- H. Building a new student center with A&R, Counseling, Outreach, Assessment and other student services programs. (One time cost of construction of new student center).
 - This item still needs to be done, but needs approval funding. It appears to be part of the campus master plan.

Program Environment

1. Discuss the program environment, including the relationship among program staff and students and involvement with other programs or support areas.

The Admissions and Records Office is housed in the Administration building and consists of a large open office attached to a small vault and similarly small sized kitchen. The Director's office is next door in the Dean of Student Services suite. A small counter with three computers faces out into the lobby area that is shared with the Counseling department. The lobby consists of a queue area, a sitting area, and a section with eight computer stations. Students can reach the Admissions and Records Office in person at the lobby, by calling, or by mail. Moreover, students can avail themselves of the services of Admissions and Records by going to website and student portal. Twice a year the Admissions and Records Office offers extended hours during Peak Registration times, when we a significant increase in student traffic to the office, both in-person and on the phone. This offers more time to address the needs of the students as the deadline to add classes draws near.

Although there is specialization of task among full-time employees and to a lesser extent among part-time employees, all employees of the Admissions and Records Office work the front counter on some basis. Due to high call volumes, all employees answer the main phone line. Because the Admissions and Records Office touches every single student on campus, interaction between program staff and students is frequent and voluminous.

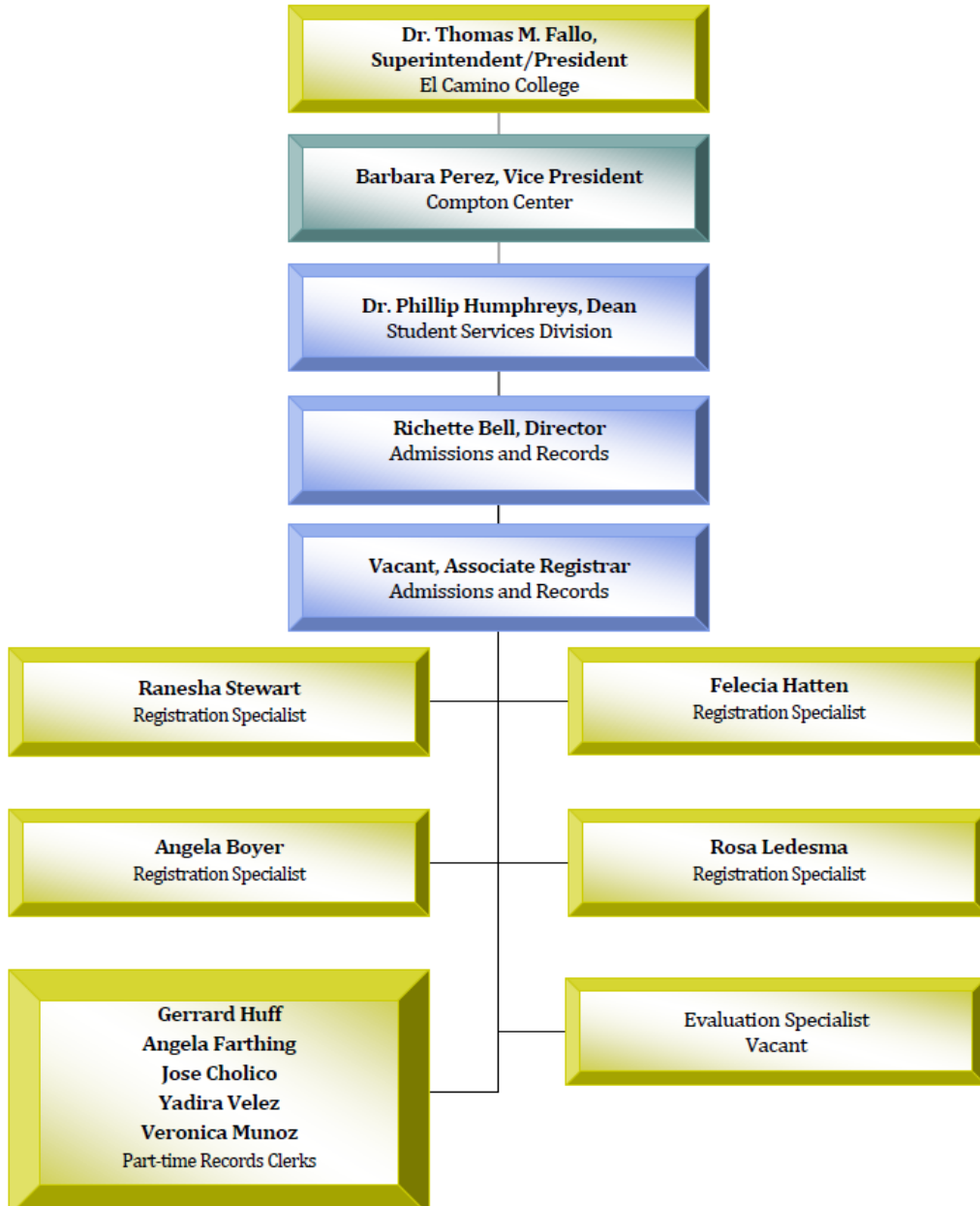
In addition, the Admissions and Records Office touches every single faculty on campus through grade submission and attendance accounting. The Admissions and Records Office also collaborates on a daily basis with many departments on campus. Departments with daily interaction with the Admissions and Records Office include: Counseling, Academic Affairs, Academic Divisions, Outreach, and Bursars. The A&R office interacts with many other departments in a less frequent basis like Athletics, EOPS, and Special Resource Center. Program staff participate in many collegial consultative committees on campus, including Budget and Planning, Graduation, Enrollment Management, and New Student Welcome Day.

2. Describe the number and type of staff and faculty. (Include current organizational chart)

Currently there are 10 staff members in the Admissions and Records Office. One Director of Admissions and Records, four full-time Records Specialist, and 5 part-time Records Clerks. The Admissions Supervisor position has been vacant since March 2014. This vacancy has significantly impacted staff workload, duties and responsibilities. However, beginning Fall 2015 the office will be restructuring by adding an Evaluation Specialist position and an Associate Registrar. This will be the first time that the Admissions and Records Office at the Compton Center has had either of these positions. Prior Compton Community College practice was to have transcript evaluation done by the counseling department, however, to align the Center with the similar practice as other community colleges it has been essential to have an in-house Evaluator. The Associate

Registrar will replace the now vacant Admissions Supervisor position, and add to the team someone with more specialized skills related to admissions and records. This restructuring is significant to assist in re-establishing the Compton Center’s accreditation. Below is the current organization chart:

**El Camino College Compton Center
Admissions and Records 2014-2015 Organizational Chart**



3. Describe facilities or equipment needs for the next four years.


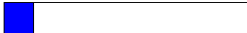
Below are the primary facility and equipment needs:

- New computers in the lobby of the Administration Building for student use.


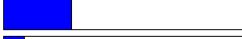


- Privacy screens for all the new computers in the lobby.
- Purchase a 2 new scanners. Replace the current one with ones that are faster and more efficient.
- ITS needs to purchase new servers. The current servers have been crashing, thus preventing access to the Compton College data for transcript processing. This has also impacted access to admission databases that are stored on the main server.
- In preparation for re-establishing accreditation all Compton Community College Admissions and Records documents need to be indexed and scanned.
- Enhance office safety by replacing the existing swing door that provides unsecure access to the Admissions and Records Office.
- Improve common error issues with MyECC that interfere with the student registration process.
- The Center needs a Switchboard operator. Since there isn't a switchboard operator, the admissions office receives a significant amount of calls that are oftentimes not related to admissions. When calling the main campus number, Admissions is the first office students can select. This demand of the staff's time addressing questions, issues, and matter not related to admissions significantly diminishes our ability to provide quality customer service.
- Software or a database system that will minimize the amount of paper that is kept in the admissions office, and one that will allow for online tracking of documents submitted to the office electronically.

4. Describe how well the scheduled hours of availability meet student demand and indicate the specific hours the program operates.

Based on the responses from the 2014 Staff and Faculty survey the 87.5% indicate the hours of operation meet their need (See attached Admissions and Records SAO Faculty/Staff Survey).

2. Are the hours of operation sufficient to meet your needs?			
Response	Frequency	Percent	
Yes	70	87.50	
No	10	12.50	

62% of students surveyed in 2013 indicate hours of operation are good. See attached Registration Satisfaction Survey.

Hours of Operation			
Response	Frequency	Percent	
Good	46	62	
Fair	21	28	
Poor	7	9	
Not Applicable	0	0	

The Admissions and Records Office will continue to offer extended office hours during peak registration and will also be open, during Fall and Spring, the Saturday that school starts from 8am – 12pm. Peak registration time is general two weeks before school starts and two weeks after school starts, ending on the last day to add classes.

5. Describe the influences that external factors such as state laws, changing demographics, and the characteristics of the students served have on the program and services and how the program addresses these factors.

For the last three years the Center has been experiencing low enrollment. This has placed a tremendous strain on the entire campus. A comprehensive 3-year enrollment management plan has been developed to address these enrollment challenges.

An additional factor that has significantly impacted our department is SB 1456, and its regulations regarding priority registration. SB 1456, is also known as Student Success and Support Programs (SSSP). This legislation has changed the focus of community college education. Students are now being held more accountable for their academic performance while attending college. They must maintain a 2.0 gpa, they must complete a new student orientation, they must complete the assessment placement test, and have an educational plan to get priority registration. Along with priority registration regulations, we have also had to address issues related to the loss of priority registration. The Director of Admissions and Records chairs the committee that reviews appeals for loss of priority registration, which primarily impacts students on probation or those that have more than 100 academic units.

The Compton Center has a number of English as a Second Language students. This has require intentional efforts to hire staff to meet the needs of the students at the front counter and review the documents provided to students. The Admissions Office at the Center is working with the marketing department at the Torrance campus to develop materials that meet the needs of our student population.

Service Area Outcomes (SAO)

1. Describe how program personnel are engaged in the creation, discussion, and review of SAO - statements, assessment results, and reports.

All full-time staff are included in the SAO process. Through discussions during bi-weekly staff meeting, staff provide feedback and suggestions for questions to be asked. After survey results are gathered, staff discuss the survey results and determine student needs and areas for improvement.

2. How does the program ensure that SAO's are assessed consistently?

During the 2010-2011 and 2011-2012 academic years, online registration was still fairly new to students. Because of this, registration assistance was offered in the Student Lounge to accommodate the large number of students. The Registration SAO was offered to students every Fall and Spring. As a part of the registration process in the

Student Lounge, students were automatically prompted to complete the registration survey. This direct contact with student accounts for the large number of survey participants during these years.

However, as students have become more self-sufficient with the online registration process and navigating their MyECC student portal, there has been a significant decrease in the need to use the student lounge for registration assistance. Therefore, during the 2013-2014 year, the student survey was emailed to all Compton Center students during the beginning of the Spring 2013 registration period. With this new process of soliciting student feedback, there was a decrease in student participation with the registration survey. Based on prior survey trends and results, the Admissions and Records department will be changing the SAO to address other aspects of Admissions and Records in future years.

The customer satisfaction survey was conducted in Spring 2014 for the first time in several years. It will offered one additional time to ensure consistency of data to determine department and campus needs are being met.

3. Have the SAO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?

Based on the attached Registration Satisfaction Surveys (see pages 21-38), overall the staff are helpful, the hours of operation are sufficient, students tend to register on their assigned registration appointment time, and many don't need assistance with navigating their MyECC portal. The survey results have not indicated a need for any significant changes in how the department conducts business, but it does provide insight on how students tend to register for classes.

The Admissions Office will look to address the areas on the MyECC student portal that are not frequently used by students like online orientation, paying for parking and other fees, and their changing mailing address.

Program Improvement

1. What activities has the program engaged in to improve services to students?
 - Student customer service survey has been offered to address student needs and thoughts about the department.
 - Mandatory Peak registration staff training is provided by the Director of Admissions and the Director of Enrollment Services every Summer and Fall in preparation for Fall and Spring peak registration. This training ensures that all staff receive the same information to provide a consistent message to students during the registration process.
 - The Director of Admissions conducted MyECC Navigation workshops for all First Year Experience students during the Summer 2014 orientation process. This will be done each year to educate students about how to uses and benefits of MyECC.

- All part-time Records Clerks have received additional training about and access to other department databases. This access will allow them to provide more prompt and efficient service to students. In prior years part-time staff had limited or no access to these databases.
 - Several of the department forms have been revised to provide more thorough information to students about the information needed and processes to be followed.
 - The ComAdmissions@elcamino.edu email account now provides an automatic-response email that provides individuals with important phone numbers and links to pertinent information.
 - Students have reported that documents submitted to the admissions have been misplaced or lost. To address this some forms have been printed with a carbon copy to be given to students. Additionally, all documents received by the office must be date/time stamp to provide better tracking of documents.
2. How have program personnel used metrics to improve program services? (Provide metrics from the last four years).

Metrics data has been used to justify the hiring needs of the Admissions and Records Office.

- Decrease in number of Late Add Petitions
 - Increase in number of graduate petitions
3. If applicable, explain any patterns in student success, retention, and persistence in terms of student characteristics and program objectives and discuss planned responses or changes.

Customer Service





1. Administer a customer service survey and list the major findings. Describe exemplary services that should be expanded or shared with other programs.

A student survey, and staff and faculty customer service survey was administered Spring 2014. The student survey only received 6 responses, so we will explore a better method to assess student feedback regarding customer service. A couple of questions about customer service were assessed on the Registration Satisfaction Surveys (see pages 21-38) that have been conducted over the last few years. Overall, students state that they are satisfied with the staff and hours of operation.





The customer service information below was extracted from these student surveys:

2013

Hours of Operation





Response	Frequency	Percent	
Good	46	62	
Fair	21	28	
Poor	7	9	
Not Applicable	0	0	

Knowledge & Helpfulness of Staff





Response	Frequency	Percent	
Good	36	49	
Fair	22	30	
Poor	15	21	
Not Applicable	0	0	

2012

Hours of Operation





Response	Frequency	Percent	
Good	95	52	
Fair	48	26	
Poor	11	6	
Not Applicable	29	16	

Knowledge & Helpfulness of Staff





Response	Frequency	Percent	
Good	81	45	
Fair	48	26	
Poor	23	13	
Not Applicable	30	16	

2011

Hours of Operation

Response	Frequency	Percent	Mean: 2.24
Good	97	50.52	
Fair	64	33.33	
Poor	12	6.25	
Not Applicable	19	9.90	

Knowledge & Helpfulness of Staff

Response	Frequency	Percent	Mean: 2.09
Good	83	43.68	
Fair	61	32.11	
Poor	27	14.21	
Not Applicable	19	10.00	

The Admissions and Records Office received significant feedback from 81 Faculty and Staff for the 2014 customer services survey. The survey results, as shown on page 41, indicate the following:

- Hours of operation meet staff/faculty needs (87.5%)

- 43.21% have contact with our office 5 or more times a semester
- 81% indicate there are no additional services the Admissions and Records Office should provide.

The top reasons for STAFF contacting the Admissions and Records Office is:

- To pick up or drop off a form - 58.3%
- Follow-up on a student matter - 52.08%
- Get information about dates or deadlines - 43.75%
- Questions about the admissions process – 43.75%
- Assistance adding a student to a class – 35.42%
- Request student transcript information – 27.08%

The top reasons for FACULTY contacting the Admissions and Records Office:

- To submit grades and rosters – 84.21%
- Submit a student reinstatement form – 55.26%
- Assistance with student in their class – 50%
- Pick up or drop off forms – 44.74%

Knowledge and helpfulness of staff	42.86% Excellent, 44.16% Good
Procedures clear and easy to follow	36% Excellent, 44% Good
Professionalism	43.24% Excellent, 41.89% Good
Timeliness of response to requests	36.49% Excellent, 47.3% Good
Overall Rating	– 36.99% Excellent, 47.3% Good, 14.86% Fair, 1.35% Poor

2. What aspect of the program’s service needs improvement? Explain how the program will address service improvements.
 - A. Communication between Torrance Admissions Office and Compton Center Admission Office. There are several times when processes have changed, but the staff at the Compton Center are not informed of these changes. To address this issue the Director of Admissions at the Compton Center will meet monthly with the Director and Assistant Director of Admissions and the ECC Torrance campus.
 - B. There has been an on-going challenge with El Camino College and the Center have different location codes when it comes to financial aid and participation in special programs. However, this location code issue is also problematic when it comes to addressing student petitions like residency, grade changes, and adding and dropping classes. This matter will also be addressed during the monthly admissions directors meeting.
 - C. Students, Staff, Administrators, and Faculty need to be educated about myriad of admission processes and services offered. Oftentimes, student and faculty are not aware of processes that could assist them with grade changes, section level transfers, course reinstatement, repeat petition, late add petitions, etc. To address this the Admissions Office does several things including:
 - a. A table display during New Student Welcome Day
 - b. Director of Admissions conducts presentation during counselor meetings
 - c. Conducts presentation during Flex Day for new faculty

- d. The Director of Admissions chairs a Registration Sub-committee meeting that addresses registration issues. During these meetings information about these areas are addressed.

Conclusions and Recommendations

1. Summarize the program's strength and areas that need improvement.

Strengths

- A. Despite the high volume of phone calls, emails, and requests, the Admissions Staff strive to provide quality customer service. At times going above and beyond the call of duty walking students to offices or calling to get requested information on behalf of students.
 - B. Several of the Admissions staff have been with the department for numerous years. This longevity helps ensure that students, staff, and faculty are working with competent and knowledgeable staff.
 - C. Admissions staff meet bi-weekly to receive pertinent information as it relates to the department and the campus as a whole.
 - D. The Admissions office partners the Outreach and SSSP departments to ensure a seamless application and registration process experience for students.
 - E. Admission staff participate on various committees.
 - F. Admissions Office participates in various student events and activities.
 - G. Conducts a variety presentations about admission processes, procedures, and other important information.
 - H. Admissions Office has delegate specific staff members to serve as liaisons to special programs like EOPS, SRC, Foster Care, Athletics, and CalWORKS to address issues related to students in these programs.
 - I. Works efficiently to process student petitions.
 - J. Admissions Director regularly sends communications to faculty and deans regarding important dates, deadlines, processes, and missing documents.
2. List prioritized recommendations.
 - a. Software or a database system that will minimize the amount of paper that is kept in the admissions office, and one that will allow for online tracking of documents submitted to the office electronically.
 - b. Additional funds to hire additional part-time staff to assist with scanning and processing applications.
 - c. New computers in the lobby of the Administration Building for student use.
 - d. Privacy screens for all the new computers in the lobby.
 - e. Purchase two new scanners. Replace the current one with ones that are faster and more efficient.
 - f. ITS needs to purchase new servers. The current servers have been crashing, thus preventing access to the Compton College data for transcript processing. This has also impacted access to admission databases that are stored on the main server.
 - g. In preparation for re-establishing accreditation all Compton Community College Admissions and Records documents need to be indexed and scanned.

- h. Enhance office safety by replacing the existing swing door that provides unsecure access to the Admissions and Records Office.
 - i. Improve common error issues with MyECC that interfere with the student registration process.
 - j. Center needs a Switchboard operator. Since there isn't a switchboard operator, the admissions office receives a significant amount of calls that are oftentimes not related to admissions. When calling the main campus number, Admissions is the first office students can select. This demand of the staff's time addressing questions, issues, and matter not related to admissions significantly diminishes our ability to provide quality customer service.
3. Continue Program
- Discontinue Program (Explain how the program's services could be handled by other on-campus entities if the program has been declining or is no longer fully utilized)

Service Area Outcomes (SAO) Assessment Plan			
Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community			
Unit	Admissions and Records	Date	3/7/13
SAO #1	Students will become more self-sufficient with registration by learning how to use the online registration system (MyECC).		
Participants	Richette Bell Chester Fredd Angela Boyer Felecia Hatten Rosa Ledesma Ranesha Stewart Taiwan Rogers		
Assessment Plan (include metrics to be collected)		Results/Actions Taken	
<p>During the Spring 2013 Peak registration period students were encouraged to complete a survey once they submitted their application or registered for classes. Additional student surveys were sent via email to Spring 2013 students. The Enrollment Management Committee reviewed the data to determine:</p> <ul style="list-style-type: none"> • Where students are registering for classes • If students need assistance with registering for classes • If students know to check their MyECC to determine their registration appointment date and time • Are students reviewing and utilizing the services 		<p>Results: Survey of students during peak registration. 97 students participated in the survey. Pertinent survey questions include:</p> <p>When you enrolled at ECC Compton Center, where did you register for classes?</p> <ul style="list-style-type: none"> • On-campus – 45% • Off-campus – 33% • Both on-campus and off-campus – 22% <p>Did you register for classes at the Compton Center?</p> <ul style="list-style-type: none"> • Using the online system MyECC – 96% • Using paper registration in the Admissions office because I could not register online – 9% <p>Did you receive assistance in using MyECC, the online registration system?</p> <ul style="list-style-type: none"> • Yes – 34% • No – 66% <p>If you received assistance registering for classes on MyECC, do you think next time you will be able to use the system without assistance?</p> <p>Which statement below describes your ability to access the internet?</p> <ul style="list-style-type: none"> • I have a smart phone with internet capability iPhone, Android, Blackberry, etc. – 63% • I have internet access at another location, friend, library, etc. – 23% 	

and information offered in MyECC

- I have internet access at home – 73%
- I have internet access at work – 11%
- I have internet access on a tablet, iPad, etc. – 13%
- I only have internet when I am at school – 13%

If you received assistance registering for classes on MyECC, do you think next time you will be able to use the system without assistance?

- Yes – 78%
- No – 22%

Which MyECC function did you use?

- Add classes using instructor AddCode – 60%
- Add/Drop classes before the start of the term – 77%
- Changing mailing address – 8%
- Check “My Documents” from the financial aid office – 50%
- Check college email – 67%
- Check educational plan – 53%
- Check financial aid Award Letter – 61%
- Check for grades – 58%
- Complete ECC online orientation – 23%
- Pay for fees – 29%
- Pay for parking – 15%
- Program evaluation/degree audit – 9%
- View registration appointment – 60%
- View/print class schedule – 64%
- View/print unofficial transcript – 49%

Actions Taken:

The survey data indicates that students are utilizing MyECC to register for classes. Over 59% of students surveyed utilize MyECC to monitor financial aid, check college email, view registration appointment, add/drop classes, and print class schedule.

- Need to increased student awareness regarding utilizing MyECC to access services like paying fees, paying for parking permits, viewing unofficial transcripts or educational plan.
- Mandatory orientation will be implemented beginning Summer 2013 that will educate students about MyECC
- Compare the 2013-2014 data with the 2014-2015 data to determine if more students are using the MyECC services.
- Continue offering on-campus registration support for students during peak periods.
- Staff and student training will be offered before peak registration periods to educate them about the MyECC services so they can educate and assist students.

Spring 2013

Registration Satisfaction Survey

N = 97

1. Please select your age range.

Response	Frequency	Percent	
Under 18	1	1	<div style="width: 1%; height: 15px; background-color: #0000FF;"></div>
18-19	23	24	<div style="width: 24%; height: 15px; background-color: #0000FF;"></div>
20-23	22	23	<div style="width: 23%; height: 15px; background-color: #0000FF;"></div>
24-29	19	20	<div style="width: 20%; height: 15px; background-color: #0000FF;"></div>
30-39	11	11	<div style="width: 11%; height: 15px; background-color: #0000FF;"></div>
40-49	14	15	<div style="width: 15%; height: 15px; background-color: #0000FF;"></div>
50 or over	6	6	<div style="width: 6%; height: 15px; background-color: #0000FF;"></div>

2. How did you hear about ECC Compton Center?

Response	Frequency	Percent	
Banner in the Community	16	17	<div style="width: 17%; height: 15px; background-color: #0000FF;"></div>
Bus Billboard	2	2	<div style="width: 2%; height: 15px; background-color: #0000FF;"></div>
Cable TV	0	0	<div style="width: 0%; height: 15px; background-color: #0000FF;"></div>
Compton Center Representative	7	8	<div style="width: 8%; height: 15px; background-color: #0000FF;"></div>
Friend	39	42	<div style="width: 42%; height: 15px; background-color: #0000FF;"></div>
Internet	7	8	<div style="width: 8%; height: 15px; background-color: #0000FF;"></div>
Newspaper Advertisement	1	1	<div style="width: 1%; height: 15px; background-color: #0000FF;"></div>
Radio Advertisement	0	0	<div style="width: 0%; height: 15px; background-color: #0000FF;"></div>
Social Network: Facebook	1	1	<div style="width: 1%; height: 15px; background-color: #0000FF;"></div>
MySpace			
Twitter or YouTube			
Other please specify	20	22	<div style="width: 22%; height: 15px; background-color: #0000FF;"></div>

3. Did you try to enroll or are you enrolled at another college prior to enrolling at ECC Compton Center?

Response	Frequency	Percent	
Yes	26	27	<div style="width: 27%; height: 15px; background-color: #0000FF;"></div>
No	69	73	<div style="width: 73%; height: 15px; background-color: #0000FF;"></div>

4. When you enrolled at ECC Compton Center, where did you register for classes?

Response	Frequency	Percent	
On-campus	43	45	<div style="width: 45%; height: 15px; background-color: #0000FF;"></div>
Off-campus	31	33	<div style="width: 33%; height: 15px; background-color: #0000FF;"></div>
Both on-campus and off-campus	21	22	<div style="width: 22%; height: 15px; background-color: #0000FF;"></div>

Hours of Operation

Response	Frequency	Percent	
Good	46	62	<div style="width: 62%; height: 15px; background-color: #0000FF;"></div>
Fair	21	28	<div style="width: 28%; height: 15px; background-color: #0000FF;"></div>
Poor	7	9	<div style="width: 9%; height: 15px; background-color: #0000FF;"></div>
Not Applicable	0	0	<div style="width: 0%; height: 15px; background-color: #0000FF;"></div>

Facilities (appearance, comfort)

Response	Frequency	Percent	
Good	31	44	<div style="width: 44%; height: 15px; background-color: #0000FF;"></div>
Fair	24	34	<div style="width: 34%; height: 15px; background-color: #0000FF;"></div>
Poor	16	23	<div style="width: 23%; height: 15px; background-color: #0000FF;"></div>
Not Applicable	0	0	<div style="width: 0%; height: 15px; background-color: #0000FF;"></div>

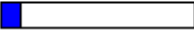
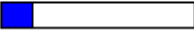

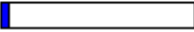
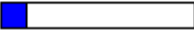
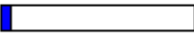
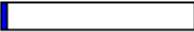
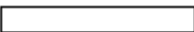
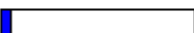
Knowledge & Helpfulness of Staff

Response	Frequency	Percent	
Good	36	49	<div style="width: 49%; height: 15px; background-color: #0000FF;"></div>
Fair	22	30	<div style="width: 30%; height: 15px; background-color: #0000FF;"></div>
Poor	15	21	<div style="width: 21%; height: 15px; background-color: #0000FF;"></div>
Not Applicable	0	0	<div style="width: 0%; height: 15px; background-color: #0000FF;"></div>


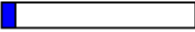
Overall Experience

Response	Frequency	Percent	
Good	36	50	<div style="width: 50%; height: 15px; background-color: #0000FF;"></div>
Fair	29	40	<div style="width: 40%; height: 15px; background-color: #0000FF;"></div>
Poor	7	10	<div style="width: 10%; height: 15px; background-color: #0000FF;"></div>
Not Applicable	0	0	<div style="width: 0%; height: 15px; background-color: #0000FF;"></div>

6. Students are assigned an appointment time for registration based on a priority system. (Check all that apply)

Response	Frequency	Percent	
I am a new student and I applied to the school within one month of the start of classes.	10	11	
I did not know to check MyECC for my appointment time.	15	16	
I registered on my appointment time or soon after my appointment time.	64	69	
I waited to register because I did not have access to the internet.	4	4	
I waited to register because I did not know if I would return to school this term.	13	14	
I waited to register because I did not know what to register for.	6	6	
I waited to register because I forgot my registration appointment time.	3	3	
I waited to register because I had a hold on my account fee probation etc.	0	0	
I waited to register because I had not met with a counselor to clear prerequisites.	5	5	

7. How did you register for classes at the Compton Center? (Check all that apply)

Response	Frequency	Percent	
Using the online system MyECC.	88	96	
Using paper registration in the Admissions office because I could not register online.	8	9	

I waited to register because I needed to wait for financial aid. 0 0

I waited to register because of another reason please specify: 5 5

8. Which statements below describe your ability to access the internet. (Check all that apply)

Response	Frequency	Percent	
I have a smart phone with internet capability iPhone Android Blackberry etc.	58	63	
I have internet access at another location friend library etc.	21	23	
I have internet access at home.	67	73	
I have internet access at work.	10	11	
I have internet access on a tablet iPad etc.	12	13	
I only have internet when I am at school.	12	13	

9. Which MyECC function did you use? (Check all that apply)

Response	Frequency	Percent	
Add classes using instructor AddCode	55	60	
Add/drop classes before the start of the term	71	77	
Change mailing address	7	8	
Check My Documents* from the financial aid office	46	50	
Check college email	62	67	
Check educational plan	49	53	
Check financial aid Award Letter*	56	61	
Check for grades	53	58	
Completed the ECC Online Orientation	21	23	
Pay for fees	27	29	
Pay for parking	14	15	
Program evaluation/degree audit	8	9	
View registration appointment date and time	55	60	
View/print class schedule	59	64	
View/print unofficial transcript	45	49	



10. Did you receive assistance in using MyECC, the online registration system?

Response	Frequency	Percent	
Yes	32	34	
No	62	66	



11. If you received assistance registering for classes on MyECC, do you think next time you will be able to use the system without any assistance?

Response	Frequency	Percent	
Yes	64	78	
No	18	22	

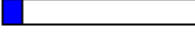


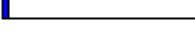


12. Which of the following statements about MyECC do you agree with? (Check all that apply)

Response	Frequency	Percent	
I can teach another student how to use MyECC.	73	82	
MyECC helped me review my student records.	49	55	

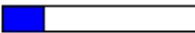
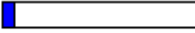
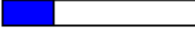
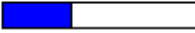
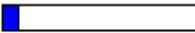
14. Have you completed an education plan?

Response	Frequency	Percent	
Yes	73	78	
No	20	22	


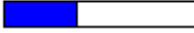


16. If you did not apply for financial aid, why not?

Response	Frequency	Percent	
I didn't have time to apply.	3	11	
I don't need the money.	0	0	
I don't qualify for financial aid.	13	46	
I don't want to receive financial aid.	1	4	
The process is too complicated.	4	14	
Other reason please specify:	7	25	



18. If you did not complete a New Student Orientation, why not?

Response	Frequency	Percent	
I already attended a New Student Orientation.	12	21	
I didn't have time.	4	7	
I don't think I need an orientation.	15	27	
I didn't know there was an orientation.	20	36	
Other reason please specify:	5	9	


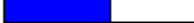
13. If you received counseling services during registration, what is your overall rating of the counseling?

Response	Frequency	Percent	
Good	32	42	
Fair	29	38	
Poor	16	21	
Not Applicable	0	0	

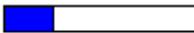

15. Did you apply for financial aid?

Response	Frequency	Percent	
Yes	75	81	
No	18	19	

17. Did you complete a New Student Orientation?

Response	Frequency	Percent	
Yes	42	45	
No	51	55	

19. Did you use MyEDU for degree planning or scheduling?

Response	Frequency	Percent	
Yes	24	26	
No	68	74	

Spring 2012

Compton Registration Survey - Spring 2012

N = 229

1. Please select your age range.

Response	Frequency	Percent	
Under 18	0	0	<div style="width: 0%; height: 15px; background-color: blue;"></div>
18 to 19	21	9	<div style="width: 9%; height: 15px; background-color: blue;"></div>
20 to 23	53	23	<div style="width: 23%; height: 15px; background-color: blue;"></div>
24 to 29	45	20	<div style="width: 20%; height: 15px; background-color: blue;"></div>
30 to 39	44	19	<div style="width: 19%; height: 15px; background-color: blue;"></div>
40 to 50	48	21	<div style="width: 21%; height: 15px; background-color: blue;"></div>
51 or over	17	7	<div style="width: 7%; height: 15px; background-color: blue;"></div>

2. How did you hear about ECC Compton Center?

Response	Frequency	Percent	
Banner in the Community	37	17	<div style="width: 17%; height: 15px; background-color: blue;"></div>
Bus Billboard	4	2	<div style="width: 2%; height: 15px; background-color: blue;"></div>
Cable TV	3	1	<div style="width: 1%; height: 15px; background-color: blue;"></div>
Compton Center Representative	18	8	<div style="width: 8%; height: 15px; background-color: blue;"></div>
Friend	79	36	<div style="width: 36%; height: 15px; background-color: blue;"></div>
Internet	31	14	<div style="width: 14%; height: 15px; background-color: blue;"></div>
Newspaper Advertisement	8	4	<div style="width: 4%; height: 15px; background-color: blue;"></div>
Radio Advertisement	1	0	<div style="width: 0%; height: 15px; background-color: blue;"></div>
Social Network: Facebook MySpace Twitter or YouTube	1	0	<div style="width: 0%; height: 15px; background-color: blue;"></div>
Other please specify	65	29	<div style="width: 29%; height: 15px; background-color: blue;"></div>

3. Did you try to enroll or are you enrolled at another college prior to enrolling at ECC Compton Center?

Response	Frequency	Percent	
Yes please specify where:	91	41	<div style="width: 41%; height: 15px; background-color: blue;"></div>
No	133	59	<div style="width: 59%; height: 15px; background-color: blue;"></div>

4. When you enrolled at ECC Compton Center, where did you register for classes?

Response	Frequency	Percent	
On-campus	74	33	<div style="width: 33%; height: 15px; background-color: blue;"></div>
Off-campus	93	42	<div style="width: 42%; height: 15px; background-color: blue;"></div>
Both on-campus and off-campus	56	25	<div style="width: 25%; height: 15px; background-color: blue;"></div>

Hours of Operation

Response	Frequency	Percent	
Good	95	52	<div style="width: 52%; height: 15px; background-color: blue;"></div>
Fair	48	26	<div style="width: 26%; height: 15px; background-color: blue;"></div>
Poor	11	6	<div style="width: 6%; height: 15px; background-color: blue;"></div>
Not Applicable	29	16	<div style="width: 16%; height: 15px; background-color: blue;"></div>

Facilities (appearance, comfort)

Response	Frequency	Percent	
Good	72	39	<div style="width: 39%; height: 15px; background-color: blue;"></div>
Fair	60	33	<div style="width: 33%; height: 15px; background-color: blue;"></div>
Poor	23	13	<div style="width: 13%; height: 15px; background-color: blue;"></div>
Not Applicable	28	15	<div style="width: 15%; height: 15px; background-color: blue;"></div>

Knowledge & Helpfulness of Staff

Response	Frequency	Percent	
Good	81	45	<div style="width: 45%; height: 15px; background-color: blue;"></div>
Fair	48	26	<div style="width: 26%; height: 15px; background-color: blue;"></div>
Poor	23	13	<div style="width: 13%; height: 15px; background-color: blue;"></div>
Not Applicable	30	16	<div style="width: 16%; height: 15px; background-color: blue;"></div>

Overall Experience

Response	Frequency	Percent	
Good	83	46	<div style="width: 46%; height: 15px; background-color: blue;"></div>
Fair	53	30	<div style="width: 30%; height: 15px; background-color: blue;"></div>
Poor	17	9	<div style="width: 9%; height: 15px; background-color: blue;"></div>
Not Applicable	26	15	<div style="width: 15%; height: 15px; background-color: blue;"></div>

9. Students are assigned an appointment time for registration based on a priority system. Please check all that apply:

Response	Frequency	Percent	
I am a new student and I applied to the school within one month of the start of classes.	27	13	
I did not know to check MyECC for my appointment time.	18	8	
I registered on my appointment time or soon after my appointment time.	154	72	
I waited to register because I did not have access to the internet.	6	3	
I waited to register because I did not know if I would return to school this term.	7	3	
I waited to register because I did not know what to register for.	6	3	
I waited to register because I forgot my registration appointment time.	7	3	
I waited to register because I had a hold on my account fee probation etc.	12	6	
I waited to register because I had not met with a counselor to clear prerequisites.	16	7	

10. How did you register for classes at ECC Compton Center? (mark all that applied)

Response	Frequency	Percent	
Using the online system MyECC.	214	98	
Using paper registration in the Admissions office when I could not register online.	9	4	

I waited to register because I needed to wait for financial aid.	6	3	<input type="text"/>
I waited to register because of another reason please specify:	6	3	<input type="text"/>

11. Which statements below describe your ability to access the internet? (mark all that apply)

Response	Frequency	Percent	
I have a smart phone with internet capability iPhone Android Blackberry etc.	97	44	
I have internet access at another location friend library etc.	66	30	
I have internet access at home.	181	83	
I have internet access at work.	39	18	
I have internet access on a tablet iPad etc.	18	8	
I only have internet when I am at school.	24	11	

12. Which MyECC function did you use? (mark all that apply)

Response	Frequency	Percent	
Add classes using instructor AddCode	121	55	
Add/drop classes before the start of the term	170	78	
Change mailing address	34	16	
Check My Documents™ from the financial aid office	134	61	
Check college email	159	73	
Check educational plan	120	55	
Check financial aid Award Letter™	132	60	
Check for grades	148	68	
Completed the ECC Online Orientation	61	28	
Pay for fees	86	39	
Pay for parking Program	47	21	
evaluation/degree audit	28	13	
View registration appointment date and time	138	63	
View/print class schedule	155	71	
View/print unofficial transcript	110	50	

13. Did you receive assistance in using MyECC, the online registration system?

Response	Frequency	Percent	
Yes	75	34	
No	146	66	

14. If yes, do you think next time you will be able to use the system without any assistance?

Response	Frequency	Percent	
Yes	112	82	
No	24	18	

15. Which of the following statements about MyECC do you agree with? (mark all that apply)

Response	Frequency	Percent	
I am more likely to check my college email.	167	77	
I can teach another student how to use MyECC.	131	60	
MyECC gives me access to more student services.	113	52	
MyECC gives me access to my student records.	139	64	
MyECC helped me find a mistake in my student records.	36	17	
MyECC helped me learn about using a computer.	37	17	
My ECC is convenient.	146	67	
MyECC is quicker than waiting in line.	157	72	

18. Have you completed an education plan?

Response	Frequency	Percent	
Yes	189	87	
No	29	13	

20. If you did not apply for financial aid, why not?

Response	Frequency	Percent	
I didn't have time to apply.	4	8	
I don't need the money.	3	6	
I don't qualify for financial aid.	26	52	
I don't want to receive financial aid.	2	4	
The process is too complicated.	0	0	
Other reason please specify:	15	30	

17. If you received counseling services during registration, what is your overall rating of the counseling?

Response	Frequency	Percent	
Good	95	44	
Fair	55	26	
Poor	22	10	
Not Applicable	43	20	





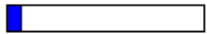
19. Did you apply for financial aid?

Response	Frequency	Percent	
Yes	181	83	
No	38	17	

21. Did you complete a New Student Orientation?

Response	Frequency	Percent	
Yes	86	40	
No	130	60	

22. If you did not complete a New Student Orientation, why not?

Response	Frequency	Percent	
I already attended a New Student Orientation.	52	36	
I didn't have time.	14	10	
I don't think I need an orientation.	37	26	
I didn't know there was an orientation.	31	21	
Other reason please specify:	11	8	

Fall 2011

N = 230

1. Please select your age range.

Response	Frequency	Percent	Mean: 4.25
Under 18	2	0.87	
18 to 19	30	13.04	
20 to 23	47	20.43	
24 to 29	44	19.13	
30 to 39	56	24.35	
40 to 50	39	16.96	
51 or over	12	5.22	

2. How did you hear about ECC Compton Center?

Response	Frequency	Percent	Mean: -
Banner in the Community	27	12.16	
Bus Billboard	6	2.70	
Cable TV	1	0.45	
Compton Center Representative	16	7.21	
Friend	107	48.20	
Internet	18	8.11	
Newspaper Advertisement	3	1.35	
Radio Advertisement	2	0.90	
Social Network: Facebook MySpace Twitter or YouTube	5	2.25	
Other please specify	52	23.42	

3. Did you try to enroll or are you enrolled at another college prior to enrolling at ECC Compton Center?

Response	Frequency	Percent	Mean: 0.26
Yes please specify where:	58	25.66	
No	168	74.34	

4. When you enrolled at ECC Compton Center, where did you register for classes?

Response	Frequency	Percent	Mean: 1.78
On-campus	104	46.64	
Off-campus	65	29.15	
Both on-campus and off-campus	54	24.22	

Hours of Operation

Response	Frequency	Percent	Mean: 2.24
Good	97	50.52	
Fair	64	33.33	
Poor	12	6.25	
Not Applicable	19	9.90	

Facilities (appearance, comfort)

Response	Frequency	Percent	Mean: 2.17
Good	85	44.27	
Fair	74	38.54	
Poor	14	7.29	
Not Applicable	19	9.90	

Knowledge & Helpfulness of Staff

Response	Frequency	Percent	Mean: 2.09
Good	83	43.68	
Fair	61	32.11	
Poor	27	14.21	
Not Applicable	19	10.00	

Overall Experience

Response	Frequency	Percent	Mean: 2.14
Good	76	40.21	
Fair	82	43.39	
Poor	13	6.88	
Not Applicable	18	9.52	

9. Students are assigned an appointment time for registration based on a priority system. Please check all that apply:

Response	Frequency	Percent	Mean: -
I am a new student and I applied to the school within one month of the start of classes.	42	19.53	
I did not know to check MyECC for my appointment time.	36	16.74	
I registered on my appointment time or soon after my appointment time.	129	60.00	
I waited to register because I did not have access to the internet.	9	4.19	
I waited to register because I did not know if I would return to school this term.	7	3.26	
I waited to register because I did not know what to register for.	8	3.72	
I waited to register because I forgot my registration appointment time.	8	3.72	
I waited to register because I had a hold on my account fee probation etc.	3	1.40	

10. How did you register for classes at ECC Compton Center? (mark all that applied)

Response	Frequency	Percent	Mean: -
Using the online system MyECC.	217	96.88	
Using paper registration in the Admissions office when I could not register online.	17	7.59	

9. Students are assigned an appointment time for registration based on a priority system. Please check all that apply:

Response	Frequency	Percent	Mean: -
I am a new student and I applied to the school within one month of the start of classes.	42	19.53	
I did not know to check MyECC for my appointment time.	36	16.74	
I registered on my appointment time or soon after my appointment time.	129	60.00	
I waited to register because I did not have access to the internet.	9	4.19	
I waited to register because I did not know if I would return to school this term.	7	3.26	
I waited to register because I did not know what to register for.	8	3.72	
I waited to register because I forgot my registration appointment time.	8	3.72	
I waited to register because I had a hold on my account fee probation etc.	3	1.40	

10. How did you register for classes at ECC Compton Center? (mark all that applied)

Response	Frequency	Percent	Mean: -
Using the online system MyECC.	217	96.88	
Using paper registration in the Admissions office when I could not register online.	17	7.59	

I waited to register because I had not met with a counselor to clear prerequisites.	14	6.51	<input type="text"/>
I waited to register because I needed to wait for financial aid.	7	3.26	<input type="text"/>
I waited to register because of another reason please specify:	9	4.19	<input type="text"/>

11. Which statements below describe your ability to access the internet? (mark all that apply)

Response	Frequency	Percent	Mean: -
I have a smart phone with internet capability iPhone Android Blackberry etc.	88	39.11	
I have internet access at another location friend library etc.	62	27.56	
I have internet access at home.	165	73.33	
I have internet access at work.	21	9.33	
I have internet access on a tablet iPad etc.	11	4.89	
I only have internet when I am at school.	36	16.00	

12. Which MyECC function did you use? (mark all that apply)

Response	Frequency	Percent	Mean: -
Add classes using instructor AddCode	126	56.25	
Add/drop classes before the start of the term	152	67.86	
Change mailing address	33	14.73	
Check My Documents* from the financial aid office	148	66.07	
Check college email	157	70.09	
Check educational plan	121	54.02	
Check financial aid Award Letter*	149	66.52	
Check for grades	120	53.57	
Completed the ECC Online Orientation	51	22.77	
Pay for fees	66	29.46	
Pay for parking	45	20.09	
Program evaluation/degr ee audit	29	12.95	
View registration appointment date and time	114	50.89	
View/print class schedule	160	71.43	
View/print unofficial transcript	89	39.73	

13. Did you receive assistance in using MyECC, the online registration system?

Response	Frequency	Percent	Mean: 0.35
Yes	78	34.51	
No	148	65.49	

14. If yes, do you think next time you will be able to use the system without any assistance?

Response	Frequency	Percent	Mean: 0.83
Yes	131	82.91	
No	27	17.09	

15. Which of the following statements about MyECC do you agree with? (mark all that apply)

Response	Frequency	Percent	Mean: -
I am more likely to check my college email.	172	77.48	
I can teach another student how to use MyECC.	137	61.71	
MyECC gives me access to more student services.	100	45.05	
MyECC gives me access to my student records.	125	56.31	
MyECC helped me find a mistake in my student records.	48	21.62	
MyECC helped me learn about using a computer.	43	19.37	
My ECC is convenient.	140	63.06	
MyECC is quicker than waiting in line.	170	76.58	

18. Have you completed an education plan?

Response	Frequency	Percent	Mean: 0.83
Yes	186	83.41	
No	37	16.59	

20. If you did not apply for financial aid, why not?

Response	Frequency	Percent	Mean: 4.25
I didn't have time to apply.	5	10.42	
I don't need the money.	2	4.17	
I don't qualify for financial aid.	15	31.25	
I don't want to receive financial aid.	0	0.00	
The process is too complicated.	6	12.50	
Other reason please specify:	20	41.67	

17. If you received counseling services during registration, what is your overall rating of the counseling?

Response	Frequency	Percent	Mean: 1.89
Good	81	36.99	
Fair	72	32.88	
Poor	28	12.79	
Not Applicable	38	17.35	

19. Did you apply for financial aid?

Response	Frequency	Percent	Mean: 0.88
Yes	197	87.95	
No	27	12.05	

21. Did you complete a New Student Orientation?

Response	Frequency	Percent	Mean: 0.39
Yes	85	38.64	
No	135	61.36	

22. If you did not complete a New Student Orientation, why not?

Response	Frequency	Percent	Mean: 2.69
I already attended a New Student Orientation.	47	30.52	
I didn't have time.	23	14.94	
I don't think I need an orientation.	29	18.83	
I didn't know there was an orientation.	40	25.97	
Other reason please specify:	15	9.74	

EL CAMINO COLLEGE			
Service Area Outcomes (SAO) Assessment Plan			
Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community			
Unit	Admissions and Records	Date	May 2014
SAO #2	Students will be provided quality customer service		
Participants	Richette Bell Chester Fredd Angela Boyer Felecia Hatten Rosa Ledesma Ranisha Stewart		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
During the Spring 2014 semester students, staff and faculty will be offered the opportunity to submit a customer satisfaction survey. Surveys will be emailed to students, staff and faculty. They will also be placed on the Admissions counter.	<p>Results: Survey results will be reviewed to determine:</p> <ol style="list-style-type: none"> 1. Student perceptions of the Admissions Office 2. If students understand the role of the Admissions Office 3. If students understand the services provided and offered by the Admissions Office 4. Areas where the Admissions Office can improve services to students 5. If efficient service is being provided 6. Staff training and development needs 7. Additional services that need to be provided to students 8. Services that the Admission Office no longer needs to provide 9. Quality of service provided to students, staff, and faculty <p>Actions Taken The participation rate of the students was too low to make a determination about services, customer service, or areas for improvement. However, there was sufficient staff and faculty participation in the customer service survey. 81 people submitted feedback for this survey which revealed the following:</p> <ul style="list-style-type: none"> • Our hours of operation meet staff/faculty needs (87.5%) • 43.21% have contact with our office 5 or more times a semester • 81% indicate there are no additional services the Admissions and Records Office should provide. <p>The top reasons for STAFF contacting the Admissions and Records Office is:</p> <ul style="list-style-type: none"> ➤ To pick up or drop off a form - 58.3% 		

	<ul style="list-style-type: none"> ➤ Follow-up on a student matter - 52.08% ➤ Get information about dates or deadlines - 43.75% ➤ Questions about the admissions process – 43.75% ➤ Assistance adding a student to a class – 35.42% ➤ Request student transcript information – 27.08% <p>The top reasons for FACULTY contacting the Admissions and Records Office:</p> <ul style="list-style-type: none"> ➤ To submit grades and rosters – 84.21% ➤ Submit a student reinstatement form – 55.26% ➤ Assistance with student in their class – 50% ➤ Pick up or drop off forms – 44.74% <p>Knowledge and helpfulness of staff – 42.86% Excellent, 44.16% Good Procedures clear and easy to follow – 36% Excellent, 44% Good Professionalism – 43.24% Excellent, 41.89% Good Timeliness of response to requests – 36.49% Excellent, 47.3% Good Overall Rating – 36.99% Excellent, 47.3% Good, 14.86% Fair, 1.35% Poor</p> <p>Based on the results of the survey the Admissions and Records Office will continue to offer quality customer service, and will strive to increase the number of staff and faculty that feel the office provides excellent customer service.</p>

Spring 2014

A&R SAO Faculty/Staff Survey

N = 81

Select if you are:

Response	Frequency	Percent	
Staff	42	51.85	<div style="width: 51.85%; background-color: #0000FF; border: 1px solid black;"></div>
Faculty	39	48.15	<div style="width: 48.15%; background-color: #0000FF; border: 1px solid black;"></div>

1. How often do you visit or contact the Admissions & Records Office each semester?

Response	Frequency	Percent	
1 - 2 times a semester	20	24.69	<div style="width: 24.69%; background-color: #0000FF; border: 1px solid black;"></div>
3 - 4 times a semester	21	25.93	<div style="width: 25.93%; background-color: #0000FF; border: 1px solid black;"></div>
5 or more times a semester	35	43.21	<div style="width: 43.21%; background-color: #0000FF; border: 1px solid black;"></div>
None	5	6.17	<div style="width: 6.17%; background-color: #0000FF; border: 1px solid black;"></div>

2. Are the hours of operation sufficient to meet your needs?

Response	Frequency	Percent	
Yes	70	87.50	<div style="width: 87.50%; background-color: #0000FF; border: 1px solid black;"></div>
No	10	12.50	<div style="width: 12.50%; background-color: #0000FF; border: 1px solid black;"></div>

3. What services does the Admissions and Records Office provide? (Check all that apply)

Response	Frequency	Percent	
Register for classes	53	69.74	<div style="width: 69.74%; background-color: #0000FF; border: 1px solid black;"></div>
Pay Fees	2	2.63	<div style="width: 2.63%; background-color: #0000FF; border: 1px solid black;"></div>
Resolve residency issues	54	71.05	<div style="width: 71.05%; background-color: #0000FF; border: 1px solid black;"></div>
Add/Drop Classes	61	80.26	<div style="width: 80.26%; background-color: #0000FF; border: 1px solid black;"></div>
Transcript requests	67	88.16	<div style="width: 88.16%; background-color: #0000FF; border: 1px solid black;"></div>
Resolve MyECC problems	22	28.95	<div style="width: 28.95%; background-color: #0000FF; border: 1px solid black;"></div>
Student Petitions	62	81.58	<div style="width: 81.58%; background-color: #0000FF; border: 1px solid black;"></div>

4. Do you think the Admissions and Records Office should provide additional services?

Response	Frequency	Percent	
Yes	14	18.92	
No	60	81.08	

5. During the Fall 2013 and Spring 2014 semesters, which reason(s) did you contact or visit the Admissions and Records Office? (Check all that apply)

Response	Frequency	Percent	
MyECC or registration issues	14	29.17	
Information about dates or deadlines	21	43.75	
Assistance with a student in my program or class	17	35.42	
Request student transcript information	13	27.08	
Questions regarding an admissions process or procedure	21	43.75	
Follow-up on a student matter	25	52.08	
To pick up or drop off a form or document	28	58.33	
To submit a pre-requisite clearance for a student	9	18.75	
Assistance adding students to a class	17	35.42	
Submit K-12 Concurrent Enrollment information	7	14.58	
Request documents in Hershey Document scanning system	8	16.67	
Other	11	22.92	

6. During the Fall 2013 and Spring 2014 semesters, which reason(s) did you contact or visit the Admissions and Records Office? (Check all that apply)

Response	Frequency	Percent	
MyECC or registration issues	9	23.68	
Submit faculty drop cards	13	34.21	
To submit student grades and rosters	32	84.21	
Information about dates or deadlines	13	34.21	
Assistance with a student in my program or class	19	50.00	
Questions regarding an admissions process or procedure	15	39.47	
Submit a Section/Level Transfer form	12	31.58	
Pick up Add/Drop forms	17	44.74	
Submit a student Reinstatement Form	21	55.26	
Issues with No Show/Active Enrollment Report	11	28.95	
Request Add Codes	5	13.16	
To pick up duplicate or blank rosters	11	28.95	
Follow-up on a student matter	14	36.84	
To submit a pre-requisite clearance for a student	5	13.16	
Other	3	7.89	

7. Knowledge & helpfulness of the A&R Staff

Response	Frequency	Percent	
Excellent	33	42.86	
Good	34	44.16	
Fair	9	11.69	
Poor	1	1.30	

8. Procedures clear and easy to follow

Response	Frequency	Percent	
Excellent	27	36.00	
Good	33	44.00	
Fair	11	14.67	
Poor	4	5.33	

10. Professionalism of A&R Staff

Response	Frequency	Percent	
Excellent	32	43.24	
Good	31	41.89	
Fair	10	13.51	
Poor	1	1.35	

9. Timeliness of response to your request(s)

Response	Frequency	Percent	
Excellent	27	36.49	
Good	35	47.30	
Fair	11	14.86	
Poor	1	1.35	

11. Overall Rating

Response	Frequency	Percent	
Excellent	27	36.99	
Good	35	47.95	
Fair	10	13.70	
Poor	1	1.37	