Fullerton College
Strategic Initiative Section Report

Admissions and Records Division:

Date: 05/16/2016

  • Program Review Non-instructional Cycle F
2015_Admissions and Records Division

Sorted by: Program

SI Section Templates: PR Section 1.0, PR Section 4.1 - 4.2,
PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource
Requests

Admissions and Records Division

PR Section 1.0

Program Review Non-instructional Cycle F 2015_Admissions and Records Division

1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review
committee would like to understand the connection of your program to the Mission, Vision,
Core Values and College Goals. Summarize how your program supports each area.

Mission: **We prepare students to be successful learners.**
The mission of the Admissions and Records office is to support students for lifelong learning
and personal development. The goals of the Admissions and Records office are to educate
students on the admissions, registration, transcript ordering, graduation, and all other
admissions and records processes. We also educate students on various Federal, State, and
NOCCCD Board guidelines and regulations, which prepare students to be successful learners.

Vision: **Fullerton College will create a community that promotes inquiry and
intellectual curiosity, personal growth and a life-long appreciation for the power of
learning.**
Education for students goes far beyond the classroom. The Admissions and Records office
delivers services and offer resources to aid students. We also support this vision statement by
creating avenues for open conversations and inquiries by students, staff, faculty, the
community, and the public in general. We offer various means of communication through
email, live chat, phone, and personal meetings with A&R Specialists, Registrar, and/or the
Dean of A&R. We offer a variety of in person services at the front counter, and in the A&R
lobby, with over 25 computers available for student use. We are open until 6:30 pm one night
a week to support and allow evening students access to in person services.

Core Values:
We respect and value the diversity of our entire community.
With staff attendance and training from various staff development opportunities we view
students through unbiased lenses and approach them with the utmost cultural sensitivity. The
Registrar holds student hourly workshops at the beginning of each semester to ensure that the
counter staff is properly trained in customer service. Group activities give staff a deeper
understanding of varying student perspectives, values, attitudes, beliefs, and ways of life.
These activities create an environment of respect and value of the diverse student population
and community that we serve.
We value tradition and innovation.
The Admissions and Records Office acknowledges the need for innovation to continue to honor

the college's tradition to excellence in education. We seek opportunities to streamline services through ongoing improvement of online services, transcript ordering, CCCApply, National Student Clearinghouse, OnBase Scanning and indexing, Degree Works, etc. We are committed to staying abreast of the current policies, laws, and trends in education. We use forward-thinking and creativity to find solutions to current problems and formulate strategies for future success.

We support the involvement of all in the decision-making process.
The Admissions and Records staff members have frequent, open discussions with colleagues and students in an effort to continually improve our processes and procedures for the benefit of our students and campus community as a whole. We value everyone's input and believe that collaboration is the key to assisting students to meet their academic and personal goals. To this end, Admissions and Records managers hold monthly staff meetings to encourage open dialog and to perpetuate an environment where innovative ideas are welcome. A&R staff are given opportunities to meet with department managers at any time to discuss issues and brainstorm solutions. Managers and staff are members of various campus and district wide committees; Student Equity Committee, Student Success Committee, Smart Start Saturday, Technology Committee, Degree Works Management Team, Banner Student Team, Banner Steering, myGateway Steering, SSSP Workgroup, and others.

We expect everyone to continue growing and learning.
Continuous professional development is critical for us to keep growing and learning to better assist our students and campus community. Through the California Association of Community College Registrars and Admissions Officers (CACCRAO) we attend regional meetings, yearly conferences, and other training opportunities. Managers and staff also attend workshops and training opportunities through OpenCCCApply, ETranscript California, National Student Clearinghouse, Ellucian Live, California Community College Banner Group (3CBG), Degree Works, campus and district Staff Development activities.

We believe in the power of the individual and the strength of the group.
The Admissions and Records Office provides team building activities and department managers mentor individuals within the department. As we work together as a team, we utilize the unique knowledge and skill set of each individual team member to accomplish our goal to provide the most effective level of service and support to our students.

We expect everyone to display behavior in accordance with personal integrity and high ethical standards.
We are dedicated to providing student services with the highest level of integrity and responsibility. Our decisions and actions are carefully considered with our students best interest in mind at all times. We protect our student's safety and privacy to the best of our ability and resources. To ensure that we are implementing current regulations and best practices, we attend district and campus meetings, other appropriate training opportunities for Admission and Records professionals, and utilize resources from the State Chancellor's Office. Admissions and Records managers immediately address and take action if any behavior does not meet department and/or college standards.

We accept our responsibility for the betterment of the world around us.
Fullerton College students seek a quality education to increase their chances for a successful future. The Admissions and Records Office believes that it is our responsibility to offer our students the best services possible to support students to meet their educational goals. The students will carry the experiences they had here at Fullerton College with them into their future as they become part of the workforce.

We value and promote the wellbeing of our campus community.
The Admissions and Records Office is more than just a place of business, we are the first point of contact for students and the community as a whole. We strive to represent Fullerton College's excellence as an institution through our resources, support, and excellent customer service.

College Goals 1, 2, and 3:

Goal 1: Fullerton College will promote student success.
Objective 1: Address the needs of under-prepared students.
Objective 3: Increase the number of degrees and certificates awarded.

The Admissions and Records office supports objective 1, the needs of under-prepared students, in various ways. The Dean and Registrar serve on the Student Success Committee, Technology Committee, Student Equity Committee, and others to take an active role in campus decisions regarding under-prepared students. The Admissions and Records office staff evaluates student records for AA/AS, and AAT degree attainment.

The Admissions and Records office supports objective 3, increasing the number of degrees and certificates awarded, in various ways. The Dean and Registrar play a large role in the implementation of a electronic degree audit, which will better inform students of their path to degree and certificate attainment, which will in turn increase the number of degrees and certificates awarded.

Goal 2: Fullerton College will reduce the achievement gap.
Objective 2: increase retention rate of Hispanic and African-American students by 5% annually.

The Admissions and Records office supports objective 2, increase retention rate of Hispanic and African-American students, in various ways. First and foremost we nurture our students and make them feel valued when they come to the Admissions and Records office for assistance. The RP Group identified "nurtured" and "valued" as 2 of the 6 factors for student success. We also offer various formats for communicating to students; in-person, chat, phone, email. We educate students on add/drop/withdraw, and dismissal guidelines. We encourage students to use campus services to reduce the achievement gap. The Dean and Registrar serve on many district wide committees, Banner Steering, Student Team, myGateway Steering, Research Team, Financial Aid Default Prevention, and others to assist in developing policies and procedures, create reports to gather data, and contribute to discussions on how to evaluate objectives.

Goal 3: Fullerton College will strengthen connections with community.
Objective 2: Increase contacts with local feeder high schools.

The Admissions and Records office is the first point of contact for most students. We take this role very seriously by seeking to provide the best possible service to students, parents, and the community as a whole. We work closely with our feeder high schools to assist high school students with the process to apply and register for classes. We attend and present admission and registration information at various group activities and events across campus. The Dean and Registrar participate in the annual High School Principal Luncheon, the High School Counselors breakfast, and other campus and district opportunities to educate our community on admission and registration processes at Fullerton College. We are proud to represent Fullerton College.

PR Section 4.1 - 4.2

Program Review Non-instructional Cycle F 2015_Admissions and Records Division

4.1 - 4.2

4.1 List your SAO/SLOs and complete the expandable table below.

	Service Area Outcomes (SAO) / Student Learning Outcomes (SLO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1.	SAO #1 Students who have transferred to Fullerton College from other institutions will have their "other college transcripts" evaluated and students will be notified of the results PRIOR to the start of registration for the following term.	Ongoing assessment	Implemented in Fall 2015, data analyzed after each registration cycle.	Fall 2015 274 OCT evaluations were completed and students were notified of results. Data will be used for continued improvement in processing timeline.	First cycle will be completed at the end of the Fall 2016 term.
2.	SAO #2 Admissions and Records will work in collaboration with other Student Services and Instructional areas to code students in special programs, cohorts, and under-represented student groups. This coding will be used to assist in evaluating	Ongoing assessment	Implementation scheduled for Spring 2016, data analyzed after each term.	Results used by Student Services and Instructional programs for continued improvement in student retention and success rates.	First cycle will be completed at the end of the Spring 2017 term.

	Service Area Outcomes (SAO) / Student Learning Outcomes (SLO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
	program effectiveness by tracking student retention and success rates.				

	Service Area Outcomes (SAO) / Student Learning Outcomes (SLO)	Date Assessment Completed	Date(s) Data Analyzed	Date(s) Data Used For Improvement	Number of Cycles Completed
1.	SLO #1 Due to the creation of the myGateway "checklist", new students can view which SSSP requirements (Ed Plan, Orientation, Assessment) they have completed to qualify for priority registration.	Ongoing assessment	Implemented in Fall 2015, data analyzed after each term.	Results used for the continued improvement of the "checklist" feature	First cycle will be completed at the end of the Fall 2016 term.
2.	SLO #2 Due to the creation of a registration video, students will be able to independently successfully register for classes 24/7 without the need to contact the Admissions and Records office for assistance.	Ongoing assessment	Implemented in Fall 2015, data analyzed after each registration cycle.	Results used for the continued improvement of tools to allow for independent successful registration.	First cycle will be completed at the end of the Fall 2016 term.

4.2 Assessment: Complete the expandable table below.

Service Area Outcomes Assessment for the Student Services Division of Fullerton College			
Intended Outcomes	**Means of Assessment & Criteria for Success**	**Summary of Data Collected**	**Use of Results**
SAO #1 Students notified of the results of their "other college transcript" evaluation PRIOR to the start of registration for the following term, will enable students to register for classes that will satisfy requirements toward their degree or certificate goal.	Compile reports to review the number of students with "other college transcripts" who registered for classes need for Fullerton College degree or certificate attainment.	Report will indicate that an increased number of students with "other college transcripts" registered for classes needed for Fullerton College degree or certificate attainment.	A&R will continue to work on improving the timeline for evaluation of "other college transcripts" and notification of students.
SAO #2 The coding of students in special programs, cohorts, and under-represented student groups will allow for an effective assessment of programs offered by Student Services and Instructional divisions. This assessment will allow for improvements in these programs to increase student retention and success rates.	Student Services and Instructional divisions will utilize this coding to compile reports to use as a tool to assess effectiveness based on student retention and success rates.	Reports will accurately portray the populations of students in special programs, cohorts, and under-represented groups.	A&R will continue to work collaboratively with Student Services areas and Instructional divisions to ensure accuracy in coding.
Student Learning Outcomes Assessment for the Student Services Division of Fullerton College			
Intended Outcomes	**Means of Assessment & Criteria for Success**	**Summary of Data Collected**	**Use of Results**

SLO #1 New students having direct access to the information on the "checklist" will allow them to keep track of which services they have completed and which services are still needed for priority registration requirements.	Data analyzed after each term to determine the number of students who received an enhanced registration appointment time after completing their requirements.	Implemented in Fall 2015, data analyzed after each term.	Results used for the continued improvement of the "checklist" feature.
SLO #2 Students will independently successfully register for classes, pay fees, and obtain their schedule/bill online without additional assistance.	Data analyzed after each registration cycle to determine the number of students who viewed the registration video and were able to successfully register independently.	Implemented in Fall 2015, data analyzed after each term.	Results used for the continued improvement of tools to allow for independent successful registration.

PR Section 4.3 - 4.6

Program Review Non-instructional Cycle F 2015_Admissions and Records Division

4.3 - 4.6

4.3 How has assessment of program SAOs led to improvements in services provided to students by this program?

SAO #1 – The A&R evaluations department has adjusted deadlines to meet the goal of evaluating "other college transcripts" and notifying students prior to the following registration period. This enables students to register into courses needed toward their degree and certificate requirements.

SAO #2 - Admissions and Records will work in collaboration with other Student Services and Instructional areas to code students in special programs, cohorts, and under-represented student groups. We will maintain the data term by term and perform internal audits to ensure accuracy of the data.

4.4 How has assessment of SLOs led to improvements in student learning and achievement?

SLO #1 – Critical Thinking and Information Competency:
The creation of the myGateway "checklist" enables new students to access their own personal

information regarding completion of SSSP requirements (Ed Plan, Orientation, Assessment). The information has empowered students to take the next step in a timely manner to complete these requirements without the need to contact Admissions and Records staff for additional assistance. This is evident by the numbers of students who were able to obtain an enhanced registration appointment time after completing their requirements.

SLO #2 – Personal Responsibility and Professional Development:
The creation of a registration video has enabled students to received detailed information regarding the registration process. This has enabled students be responsible and proactive in registering 24/7 into classes (within published deadlines), paying fees, and obtaining their schedule/bill without the need to contact Admissions and Records staff for additional assistance.
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4.5 What challenges remain to make your program SAOs/SLOs more effective?

SLO challenges – the increase in SSSP regulations create more student inquiries, which is challenging to create tools to assist students with priority registration information and the registration process.

SAO challenge – the increase in students who come to Fullerton College with other college transfer work makes it challenging to maintain an effective timeline for the evaluation of "other college transcripts".

SAO challenge – working collaboratively with multiple areas and divisions across the college can be challenging regarding the availability for scheduling of meetings and correspondence with the critical staff members of each of these areas or divisions.

4.6 Describe how the program's SAOs/SLOs are linked to the college's goals.
(*See http://programreview.fullcoll.edu/*)

SAO #1 linked to Fullerton College Goal 1 "Fullerton College will promote student success"
The A&R evaluations department has adjusted deadlines to meet the goal of notifying students prior to the following registration period. This will enable students to register into courses needed toward their degree requirements. This adjustment to our deadline of the evaluation of "other college transcripts" promotes excellence in learning by allowing students to make more efficient choices in classes so that they can streamline their completion of certificate, degree and/or transfer.

SAO #2 linked to Fullerton College Goal 2 "Fullerton College will reduce the achievement gap"
A&R staff will work in collaboration with other Student Services areas and Instructional divisions to code students in special programs, cohorts, and under-represented student groups. We will maintain the data term by term and perform internal audits to ensure the accuracy of the date. Student Services and Instructional divisions will utilize this coding to compile reports to use as a tool to assess effectiveness based on student retention and success rates. This in turn will facilitate improvements or enhancements to these programs to meet the college goal of reducing the achievement gap.

SLO #1 linked to Fullerton College Goal 1 "Fullerton College will promote student success"
The creation of the myGateway "checklist" will inform students on the SSSP requirements needed for priority registration. The goal of these requirements of Ed Plan, Orientation, and Assessment is not only to gain priority registration but also to promote student success.

SLO #2 linked to Fullerton College Goal 3 "Fullerton College will strengthen connections with its local community"
The creation of the registration video will not only benefit individual students but also be used to assist in streamlining the registration process for our High School student outreach efforts. We have worked hand in hand with the High School districts to better assist student with registration processes at Fullerton College, this video is another tool to assist in this collaboration and will strengthened our connection with the local education community.

4.7 Describe how the program's SAOs/SLOs support the achievement of the institution level SLOs.

SAO #1 – Critical Thinking and Information Competency:
The evaluation of "other college transcripts" and the notification to students PRIOR to the following registration period will allow student to critically review the results and plan for the courses they need to complete. They can also access if they need to take this information to a counselor for further clarification.

SAO #2 - Personal Responsibility and Professional Development:
A&R staff will work in collaboration with other Student Services areas and Instructional divisions to code students in special programs, cohorts, and under-represented student groups. The benefit for students to be a part of these special groups, cohorts, or programs is far reaching and has been shown to assist students in personal responsibility and professional development. The goal is to increase student retention and success for all students with the focus on under-represented student groups, this collaboration will assist in these efforts.

SLO #1 – Critical Thinking and Information Competency:
The creation of the myGateway "checklist" enables new students to access their own personal information regarding completion of SSSP requirements (Ed Plan, Orientation, Assessment). The information has empowered students to take the next step in a timely manner to complete these requirements without the need to contact Admissions and Records staff for additional assistance. This is evident by the numbers of students who were able to obtain an enhanced registration appointment time after completing their requirements.

SLO #2 – Personal Responsibility and Professional Development:
The creation of a registration video has enabled students to received detailed information regarding the registration process. This has enabled students to take personal responsibility and take proactive actions to register 24/7 into classes (within published deadlines), paying fees, and obtaining their schedule/bill without the need to contact Admissions and Records staff for additional assistance.

4.8 A. What methods are used to assess the program's success in serving the student population that interacts with your program?

The creation of comprehensive reports containing data regarding system usage, registration, and payment success are good indicators of the success of our processes. We also run various reports to review the effectiveness of the different services offered by Admissions and Records, these are used to evaluate the need for updated technology to better meet student needs. Edit reports are also run every term to ensure accuracy, along with yearly California Community College Contracted District Audits.

Customer Service is evaluated through comment cards, individual monitoring, and evaluation

of counter staff. The addition of 3 A&R Technicians assigned to oversee customer service and office traffic flow has enabled us to implement student friendly processes to increase student satisfaction.

   B.   What do the results of the above methods of assessment indicate about the effectiveness of the program?

The data has shown a consistently high volume of students able to access the student database to register for classes, pay fees, order transcript and verifications. The phone and counter services allow students to receive a hands-on experience for obtaining Admission and Record general information, deadline dates for all our processes, and other resources to assist in their student success at Fullerton College.

   Edit reports and yearly audits have shown that Admissions and Records is compliant with all regulatory guidelines and effectively implements all changes to local, State, and Federal regulations. There have been no findings related to A&R functions.

   The implementation of QLess has decreased wait times for students seeking assistance at the front counter and returning student calls. The quality of customer service provided by Admissions and Records continues to exceed expectations. Ratings from the Customer Service comment cards distributed at the front counter contain 97% positive rates and comments regarding our service. Concerns expressed by students and the public regarding customer service are immediately addressed by the A&R Supervisors and/or Registrar.

   C. How were the assessment results used to make improvements to services provided by this program? Please provide examples.

The Dean and Registrar are members of Banner Steering, Banner Student Team, and the myGateway Steering Committee. They play a significant role in enhancing the database to be student friendly and to ensure compliance with federal and state regulations. They are also members of SSSP Workgroup, Student Equity Committee, Student Success Committee, Technology Committee, and resources members of other committees to ensure the effective implementation of various other state regulations.

   More detailed edit reports have been created to more effectively analyse processes to ensure efficiency. This has shown to have an impact in the decrease in fixes required for M.I.S. reporting and from the lack of findings during the yearly audits.

The Dean and Registrar have updated the current Customer Service Plan to continue to increase the quality of customer service. The implementation of QLess has decreased wait times for students seeking assistance at the front counter and returning student calls. This new software has also served as a mechanism to more accurately track student traffic and services rendered. The Registrar continues administering customer service workshops for student workers prior to the start of each term. The addition of 3 A&R Technicians assigned to oversee customer service and office traffic flow has also enabled us to implement student friendly processes to increase student satisfaction.

PR Section 6.0 SAP w/o Resource Requests

Program Review Non-instructional Cycle F 2015_Admissions and Records

Division

Action Plans

SAPs for this three-year cycle:

STRATEGIC ACTION PLAN # 1

Strategic Action Plan Name:
(formerly called short-term goal)
Reclassify Administrative Assistant II to Administrative Assistant III

List College goal/objective the plan meets:
College Goal #: 1 Fullerton College will promote student success
Objective #: 1 Address the needs of under-prepared students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.
The Dean will work with the Administrative Assistant II to follow the appropriate reclassification process in compliance with the CSEA contract. We expect to have this completed by December 31, 2016.

What *Measurable Outcome* is anticipated for this SAP?

The Administrative Assistant II will be reclassified to an Administrative Assistant III.

What specific aspects of this SAP can be accomplished without additional financial resources?
None. Per CSEA contract, an increase in salary would be required if approved. Approximately $6744 would be required to increase the Administrative Assistant II (Range 36C) to an Administrative Assistant III (Range 41C).

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STRATEGIC ACTION PLAN # 1

Strategic Action Plan Name: (formerly called short-term goal)	Reclassify Administrative Assistant II to Administrative Assistant III
List College goal/objective the plan meets:	College Goal #: 1 Fullerton College will promote student success Objective #: 1 Address the needs of under-prepared students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The Dean will work with the Administrative Assistant II to follow the appropriate reclassification process in compliance with the CSEA contract. We expect to have this completed by December 31, 2016.
What *Measurable Outcome* is anticipated for this	The Administrative Assistant II will be reclassified to an Administrative Assistant III.

SAP?	
What specific aspects of this SAP can be accomplished without additional financial resources?	None. Per CSEA contract, an increase in salary would be required if approved. Approximately $6744 would be required to increase the Administrative Assistant II (Range 36C) to an Administrative Assistant III (Range 41C).

STRATEGIC ACTION PLAN # 1

Strategic Action Plan Name: (formerly called short-term goal)	Reclassify Administrative Assistant II to Administrative Assistant III
List College goal/objective the plan meets:	College Goal #: 1 Fullerton College will promote student success Objective #: 1 Address the needs of under-prepared students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The Dean will work with the Administrative Assistant II to follow the appropriate reclassification process in compliance with the CSEA contract. We expect to have this completed by December 31, 2016.
What *Measurable Outcome* is anticipated for this SAP?	The Administrative Assistant II will be reclassified to an Administrative Assistant III.
What specific aspects of this SAP can be accomplished without additional financial resources?	None. Per CSEA contract, an increase in salary would be required if approved. Approximately $6744 would be required to increase the Administrative Assistant II (Range 36C) to an Administrative Assistant III (Range 41C).

STRATEGIC ACTION PLAN # 2

Strategic Action Plan Name: (formerly called short-term goal)	Creation of an admissions application video so that high school students from our feeder schools will be able to independently and successfully apply for admission to Fullerton College without the need to contact the Admissions and Records office for assistance.
List College goal/objective the plan meets:	College Goal #: Fullerton College will strengthen connections with the community. Objective #2: Increase contacts with local feeder high schools.

Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The creation of an admissions application video to assist high school students to independently and successfully apply for admission to Fullerton College, without the need to contact the Admissions and Records office for assistance. The video will include sections that cover items pertinent to this student population such as parent guardian information, residency, and general application login procedures. The availability of this video will give us an important tool to share with our feeder high schools as we strengthen connections with the education community. Persons responsible: Registrar, A&R Specialist, A&R Technicians Timeframe: Completion date prior to September 2016 to be available for Fall 2016 applicants.
What *Measurable Outcome* is anticipated for this SAP?	Increase in the number of high schools students applying for admissions without the need for Admissions and Records assistance.
What specific aspects of this SAP can be accomplished without additional financial resources?	Registrar will assume role as project leader. Designated classified staff will be assigned to work with vendor in the creation of the video.

STRATEGIC ACTION PLAN # 3

Strategic Action Plan Name: (formerly called short-term goal)	Implementation of Degree Works Audit, a tool for students use in tracking progress toward degree or certificate completion.
List College goal/objective the plan meets:	College Goal #: Fullerton College will promote student success Objective # 3: Increase the number of degree and certificates awarded.
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Degree Works audit will allow students to view the courses completed and needed toward the degree or certificate of their choice. Functionality will also exists so that students can run "what if" scenarios if they are interested in pursuing other courses of study. The tool is not only a practical tool so that students can register for appropriate courses but is also used as an incentive to keep working toward their academic goals. Students using this tool will gain valuable knowledge which will result in increased numbers of degrees and certificates awarded. Persons responsible: Dean and Registrar will assume role of project lead for FC campus. Designated classified staff will assist with implementation, testing, and training of other staff members. Timeframe: Soft launch scheduled for Spring/Summer 2016

What *Measurable Outcome* is anticipated for this SAP?	Increase the number of degrees and certificates awarded.
What specific aspects of this SAP can be accomplished without additional financial resources?	Dean and Registrar will assume role as project lead for the FC campus. A&R Specialists and Evaluators will assist in the implementation, testing, and ongoing maintenance.

Action Plans

SAPs for this three-year cycle:

# STRATEGIC ACTION PLAN # 1	**STRATEC**
Strategic Action Plan Name: (formerly called short-term goal) Reclassify Administrative Assistant II to Administrative Assistant III	

List College goal/objective the plan meets:
College Goal #: 1 Fullerton College will promote student success
Objective #: 1 Address the needs of under-prepared students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.
The Dean will work with the Administrative Assistant II to follow the appropriate reclassification process in compliance with the CSEA contract. We expect to have this completed by December 31, 2016.

What *Measurable Outcome* is anticipated for this SAP?

The Administrative Assistant II will be reclassified to an Administrative Assistant III.

What specific aspects of this SAP can be accomplished without additional financial resources?
None. Per CSEA contract, an increase in salary would be required if approved. Approximately $6744 would be required to increase the Administrative Assistant II (Range 36C) to an Administrative Assistant III (Range 41C).

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.

Type of Resource
Requested Dollar Amount
Potential Funding Source

Personnel
$6744

General Fund

Facilities

Equipment

Supplies

Computer Hardware

Computer Software

Training

Other

Total Requested Amount
$6744

STRATEGIC ACTION PLAN # 1

Strategic Action Plan Name: (formerly called short-term goal)	Reclassify Administrative Assistant II to Administrative Assistant III
List College goal/objective the plan meets:	College Goal #: 1 Fullerton College will promote student success Objective #: 1 Address the needs of under-prepared students
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The Dean will work with the Administrative Assistant II to follow the appropriate reclassification process in compliance with the CSEA contract. We expect to have this completed by December 31, 2016.
What *Measurable Outcome* is anticipated for this	The Administrative Assistant II will be reclassified to an Administrative Assistant III.

SAP?	
What specific aspects of this SAP can be accomplished without additional financial resources?	None. Per CSEA contract, an increase in salary would be required if approved. Approximately $6744 would be required to increase the Administrative Assistant II (Range 36C) to an Administrative Assistant III (Range 41C).

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.			
Type of Resource	**Requested Dollar Amount**	**Potential Funding Source**	
Personnel	$6744	General Fund	
Facilities			
Equipment			
Supplies			
Computer Hardware			
Computer Software			
Training			
Other			
Total Requested Amount	$6744		

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What *Measurable Outcome* is anticipated for this SAP?	The Administrative Assistant II will be reclassified to an Administrative Assistant III.	
What specific aspects of this SAP can be accomplished without additional financial resources?	None. Per CSEA contract, an increase in salary would be required if approved. Approximately $6744 would be required to increase the Administrative Assistant II (Range 36C) to an Administrative Assistant III (Range 41C).	

If additional financial resources would be required to accomplish this SAP, please complete the section below. Keep in mind that requests for resources must follow logically from the information provided in this self-study.			
Type of Resource	**Requested Dollar Amount**	**Potential Funding Source**	
Personnel	$6744	General Fund	
Facilities			
Equipment			
Supplies			
Computer Hardware			
Computer Software			
Training			
Other			
Total Requested Amount	$6744		

STRATEGIC ACTION PLAN # 2	
Strategic Action Plan Name: (formerly called short-term goal)	Creation of an admissions application video so that high school students from our feeder schools will be able to independently and successfully apply for admission to Fullerton College without the need to contact the Admissions and Records office for assistance.
List College	College Goal #: Fullerton College will strengthen connections with the

goal/objective the plan meets:	community. Objective #2: Increase contacts with local feeder high schools.	
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	The creation of an admissions application video to assist high school students to independently and successfully apply for admission to Fullerton College, without the need to contact the Admissions and Records office for assistance. The video will include sections that cover items pertinent to this student population such as parent guardian information, residency, and general application login procedures. The availability of this video will give us an important tool to share with our feeder high schools as we strengthen connections with the education community. Persons responsible: Registrar, A&R Specialist, A&R Technicians Timeframe: Completion date prior to September 2016 to be available for Fall 2016 applicants.	
What *Measurable Outcome* is anticipated for this SAP?	Increase in the number of high schools students applying for admissions without the need for Admissions and Records assistance.	
What specific aspects of this SAP can be accomplished without additional financial resources?	Registrar will assume role as project leader. Designated classified staff will be assigned to work with vendor in the creation of the video.	

STRATEGIC ACTION PLAN # 3

Strategic Action Plan Name: (formerly called short-term goal)	Implementation of Degree Works Audit, a tool for students use in tracking progress toward degree or certificate completion.
List College goal/objective the plan meets:	College Goal #: Fullerton College will promote student success Objective # 3: Increase the number of degree and certificates awarded.
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Degree Works audit will allow students to view the courses completed and needed toward the degree or certificate of their choice. Functionality will also exists so that students can run "what if" scenarios if they are interested in pursuing other courses of study. The tool is not only a practical tool so that students can register for appropriate courses but is also used as an incentive to keep working toward their academic goals. Students using this tool will gain valuable knowledge which will result in increased numbers of degrees and certificates awarded. Persons responsible: Dean and Registrar will assume role of project lead for FC campus. Designated classified staff will assist with

	implementation, testing, and training of other staff members. Timeframe: Soft launch scheduled for Spring/Summer 2016
What *Measurable Outcome* is anticipated for this SAP?	Increase the number of degrees and certificates awarded.
What specific aspects of this SAP can be accomplished without additional financial resources?	Dean and Registrar will assume role as project lead for the FC campus. A&R Specialists and Evaluators will assist in the implementation, testing, and ongoing maintenance.