

## Antelope Valley College

### Detailed Assessment Report Spring 2012 Admissions and Records

As of: 3/27/2013 12:40 PM EST

(Includes those Action Plans with Budget Amounts marked *One-Time, Recurring, No Request.*)

#### Mission / Purpose

Enrollment services is responsible for admissions, registration, enrollment verifications, permanent student records, transcript requests, graduation requests, extenuating circumstance petitions, athletic eligibility, International students and Veteran's certifications.

#### Goals

##### **G 1: PLO 1**

Students are able to successfully navigate through the enrollment process utilizing the various Enrollment Service's activities and programs for student success.

#### Student Learning Outcomes, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

##### **S 1: Online Registration**

Students will learn how to utilize online Admissions and Records Services to register for courses.

##### Relevant Associations:

##### **Institutional Learning Outcomes Associations**

4 ILO 4: Solve problems using oral and written communication, critical thinking and listening skills, planning and decision-making skills, information literacy, and a variety of technologies.

##### Related Measures

##### **M 1: Statistical Information from system**

Source of Evidence: Administrative measure - other

##### **Achievement Target:**

Desk transactions will decrease proving that more students are learning how to navigate the online registration process.

##### **Connected Documents**

Enrollment Services - Admissions and Records SLO Data 08-09

Enrollment Services - Admissions and Records SLO data 09-10

Enrollment Services - Admissions and records SLO data 10-11

Enrollment Services - Admissions and Records SLO  
data Fall 2011

**Finding (Spring 2012) - Achievement Target: Not Reported  
This Cycle**

not assessed this cycle.

**S 2: Add Authorization Codes**

Students will learn how to utilize Add Authorization Codes to enroll in a course after it has begun.

**Relevant Associations:**

Enrollment Management Plan

**Institutional Learning Outcomes Associations**

4 ILO 4: Solve problems using oral and written communication, critical thinking and listening skills, planning and decision-making skills, information literacy, and a variety of technologies.

**Related Measures**

**M 1: Statistical Information from system**

Source of Evidence: Administrative measure - other

**Achievement Target:**

Desk transactions will decrease showing that students are learning to use Add Authorization Codes (AAC) to enroll online in courses once the term begins. Number of inactive AAC codes will decrease showing students resolved registration add errors before code expired. Beginning Spring 2012, the expected decrease for in-person AAC and inactive AAC will be 2%. Any decrease at 2% or higher will be considered as meeting the OO requirements.

**Connected Documents**

Enrollment Services - Admissions and records SLO  
data 10-11

Enrollment Services - Admissions and Records SLO  
data Fall 2011

**Finding (Spring 2012) - Achievement Target: Met**

Data for 201270 ran on 9-13-12. Not all short term courses have started yet. The Spring 2012 achievement target minimum 2% or more decrease for in person AAC transactions. From the inception of AAC at AVC, the percentage of web usage of AAC has increased from 77% to 82%. In person use has decreased from 23% to 18%. Marketing posters have continued to be used around campus to encourage students to complete the entire AAC process. The target is being recorded as met. Though the inactive AAC percent seems to remain stagnant, the percent of AAC done in person has decreased by 2%. NOTE: Enrollment Services is moving from SLOs to OOs. Activities planned for the AAC OO: Attempt to determine a pattern among all inactive AAC codes for a term Develop information for students and faculty about using AAC effectively

**Related Action Plans (by Established cycle, then alpha):**

For full information, see the *Details of Action Plans* section of this report.

**Determine a pattern among all inactive AAC codes for a term**

*Established in Cycle:* Spring 2012

Attempt to determine a pattern among all inactive AAC codes for a term and develop information for students and faculty about ...

**Details of Action Plans for This Cycle (by Established cycle, then alpha)**

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**Continue activity and survey students**

Continue to utilize SARS call in reminding students of registration appointment. Survey students who received calls and students who received calls but did not register online.

**Established in Cycle:** 2009-2010

**Implementation Status:** In-Progress

**Priority:** High

**Implementation Description:** Spring 2010

**Responsible Person/Group:** Enrollment Services

**Additional Resources:** Assistance from Institutional Research for survey

**Budget Amount Requested:** \$0.00 (no request)

**Connected Documents**

[Enrollment Services - Admissions and Records SLO Data 08-09](#)

[Enrollment Services - Admissions and Records SLO data 09-10](#)

**Implement AAC codes in Banner**

Recent Banner version being released will give AVC the opportunity to implement Add Authorization Codes (AAC). This will allow students to add their course, with instructor approval, online during the late add period. The process is completely online and students will enter the CRN and a 4-digit code through the Banner Add/Drop page to gain access in the course. This enhancement will enable more students to utilize online registration rather than add in person as has been the custom. A new outcome for Add Authorization Codes (AAC) will be created and measured separately from the Online Registration Outcome. Add Authorization Codes (AAC) will be implemented in Spring 2010.

**Established in Cycle:** 2009-2010

**Implementation Status:** Finished

**Priority:** High

**Implementation Description:** Implement Add Authorization Codes (AAC) in Banner

**Responsible Person/Group:** Enrollment Services Technical Analyst, ITS

**Additional Resources:** Sungard support (using actionline)

**Schedule / Registration Brochure**

In cooperation with Public Relations, Academic Affairs, Enrollment Services, Enrollment Management committee, Information/Welcome Center, Banner Student Team and SPBC, a flyer is created that both highlights registration deadlines and specific schedule offerings.

**Established in Cycle:** 2009-2010

**Implementation Status:** In-Progress

**Priority:** Medium

**Implementation Description:** Created post card to be sent to general public informing about registration deadlines and schedule offerings.

**Responsible Person/Group:** Public Relations, Enrollment Management

#### **Survey Students regarding online registration**

Plans to survey students who did not register online did not occur due to prohibitive mailing costs. Also, the office could not justify an online survey for students who did not register online. A survey monkey survey was planned and deployed, but due to a very low response rate, was abandoned.

**Established in Cycle:** 2009-2010

**Implementation Status:** In-Progress

**Priority:** High

#### **Web Splash**

In cooperation with the web master, created a splash on the public website reminding students to "get ready to register". Information is aimed at teaching student how to find registration appointments, check holds, and prepare to register.

**Established in Cycle:** 2009-2010

**Implementation Status:** In-Progress

**Priority:** Medium

**Implementation Description:** Work with web master to create web splash page.

**Responsible Person/Group:** Enrollment Services, web master

#### **Expand appointment reminder to include email**

Additional activity scheduled for 10-11 cycle is to add an email reminder for priority registration appointments with additional information on how to use online registration. All students will be sent information, but the first time students are the primary focus and will be measured in the next cycle. Objective is to begin student learning regarding online services with the admissions process.

**Established in Cycle:** 2010-2011

**Implementation Status:** In-Progress

**Priority:** Medium

**Implementation Description:** Use registration appointment list to create custom myAVC group for targeting students with emails containing reminder information and online registration information

**Responsible Person/Group:** Enrollment Services - Admissions and Records

**Additional Resources:** Programming support from ITS to create the custom group.

**Budget Amount Requested:** \$0.00 (no request)

**Connected Documents**

Enrollment Services - Admissions and Records SLO Data 08-09

Enrollment Services - Admissions and Records SLO data 09-10

#### **Implement Banner Waitlist**

A Resent Banner enhancement will allow AVC to implement waitlist functionality. Waitlists are used online and allow students to place themselves on a waitlist for a course. When a seat becomes available the student will receive an email and can enroll in the course online. This will enhance the student's online registration experience as they will be notified when a seat becomes available and previously students would have to keep checking often to see if another student has dropped. This should also have a related effect of less strain on the system as students would not be logging in continuously to check on a course. Waitlists will be implemented for the Fall 2011 semester and, if measured, would become a new outcome for measurement.

**Established in Cycle:** 2010-2011

**Implementation Status:** Finished

**Priority:** High

**Implementation Description:** Implement Waitlist in Banner

**Responsible Person/Group:** Enrollment Services Technical Analyst/ ITS

**Additional Resources:** Sungard support (using actionline)

#### **Survey students regarding automated calls**

To assess the effectiveness of calling students versus emailing students reminding them of their registration appointment time, a survey will be conducted to determine which method is more effective in reaching students.

**Established in Cycle:** 2010-2011

**Implementation Status:** Planned

**Priority:** Medium

**Responsible Person/Group:** Admissions and Records

**Additional Resources:** none.

**Budget Amount Requested:** \$0.00 (no request)

#### **Expand web content regarding registration**

Expand web content to include more tutorials demonstrating different aspects of online registration.

**Established in Cycle:** Fall 2011

**Implementation Status:** In-Progress

**Priority:** Medium

**Implementation Description:** Expand web content

**Projected Completion Date:** 05/2012

**Responsible Person/Group:** Enrollment Services Technical Analyst, Web System Administrator, Admissions and Records staff

**Additional Resources:** none.

**Budget Amount Requested:** \$0.00 (no request)

#### **Survey Students about registration reminders**

Survey students to determine which reminders (calls or emails) are more effective assisting students in learning about their registration appointments.

**Established in Cycle:** Fall 2011

**Implementation Status:** Planned

**Priority:** High

**Implementation Description:** Use Banner survey tool to create survey.

**Responsible Person/Group:** Enrollment Services Technical Analyst,  
Admissions and Records Staff

**Additional Resources:** none.

**Budget Amount Requested:** \$0.00 (no request)

**Determine a pattern among all inactive AAC codes for a term**

Attempt to determine a pattern among all inactive AAC codes for a term and develop information for students and faculty about using AAC effectively

**Established in Cycle:** Spring 2012

**Implementation Status:** Planned

**Priority:** Medium

**Relationships (Measure | Outcomes):**

**Measure:** Statistical Information from system | **Outcomes:**  
Add Authorization Codes

**Responsible Person/Group:** Admissions and Records

**Additional Resources:** none