

Cypress College
Student Support Services Quality Review Report

Department: Admissions and Records Manager: Regina Ford

Names of those participating in the report: Dave Wassenaar (Dean) and Regina Ford (Registrar)

Date: December 9, 2008 Date of previous quality review: June 13, 2005

Student Satisfaction with Support Services Provided:

Please indicate the proportions (%) of students who rated each aspect as “excellent” or “good” (separately and combined). The Cypress College standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

Student satisfaction with:	Percent Responding		Percent Responding Good / Excellent (Combined %)	College Standard
	“Excellent”	“Good”		
Hours of operation	35.7	48.1	83.8	75%
Timeliness of response	36.4	45.2	81.6	75%
Clarity of procedures	31.7	44.7	76.5	75%
Quality of materials	36.9	47.1	84.0	75%
Staff helpfulness	44.7	34.9	79.7	75%
Staff knowledge	39.7	38.0	77.6	75%
Overall quality of service	36.1	44.6	80.7	75%
<i>Department-specific indicators (if applicable):</i>				
Availability of computers	38.3	41.0	79.3	75%
Mygateway	51.7	37.1	88.7	75%
WebStar	52.9	37.7	90.6	75%
National Student Loan Clearing House	26.8	50.0	76.8	75%

Narrative

Reflect on standards met and any standards not met.

Standards Met – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

In 2005, a random sample of students was asked to complete a survey about the services offered by the Admissions and Records Office and 75% was the percentage standard set by the college. With all of the results ranking below the college standard, Admissions and Records initiated a comprehensive evaluation of the entire department. Vastly improved customer service became the mission of the A&R staff. This section will summarize the actions that were taken to improve services.

Since customer service was rated somewhat sporadic, several areas of service were evaluated and improved: Office hours have been made more consistent and the veterans coordinator extended the office hours for the convenience of evening veteran students. Forms were revised and restructured for clarity. Written materials, such as the college catalog and class schedule, were completely edited to include up-to-date verbiage and citations. The phone system was completely reset with a new menuing system, call direction system, and retraining for employees.

Many of the required walk-up processes were eliminated and additional computers added in the A&R lobby for student access to online services. Among the office forms now online are the Petition for Exception, the transcript request form, the application for graduation, and the Academic Renewal Request. Beginning Fall 2006, Admissions and Records authorized the National Student Clearinghouse (NSC) to provide students free, self-service enrollment, certificate, and degree verifications. Mygateway, the new (Spring 2008) college portal, provides students more up-to-date technology and web-based services competitive with that of other educational systems. Students continue to apply to the college by using CCCApply, the online application for admission. Such 24/7 online availability allows access for all current and potential students almost any place and any time.

In regards to staff, vacant positions were filled and additional student hourly have been employed to better handle the needs of campus students, staff and the general public. Staff has attended customer service workshops and offsite conferences which provide additional knowledge and information that assist in bettering the services offered by Admissions and Records. Staff meetings have been conducted on a regular basis and include inservices for those in-house processes that require meticulous concentration and accuracy. Operating manuals have been developed or brought current for all office processes and are reviewed on a regular basis. Cross training continues to be incessant for efficiency and effectiveness of office operations and having a full-time counselor housed in the Admissions and Records Office provides immediate student assistance when needed.

In May 2008, the Admissions and Records (A&R) Department moved into the new Student Center building. This building is a center piece on campus and now is the hub of all student services. Admissions and Records is located on the first floor near the main entrance of the building. As students enter the building, an Information Center person greets and directs students to the various available student services. The Student Center is a quantum leap in functional design for housing and offering all student services in one location.

Square footage for the A&R department has more than tripled in comparison to the temporary housing the department occupied for a period of three years. Students are able to find A&R with ease because of the new building and distinct location. The building is very functional for employees to provide better and convenient services to students.

Standards Not Met – Please provide any insight into significant challenges or obstacles that may have contributed to low student satisfaction. Identify the types of changes necessary for improvement.

All standards surveyed met the 75% standard or higher. To maintain the standards percentages listed on page one, Admissions and Records will continue to look for avenues to enhance processes already in place and develop new techniques for even better quality customer service.

Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

I. Goal: Continue to Provide More Online 24/7 Services to Students and Instructors

Supports Strategic Direction (if applicable): Directions Two and Three

1. Objective: Upgrade MyGateway

Person(s) responsible: D. Wassenaar

Timeframe: Continuous

Fiscal resources needed (if not applicable, indicate “NA”): NA

2. Objective: Upgrade enrollment verifications

Person(s) responsible: D. Wassenaar

Timeframe: Continuous

Fiscal resources needed (if not applicable, indicate “NA”): NA

3. Objective: Upgrade and refine WebStar

3.1 Person(s) responsible: Tuan Nguyen and D. Wassenaar

3.2 Timeframe: Continuous

3.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

II. Goal: Upgrade Storage and Retention of all Student Records

Supports Strategic Direction (if applicable): Directions Two and Three

1. Objective: Finish Scanning Project of Paper Transcripts

1.1 Person(s) responsible: D. Wassenaar

1.2 Timeframe: Continuous

1.3 Fiscal resources need (if not applicable, indicate “NA: \$12,000”

2. Objective: Change Paper Processed Documents to Electronic Documents
 - 2.1 Person(s) responsible: D. Wassenaar, Regina Ford, A&R Staff
 - 2.2 Timeframe: Continuous
 - 2.3 Fiscal resources needed (if not applicable, indicate "NA"): NA
3. Objective: Inform, maintain and practice privacy for all Student Records
 - 3.1 Person(s) responsible: D. Wassenaar, Regina Ford
 - 3.2 Timeframe: Ongoing
 - 3.3 Fiscal resources needed (if not applicable, indicate "NA"): NA
4. Objective: Create a Retention and Destruction Schedule for all student records
 - 4.1 Person(s) responsible: Regina Ford, Registrar
 - 4.2 Timeframe: In progress; completion and approval by mid-end 2009 Spring Semester
 - 4.3 Fiscal resources needed (if not applicable, indicate "NA"): NA
5. Objective: Create an A&R chat room for student convenience/Q&A responses

Person(s) responsible: Dean, Registrar, A&R Office staff and District IS
Spring 2009 – Fall 2009

Fiscal resources needed (if not applicable, indicate "NA"): Replacement positions: One full-time A&R Tech and Two 40% A&R staff

Use the above outline format to add additional goals or objectives as necessary.

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Reminder: If fiscal resources are needed for next year's goals, submit a separate **Budget Request and Action Plan** for budget unit review.