

Executive Summary

Q:
A brief recap or highlights of the entire program review document. (500 words or less)

- Highlight major strengths and weakness.
- Highlight areas for improvement over the next 3-6 years.

Response:

Budget priorities in California have changed drastically to make higher education both available and attainable for all. Los Angeles Valley College has made student success our priority by working diligently to meet state mandates requiring all new college students participate in assessment, orientation and counseling/ SEP planning prior to registering for classes. We have embraced equity as another means of making our students more successful by developing policies, practices and pathways designed to eliminate the achievement gaps of economically, socially and educationally disadvantaged students. This new foci has counseled our need for change and has prevailed on us to reorganize, retrain and reprioritize the Office of Admissions & Records.

Reorganizing

Admissions and Records has been doing an outstanding job reorganizing our workload while modifying and integrating the new legislative changes into our processes. We anticipate being able to increase our productivity and efficiency by hiring two additional Admissions & Records Assistants and one additional Graduation Evaluation Technician. New staff will allow the college to accelerate the processing of admissions applications, transcripts, verifications and all other services provided at the counters. The new evaluation technician will increase the office's ability to assist students in graduating, transferring and obtaining certificates which aligns with the college's mission of enabling students to advance their educational goals and develop personally.

Retraining

Staff is our most valuable resource and improving competencies and confidence will improve the services we provide to students. The Admissions and Records Office is also planning staff development activities to expand knowledge in residency determination, customer service and conflict resolution.

Reprioritizing

The Los Angeles Community College District is in the process of adopting PeopleSoft as our new Student Information System (SIS). Hiring a Data Management Support Assistant is imperative in transitioning Admissions & Records quickly and seamlessly to the new SIS. We anticipate that the new system will enable us to provide technologically advanced services in a more efficient way.

The Admissions & Records Office functions as a team to support our school's mission, vision, core values and each other while serving our students as a port of entry and exit to their future endeavors.

Residency Determination

Changes to state and federal residency requirements, makes it necessary for A&R staff to participate in ongoing training activities.

- Customer Service

A&R staff require training on modern customer service approaches to better assist students at the counter, via phone and email. This should include cultural-competence training so clerks are more professional in dealing with people of different ethnicities, socioeconomic backgrounds, ages, languages and disabilities.

- Conflict Resolution

Students coming to the Office of Admissions & Records are frequently stressed and upset. It is essential that each clerk is able to provide assistance in a manner that brings the stress level down and avoid escalating conflict.

Participants

Q: Please indicate the individuals that participated in the completion of this program review.

Response:

Anna Cheshmedzhyan
 Marco De La Garza
 Ashley Dunn
 Margarit Petrosyan

Validation Comments for Program

Q:

Response:

Needs to complete some parts of the review process.

Comments for Review Committees

Q:

Response: