



**Support Services Administrative Review  
2000-2001**

**Enrollment Services & Registrar**

# **ADMINISTRATIVE REVIEW**

## **ENROLLMENT SERVICES AND REGISTRAR**

**Submitted by Frances Jordan**

**DECEMBER 1, 2000**



*Comprehensive Community Education  
Meeting Individual Needs*

## **Enrollment Services and Registrar Administrative Review Summary**

The Enrollment Services and Registrar's Office Program review clearly demonstrates this department's continued strong leadership in matriculating student at Del Mar College. The Mission Statement, goals, unit plans and the assessment of unit plans, evaluation instruments used to evaluate the services of this office, clearly are indicators and measures of an organized and effective department which performs with effective and efficient results. The program and student evaluations conducted over the past years supports strong student satisfaction of the various services provided by the department. The Department continues to place student needs and service satisfaction to all members of the college community.

The evaluation results have concluded in procedural, service and department changes. Some of these changes include:

1. notifying students about the graduation deadlines;
2. implementing an electronic certification for processing benefits electronically;
3. notifying students and faculty on the proper procedure for withdrawing from a class(es);
4. implementing a change in the process to enable department chairs to proof the semester class a second time prior to it going to press.

The staffing of the office is currently adequate. Staff responsibilities will continue to change as the need to assume additional demands. The square footage of office space, in the newly remodeled Harvin Student Center, is less than previously occupied in the Heldenfels Administrative Building. In an effort to accommodate office space needs, the department moved to implement and complete the microfilming records, moving 150, 000 permanent records to the Records Management storage in the White Library.

The existing equipment is in good working condition, however an equipment replacement plan is in progress to ensure that equipment is upgraded to meet the demands of the department. With the implementation of the Title V-Activity III, (Student Information System), the department will need to ensure clear definition and description of its procedures and will need to upgrade equipment to support the student information system.

# **MISSION ENROLLMENT SERVICES AND REGISTRAR**

**The Enrollment Services and Registrar Office strives to provide support services to prospective, new and returning students in pursuing their goals to achieve a higher education with satisfaction and success.**

## **MISSION OF THE COLLEGE THAT THIS SERVICE AREA SUPPORTS**

**The College affirms that excellence in instruction and institutional support services at reasonable cost is its highest priority and that it fulfill its missions within the limitations of its physical and financial resources.**

**DECEMBER 1, 2000**

# **ENROLLMENT SERVICES AND REGISTRAR**

**Goals**

**Unit Plans**

**Assessment of Unit Plans**

**DECEMBER 1, 2000**

# GOALS

Del Mar College  
 Administrative and Educational Support Services  
 Unit Goals  
 April 2000

1. Unit: Enrollment Services and Registrar	2. Division: Student Development
<b>3. College Mission Addressed:</b> The College affirms that excellence in instruction and institutional support services at reasonable student cost is its highest priority and that it fulfill its mission within the limitations of its physical and financial resources.	
<b>4. Unit Purpose:</b> The Enrollment Services and Registrar Office strives to provide support services to prospective, new, and returning students in pursuing their goals to achieve a higher education with satisfaction and success.	
Goals	Assessment Methods
<ol style="list-style-type: none"> <li>1. Provide systematic and coordinated admissions policies for general admissions and subdivisions of the college that maintain separate admissions processes.</li> <li>2. Provide multiple options for students to access the registration process.</li> <li>3. Provide students with the autonomy and convenience to access their student records.</li> <li>4. Provide multiple options for students to submit admissions applications.</li> <li>5. Provide appropriate and efficient registration services to veterans.</li> <li>6. Provide effective and efficient registration services that comply with all State regulations.</li> </ol>	<ul style="list-style-type: none"> <li>• The Admissions Committee will meet twice a year, in October and February to review all admissions policies and verify that the information being submitted to the catalog is accurate.</li> <li>• 80% of students will agree that college admission requirements were easy to understand.</li> <li>• Implemented web registration by the end of the year.</li> <li>• 80% of students will agree that registration processes are clear.</li> <li>• 80% of students will agree that the bill for tuition and fees is easy to understand.</li> <li>• Students will be able to access their address information, transcript and current schedule on-line by the end of the year.</li> <li>• 80% of students will express positive satisfaction concerning semester grade reports.</li> <li>• Number of students accessing records on-line.</li> <li>• The on-line application will be available by the end of the year.</li> <li>• Percent of students who submit on-line applications.</li> <li>• 80% of veterans served will agree that services are adequate.</li> <li>• All State reports will be submitted by due dates.</li> <li>• State audits will find admissions records in compliance with State regulations.</li> </ul>

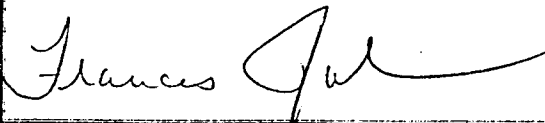
**ADMISSIONS AND REGISTRAR OFFICE**  
**GOALS - 1999 - 2000**

1. **Goal:** Implement Veteran's Affairs electronic certification process.  
**Objective:** Expedite the processing of Veteran's benefits. Implemented 10/2000
2. **Goal:** Implement core curriculum requirement on official transcript. ✓  
**Objective:** Compliance with the legislative mandate. Implemented 9/1999
3. **Goal:** Streamline the Dual Credit registration process with high schools. ✓  
**Objective:** To avoid confusion for Dual Credit students. On-going
4. **Goal:** Establish and Admissions Committee to review admissions policies for the college and special admissions programs.  
**Objective:** Provide a more formal process to comply with SACS requirement of evaluating admissions policies. Committee formed in February 2000
5. **Goal:** Work with Information Technology to establish work stations in the expansion of the Harvin Center. ✓  
**Objective:** Provide an alternative means for students to access enrollment information. Completed 10/2000
6. **Goal:** Plan process and procedures for move to Harvin Center.  
**Objective:** To avoid down time and service to students Completed 2/2000
7. **Goal:** Obtain a new transcript printer for Y2K compliance.  
**Objective:** To insure no interruption in the ability to process official transcripts. Completed 12/1999
8. **Goal:** Implement back-up system for permanent records.  
**Objective:** Secure records in case of disaster. Completed 05/2000
9. **Goal:** Develop Registrar's office web link on the DMC web site. ✓  
**Objective:** Provide an additional link to the Registrar's Office information. on-going
10. **Goal:** Assist in the formulation of the Developmental Education Plan that must be submitted to the Texas Higher Education Coordinating Board by June 1, 2000. ✓  
**Objective:** Comply with Texas Higher Education Coordinating Board requirements. Approved 05/2000



# UNIT PLANS

Del Mar College  
 Institutional Effectiveness Unit Plans  
 2000-2001

<b>1. Unit:</b> Admissions and Registrar	<b>2. Division:</b> Student Development												
<b>3. College Mission Addressed:</b> The College affirms that excellence in instruction and institutional support services at reasonable student cost is its highest priority and that it fulfills its mission within the limitations of its physical and financial resources.													
<b>4. Unit Purpose:</b> Provide systematic and coordinated admissions policies for general admissions and subdivisions of the college that maintain separate admissions processes													
<b>5. Link to Strategic Plan: Goal # B      Objective # B.1</b>	<b>6. Proposed completion date:</b> Fall 2000												
<b>7. Link to Unit Goal # 1      OR Student Learning Objective #</b>													
<b>8. Assessment Question and Expected Results.</b> How does the college coordinate admissions policies for general admissions and subdivisions of the college? Admissions policies for general admissions and subdivisions of the college will be evaluated annually.													
<b>9. Strategies (Activities Planned) :</b> An evaluation tool will be developed to evaluate admissions policies. The committee will use the evaluation tool to review all admissions policies for general admissions to the college and subdivisions that maintain separate admissions policies for certain programs.													
<b>10. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment):</b> Frances Jordan will be responsible for conducting the assessment. The Admissions Committee will meet twice a year, in October and February to review all admissions policies and verify that the information being submitted to the catalog is accurate. 80% of students surveyed will agree that college admissions requirements were easy to understand.													
<b>11. Budget Cost Impact, if any (does not assure budget approval):</b>  <table style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">Personnel</td> <td style="padding-left: 10px;">\$</td> <td style="border-bottom: 1px solid black; width: 100px;"></td> </tr> <tr> <td>Equipment</td> <td>\$</td> <td style="border-bottom: 1px solid black;"></td> </tr> <tr> <td>Other</td> <td>\$</td> <td style="border-bottom: 1px solid black;"></td> </tr> <tr> <td><b>Total</b></td> <td><b>\$</b></td> <td style="border-bottom: 1px solid black; text-align: center;"><b>0</b></td> </tr> </table>		Personnel	\$		Equipment	\$		Other	\$		<b>Total</b>	<b>\$</b>	<b>0</b>
Personnel	\$												
Equipment	\$												
Other	\$												
<b>Total</b>	<b>\$</b>	<b>0</b>											
<b>12. Use of Assessment Findings (how will you use the findings):</b> If the findings indicate policies need clarification then the policies will be reviewed and updated by the Admissions Committee.													
<b>13. Signature of Unit Director:</b> 	<b>Date</b> 6/14/00												
<b>14. Signature of Dean/Vice President:</b>	<b>Date</b>												



Del Mar College  
 Institutional Effectiveness Unit Plans  
 2000-2001

<b>1. Unit:</b> Admissions and Registrar	<b>2. Division:</b> Student Development
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**3. College Mission Addressed:**  
 The College affirms that excellence in instruction and institutional support services at reasonable student cost is its highest priority and that it fulfills its mission within the limitations of its physical and financial resources.

**4. Unit Purpose:**  
 Provide optimal access for students to the registration process.

<b>5. Link to Strategic Plan: Goal # B      Objective # B.1</b> <b>7. Link to Unit Goal # 2 OR Student Learning Objective #</b>	<b>6. Proposed completion date:</b> Fall 2000
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**8. Assessment Question and Expected Results:**  
 What additional ways can we provide to students to register for classes?  
 Implement web registration for students


**9. Strategies (Activities Planned) :**  
 Information Technology currently is programming web registration. A student group will pilot the web registration process and employees will be trained how to use web registration. Web registration is planned for availability for all students to use by Fall 2000 registration.

**10. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment):**  
 Frances Jordan will be responsible for conducting the assessment. Web registration will be available and students will be utilizing it to register for classes. 80% of the students that utilized web registration will understand the process.

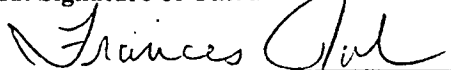
**11. Budget Cost Impact, if any (does not assure budget approval):**

Personnel	S	_____
Equipment		_____
Other		_____
<b>Total</b>	<b>S</b>	<b>0</b>

**12. Use of Assessment Findings (how will you use the findings):**  
 Based on student and employee input, improvements will be made to the web registration process, if needed

<b>13. Signature of Unit Director:</b> 	Date	<b>14. Signature of Dean/Vice President:</b>	Date
	6/14/00		

**Del Mar College  
Institutional Effectiveness Unit Plans  
1999-2000**

<b>1. Unit:</b> Admissions and Registrar	<b>2. Division:</b> Student Development												
<b>3. College Mission Addressed:</b> To provide students with opportunities to increase intellectual capacities; to develop aesthetic awareness; to expand the dimensions of personal, social ethical, and cultural development; and to develop qualities essential to good citizenship.													
<b>4. Unit Purpose:</b> Develop an Enrollment Services link on the Del Mar College web page which would include admissions information, the admissions application, transcript request form and various other aspects and services of the office.													
<b>5. Link to Strategic Plan: Goal #</b> B	<b>Objective #</b> B.1												
<b>6. Proposed completion date:</b> May 2000													
<b>7. Expected Results:</b> Will provide an additional method of accessing and retrieving information via the web for admissions and requesting transcripts.													
<b>8. Strategies (Activities Planned) :</b> The information will have to be developed by either utilizing current personnel or contracting with someone to develop the web page. I will review sites that already exist for other schools, analyze the positive and negatives, chart with a committee the information that needs to appear on the Enrollment Services page.													
<b>9. Assessment Procedures (how will you measure for results and who is responsible for conduct of this assessment):</b> September, 1999 put committee together and start reviewing web sites and chart out the information that needs to appear on the site,. Determine who will build the page by October, 1999. November-February, 1999-2000 actual development of the site, April-May, 2000 public will be able to access and utilize.  Frances Jordan, Assi Dean of Enrollment Services and Registrar													
<b>10. Budget Cost Impact, if any (does not assure budget approval):</b>  <table style="width: 100%; border: none;"> <tr> <td style="width: 15%;">Personnel</td> <td style="width: 15%;">\$ _____</td> <td style="width: 70%;">Will need person knowledgeable on web site development to develop page and I may need to contract this out.</td> </tr> <tr> <td>Equipment</td> <td>_____</td> <td></td> </tr> <tr> <td>Other</td> <td>_____</td> <td></td> </tr> <tr> <td>Total</td> <td>\$ _____</td> <td></td> </tr> </table>		Personnel	\$ _____	Will need person knowledgeable on web site development to develop page and I may need to contract this out.	Equipment	_____		Other	_____		Total	\$ _____	
Personnel	\$ _____	Will need person knowledgeable on web site development to develop page and I may need to contract this out.											
Equipment	_____												
Other	_____												
Total	\$ _____												
<b>11. Use of Assessment Findings (how will you use the findings):</b>  Each month beginning with September 1999 analyze to determine if on schedule with goals. If not, determine where problems are occurring to get back on schedule for completion and access in May 2000.													
<b>12. Signature of Unit Director:</b> 	<b>Date</b> 6/17/99												
<b>13. Signature of Dean/Vice President:</b>	<b>Date</b>												

# Institutional Effectiveness Unit Plan

1. Unit Plan for Admissions/Registrar Office Division Student Services  
2. College Mission (excerpt reference)

To provide fully accredited occupational, academic, and pre-professional courses leading to certificates, associate degrees and/or the first two years of transferable credit toward baccalaureate degree.

3. Unit Purpose (mini-mission)

Provide students with an automated degree audit system that will help them have a consistent accessible process to know what they have accomplished toward their degree objective.

4. Link to Strategic Plan: Goal B Objective B.2

<p>5. Expected Results (outcomes)</p> <p>Increase the number of students completing their degree objective by providing more consistency and accountability in the degree planning process.</p>	<p>6. Strategies (action steps)</p> <p>Currently piloting the automated degree audit program for Spring 1998 with plans for expansion to other programs by Fall 1998.</p>
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7. Assessment Procedures (how you will measure for results)

The automated degree audit system will be utilized by faculty advisors and students and we will have ongoing feedback from the users to help us enhance the system.

8. Administration of Assessment Procedures (designate responsibility for implementing evaluation)

Frances Jordan, Asst. Dean Admissions and Advising/Registrar

9. Use of Assessment Findings (how will you use findings)

Determine how the system can be expanded in usage for course planning, advising problems, and overall student/advisor degree planning process

10. Signature:

Frances Jordan 1248  
Unit/Department ext.

[Signature]  
Division

1277  
ext.

11/04/97

# Institutional Effectiveness Unit Plan

1. Unit Plan for Admissions/Registrar Office Division Student Services
2. College Mission (excerpt reference)

To provide fully accredited occupational, academic, and pre-professional courses leading to certificates, associate degrees and/or the first two years of transferable credit toward baccalaureate degree.

3. Unit Purpose (mini-mission)

Expand capability of students to apply for admissions through the Del Mar College web page.

4. Link to Strategic Plan: Goal B Objective B.1

<p>5. Expected Results (outcomes) Provide broader access to students to apply for admission to the college and help to increase enrollment.</p>	<p>6. Strategies (action steps) Work with the College Relations Office to help develop the admissions application on-line.</p>
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7. Assessment Procedures (how you will measure for results)

Assess the number of students applying for admissions through the Del Mar College web page and determine what incumbrances they may have encountered in the process.

8. Administration of Assessment Procedures (designate responsibility for implementing evaluation)

Frances Jordan, Asst. Dean of Admissions and Advising/Registrar

9. Use of Assessment Findings (how will you use findings)

Determine if the web is a viable tool for students to use when applying for admissions. Assess if we are capturing an audience that we might not have through the traditional admissions process.


10. Signature: Frances Jordan 1248 DD 1277  
Unit/Department ext. Division ext.

11/04/97


# ASSESSMENT OF UNIT PLANS



Del Mar College  
 Assessment of Institutional Effectiveness Unit Plans  
 1999-2000

<b>1. Unit:</b> Admissions and Registrar	<b>2. Division:</b> Student Development	
<b>3. College Mission Addressed:</b> The College affirms that excellence in instruction and institutional support services at reasonable student cost is its highest priority and that it fulfills its mission within the limitations of its physical and financial resources.		
<b>4. Unit Purpose:</b> Development an Enrollment Services link on the Del Mar College web page which would include admissions information, the admissions application, transcript request form and various other aspects and services of the office.		
<b>5. Link to Strategic Plan: Goal #</b> B	<b>Objective #</b> B.1	<b>6. Proposed completion date:</b> May 2000
<b>7. Expected Results:</b> Will provide an additional method of accessing and retrieving information via the web for admissions and requesting transcripts.		
<b>8. Strategies (Activities) Completed:</b> Hired an intern to develop on-line admissions application and transcript request form. The forms have been created and currently are being formatted to add to the web site.		
<b>9. Assessment Procedures Used:</b> Did not have expertise in office to develop the web pages. Reviewed other web sites to determine best format. Investigated options to hire someone to perform this duty. Hired an intern from the Computer Science department to proceed with development.		
<b>10. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input checked="" type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>11. Results of Assessment:</b> The on-line admissions application and transcript request form will be available for students to access by August 2000.	
<b>12. Use of Assessment Findings:</b> Students will have an additional option for applying for admissions and requesting transcripts.		
<b>13. Signature of Unit Director:</b> 	<b>Date</b> 6/14/00	<b>14. Signature of Dean/Vice President:</b>  <b>Date</b>


Del Mar College  
 Assessment of Institutional Effectiveness Unit Plans  
 1999-2000

<b>1. Unit:</b> Admissions and Registrar	<b>2. Division:</b> Student Development
<b>3. College Mission Addressed:</b> The College affirms that excellence in instruction and institutional support services at reasonable student cost is its highest priority and that it fulfills its mission within the limitations of its physical and financial resources.	
<b>4. Unit Purpose:</b> Provide veterans receiving veteran's benefits with better service in the processing of their benefits.	
<b>5. Link to Strategic Plan: Goal # D</b>	<b>Objective # D.2</b>
<b>6. Proposed completion date:</b> December 1999	
<b>7. Expected Results:</b> Process recertification and updates to veterans educational benefits electronically.	
<b>8. Strategies (Activities) Completed:</b> Attended training on the VACERT (Electronic Certification) in February 2000. Implementation was delayed due to the timing of the training and the move of the Admissions office. Plans are in place to complete the implementation by the end of the Summer 2000.	
<b>9. Assessment Procedures Used:</b> Successful implementation of the VACERT and processing of the veteran's forms electronically.	
<b>10. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input checked="" type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>11. Results of Assessment:</b> The Veterans office will be able to process recertification and updates to veterans educational benefits electronically.
<b>12. Use of Assessment Findings:</b> Veterans will have recertifications processed in a more timely manner.	
<b>13. Signature of Unit Director:</b> 	<b>Date</b> 6/14/00
<b>14. Signature of Dean/Vice President:</b>	<b>Date</b>


**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**1998-99**

<b>1. Unit:</b> Admissions and Registrar		<b>2. Division:</b> Student Services	
<b>3. College Mission Addressed:</b> To provide fully accredited occupational, academic, and pre-professional courses leading to certificates, associate degrees and/or the first two years of transferable credit toward baccalaureate degree.			
<b>4. Unit Purpose:</b> Provide students with an automated degree audit system that will help them have a consistent accessible process to know what they have accomplished toward their degree objective.			
<b>5. Link to Strategic Plan: Goal#</b> B.		<b>Objective#</b> B.2	<b>6. Proposed completion date:</b> May, 1999
<b>7. Expected Results:</b> Expand to 10 departments using the degree audit program.			
<b>8. Strategies (Activities) Completed:</b> Continue with the development of the automated degree planning process. Expansion of the process is currently underway.			
<b>9. Assessment Procedures Used:</b> I was not successful in expanding the usage of the degree audit system to additional departments. There were problems with security issues and lack of hardware and access to the mainframe. Also, the college is considering the purchase of an automated student information system which would change the way we process student information. With this consideration I did not feel it was worth training faculty advisors on one system that may be utilized for a year.			
<b>10. Status:</b> <input checked="" type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed		<b>11. Results of Assessment:</b> No expansion of usage of the degree audit system..	
<b>12. Use of Assessment Findings:</b> If and when we get a new student information system, I have learned of the obstacles that exist with the automated degree audit system and this will help me in planning the implementation of the new system.			
<b>13. Signature of Unit Director:</b>		<b>Date</b>	<b>14. Signature of Dean/Vice President:</b>
<i>Frances [Signature]</i>		6/17/99	<b>Date</b>



**Del Mar College**  
**Assessment of Institutional Effectiveness Unit Plans**  
**1998-99**

<b>1. Unit:</b> Admissions and Registrar	<b>2. Division:</b> Student Development
<b>3. College Mission Addressed:</b> To provide fully accredited occupational, academic, and pre-professional courses leading to certificates, associate degrees and/or the first two years of transferable credit toward baccalaureate.	
<b>4. Unit Purpose:</b> Provide high school student with the opportunity to earn college credits while still attending high school.	
<b>5. Link to Strategic Plan:</b> Goal # A. Objective # A.3	<b>6. Proposed completion date:</b> May, 1999
<b>7. Expected Results:</b> Increase the number of students participating in the Dual Credit and Early Admissions programs.	
<b>8. Strategies (Activities) Completed:</b> Work with high school counselors and the Dual Credit coordinator to expand the Dual Credit and Early Admissions programs.	
<b>9. Assessment Procedures Used:</b> Assess the number of student that were enrolled in Dual Credit and Early Admissions programs to see if the numbers have increased.  Frances Jordan, Asst. Dean of Enrollment Services and Registrar	
<b>10. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input type="checkbox"/> In progress <input checked="" type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>11. Results of Assessment:</b>  There was a 4.5% increase in the number of students enrolled in Dual Credit Classes for the Fall 1998 over the Fall 1997 term. There were 9 high schools Participating in the Dual Credit program in Fall 1997 and 11 high schools Participating in Fall 1998.
<b>12. Use of Assessment Findings:</b>  We will continue to work with the high schools to increase the number of opportunities for the high school students to take Dual Credit and Early Admissions courses.	
<b>13. Signature of Unit Director:</b> 	<b>14. Signature of Dean/Vice President:</b> _____ Date: 6/17/99

Del Mar College  
 Assessment of Institutional Effectiveness Unit Plans  
 1997-98

1. Unit: Admissions/Registrar	2. Division: Student Development
<b>3. College Mission Addressed:</b> To provide fully accredited occupational, academic, and pre-professional courses leading to certificates, associate degrees and/or the first two years of transferable credit toward baccalaureate degree.	
<b>4. Unit Purpose:</b> Provide students with an automated degree audit system that will help them have a consistent accessible process to know what they have accomplished toward their degree objective.	
5. Link to Strategic Plan: Goal # B	Objective # B.2
6. Proposed completion date: May 1999	
<b>7. Expected Results:</b> Increase the number of students completing their degree objective by providing more consistency and accountability in the degree planning process.	
<b>8. Strategies (Activities) Completed:</b> Currently piloting the automated degree audit program for Spring 1998 with plans for expansion to other programs by Fall 1998.	
<b>9. Assessment Procedures Used:</b> The automated degree audit system was presented to the Department Chairpersons and they brought up some issues about procedures and security.	
<b>10. Status:</b> <input type="checkbox"/> No progress <input type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input checked="" type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed	<b>11. Results of Assessment:</b> We are continuing to develop the degree audit program. We have delayed the expansion to other departments until we have worked out some of the problems. These problems include password security and printing of degree plans.
<b>12. Use of Assessment Findings:</b> We are continuing to develop the degree audit program as we work through the problems that arise.	
13. Signature of Unit Director:	Date
14. Signature of Dean/Vice President:	Date
	7/27/98

Del Mar College  
 Assessment of Institutional Effectiveness Unit Plans  
 1997-98

1. Unit: Admissions and Registrar		2. Division: Student Development	
<b>3. College Mission Addressed:</b> To provide fully accredited occupational, academic, and pre-professional courses leading to certificates, associate degrees and/or the first two years of transferable credit toward baccalaureate degree.			
<b>4. Unit Purpose:</b> Expand capability of students to apply for admissions through the Del Mar College web page.			
5. Link to Strategic Plan: Goal # B		Objective # B.1	6. Proposed completion date: May 1998
<b>7. Expected Results:</b> Provide broader access to students to apply for admission to the college and help increase enrollment.			
<b>8. Strategies (Activities) Completed:</b> Work with the College Relations Office to help develop the admissions application on-line.			
<b>9. Assessment Procedures Used:</b> Assess the number of students applying for admissions through the Del Mar College web page and determine what incumbrances they may have encountered in the process.			
<b>10. Status:</b> <input type="checkbox"/> No progress <input checked="" type="checkbox"/> Limited progress <input type="checkbox"/> Limited progress due to budget restraints <input type="checkbox"/> In progress <input type="checkbox"/> On going <input type="checkbox"/> Near completion <input type="checkbox"/> Completed		<b>11. Results of Assessment:</b> Have not been able to progress with the development of the admissions application due to some issues that deal with the signature portion of the application. Currently I do not see that this process would save the student time.  I reviewed a current study on Web applications that was conducted in Fall 1997 on 29 community colleges in Texas and the results of this study concluded that 90% of the schools are still researching the development of a Web application.	
<b>12. Use of Assessment Findings:</b> We will continue to monitor the use of the web as a tool to use for the admissions application process.			
13. Signature of Unit Director:		Date	14. Signature of Dean/Vice President:
			Date 7/27/98

# EVALUATIONS AND SURVEYS

# USE OF EVALUATIONS AND CHANGES

The results of the attached Student Satisfaction Survey ratings of the Admissions and Registrar functions have shown improvements over the last three years of student satisfaction with the services. Areas that were deemed needing some improvements were the graduation process, veteran's services and the process for dropping a class.

Based on this information the office has implemented some new processes and procedures to help improve services. The number one problem we find with graduation is that students do not know that there is a deadline to apply. To address this problem, an e-mail was sent out to all faculty reminding them to let students know the deadline for applying for graduation. The deadline was also provided on the "Where To Get Help" information sheet which is distributed in classes at the beginning of the semester. In future catalogs, more detail will be provided to students to help them understand the process for applying for graduation.

In the Veterans Services area, the electronic certification of benefits has been implemented in the Fall 2000 semester. This process will improve the turnaround time for certain areas of the certification process.

The process for dropping a class is provided in several places. Many faculty put a statement on their syllabus about dropping a class including the deadlines, it is explained in the catalog, the dates are indicated in the class schedule, a section on the "Where to Get Help" form is dedicated to the withdrawal process and includes deadlines, it is put in "This Week on Campus", discussed at orientation, the information is included in the Foghorn that comes out at the beginning of the semester, and the process is located on the Del Mar College website.

During the Fall 2000 semester, a postcard was sent out to all currently enrolled students to encourage them to register early. This effort was to help alleviate the numbers at regular registration. The card also informed them of the addition of web registration. Regular registration will be held in the Harvin Center for the Spring 2001 semester. This will give students the opportunity to perform all registration processes in one building.



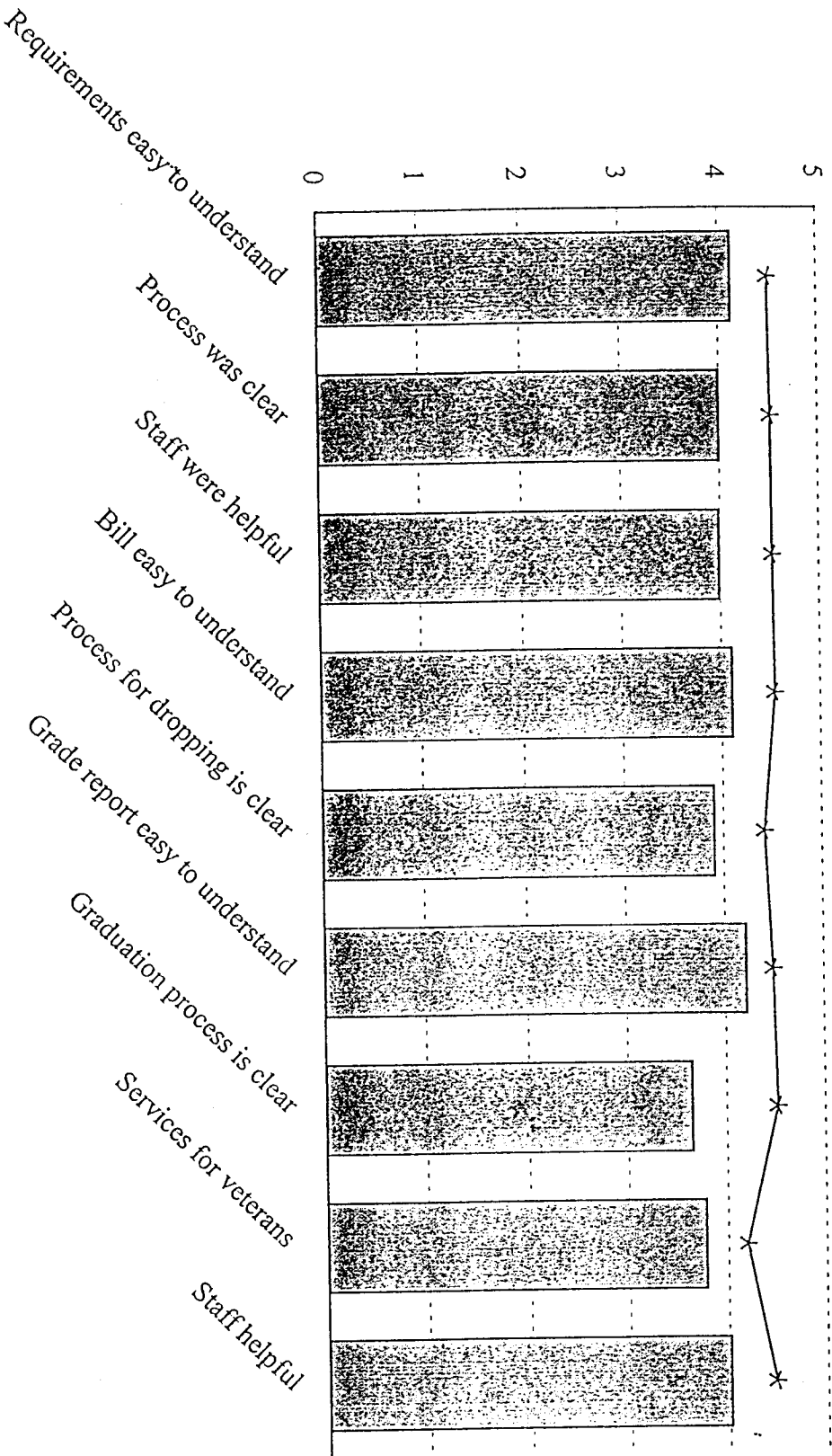
Problems were occurring with the Distance Learning classes that students were not attending the orientation sessions because they were unaware that they were required to attend the session. This office worked with the Department Chairs and the College Relations office to improve the placement of the orientation sessions in the class schedule. Changes were made to the class schedule so that the orientation sessions would be placed by the course. By making this change, students are made aware that an orientation is required to take the course. It also indicates the dates and times of orientation.

Another improvement that was made to the class schedule is the Department Chairs asked for a second opportunity to proof the schedule before it went to press. The office was able to accommodate their request and by doing this the information in the class schedule is more timely for the student.

The Office of Enrollment Services and Registrar continually strives to better serve the faculty, staff and students at Del Mar College.

# Admissions & Registrar

## Spring 2000 Student Satisfaction Survey Student Perceptions of Resources and Services Average Ratings



\* Importance  
 Satisfaction

Level of importance is based on a ratings scale where:  
 5 = Very Important, 4 = Important, 3 = Somewhat Important, 2 = Not Very Important, 1 = Not Important at All  
 Level of satisfaction is based on a ratings scale where:  
 5 = Strongly Agree, 4 = Agree, 3 = Neither Agree or Disagree, 2 = Disagree, 1 = Strongly Disagree

### III. Admissions and Registrar

Statements in this section pertained to services such as the admissions and registration processes, tuition payment, class withdrawal procedures, Veteran's services, and the overall helpfulness of office staff within these areas.

- ❖ The areas of highest importance, according to the survey, were:
  - ❖ The bill for tuition and fees was easy to understand (mean: 4.54 on a 5.0 scale)
  - ❖ The admissions and registrar staff were helpful during registration (mean: 4.53)
  - ❖ The registration process is clear (mean: 4.52)
  - ❖ The application process for graduation is clear (mean: 4.52)
  
- ❖ The three areas of lowest satisfaction (agreement with the statement) were:
  - ❖ The application process for graduation is clear (mean: 3.65)
  - ❖ Services for veterans are adequate (mean: 3.78)
  - ❖ The process for dropping a class is clear (mean: 3.91)
  
- ❖ The areas with the largest gap between the mean level of importance and the mean level of satisfaction were:
  - ❖ The application process for graduation is clear (mean difference: -0.86)
  - ❖ The admissions and registrar staff were helpful during registration (mean difference: -0.54)
  - ❖ The registration process is clear (mean difference: -0.52)
  - ❖ The process for dropping a class is clear (mean difference: -0.52)

