

Table 1.

SAO Data from 2013-14

I. Admissions Area

Outcome #1: See Table 2.

Outcome #2:

Staff	Number of Help Desk Tickets submitted during 2013-14
Gloria	8
Isabel	20
David	

II. Registration Area

Outcome #1:

Item	Method of Communication to Students
Unit limit for Fall 2014 (See attached copies of documentation.)	Posted on IVC website, IVC Facebook, Student Portal, and email blast to all students.

III. Records Area

Outcome #1:

A & R Staff	# Documents Scanned	# Documents Indexed
Gloria	500	500
Jose	1060	1060
Lisa	1176	0
Isabel	2907	3155
Carol	600	600
Gabriel	4599	7523
Norma	1425	587

Outcome #2:

See summary Table 2 for student comments.

Outcome #3:

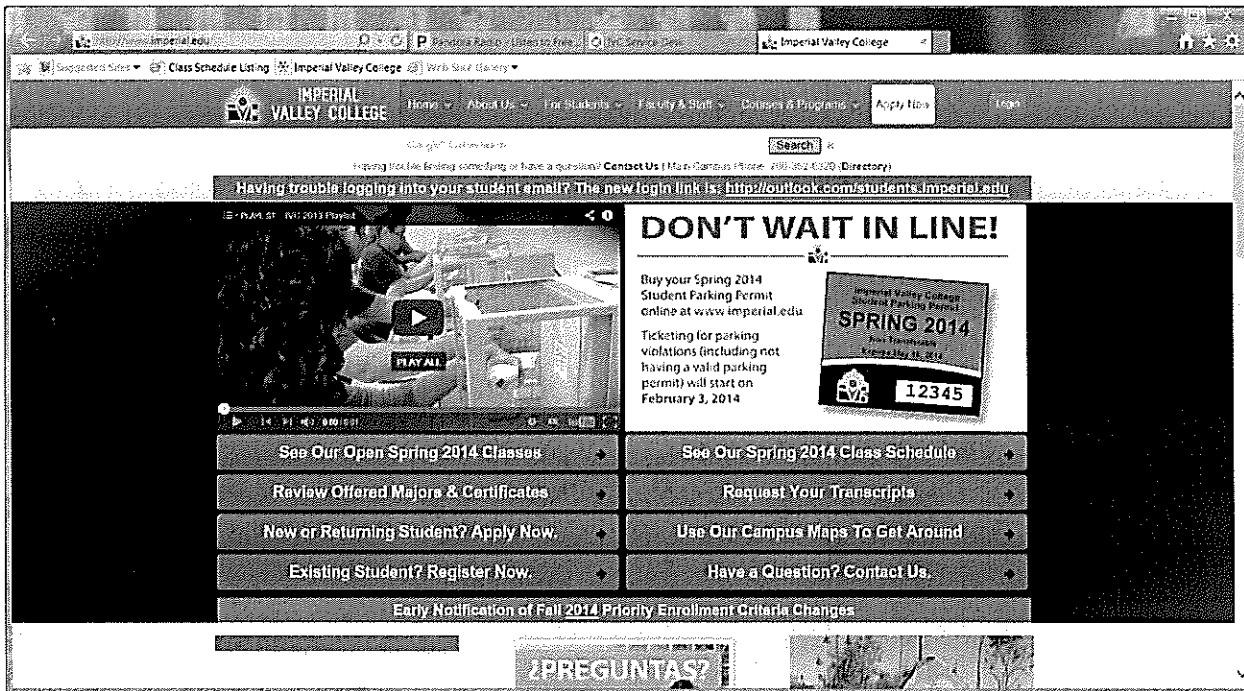
We have not begun to implement this process. This will continue to be an Outcome for our area. This particular outcome when implemented will decrease the turnaround time for transcript evaluation, however it will be a labor intensive process to fully implement.

Table 2 (Student Survey Results)

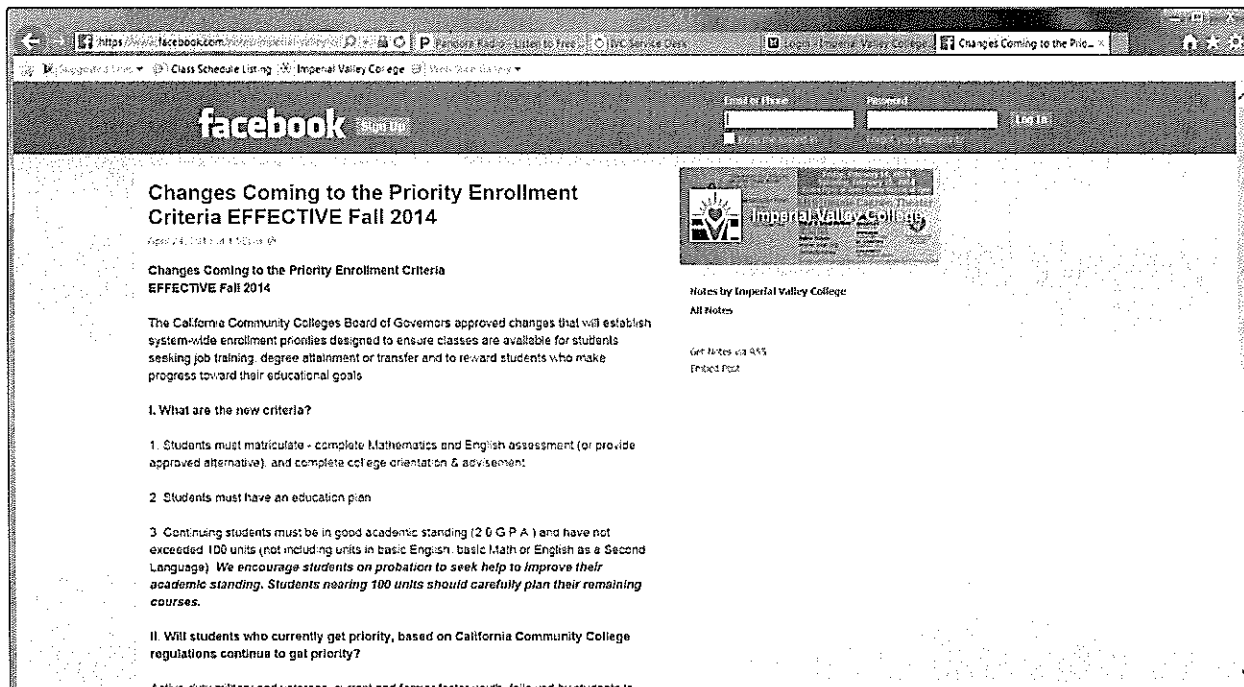
II. Admissions & Records: Registration Area

Outcome #1:

Imperial Valley Website: Early Notification of Fall 2014 Priority Enrollment Criteria Changes on the IVC Homepage. If a student click on the link it will take them to a page that will explain in full detail the upcoming changes for Fall 2014.



This is what was posted on the IVC Facebook page:



The following page is what went out to students via email.

Gloria Hoisington

From: Gloria Carmona
Sent: Wednesday, April 24, 2013 11:55 AM
To: ivc-students@lists.imperial.edu
Subject: Changes Coming to the Priority Enrollment Criteria for Fall 2014.
Importance: High

Changes Coming to the Priority Enrollment Criteria EFFECTIVE Fall 2014

The California Community Colleges Board of Governors approved changes that will establish system-wide enrollment priorities designed to ensure classes are available for students seeking job training, degree attainment or transfer and to reward students who make progress toward their educational goals.

I. What are the new criteria?

1. Students must matriculate - complete Mathematics and English assessment (or provide approved alternative), and complete college orientation & advisement.
2. Students must have an education plan.
3. Continuing students must be in good academic standing (2.0 G.P.A.) and have not exceeded 100 units (not including units in basic English, basic Math or English as a Second Language). ***We encourage students on probation to seek help to improve their academic standing. Students nearing 100 units should carefully plan their remaining courses.***

II. Will students who currently get priority, based on California Community College regulations continue to get priority?

Active-duty military and veterans, current and former foster youth, followed by students in Extended Opportunity Programs and Services and Disabled Students Programs and Services will continue to have first priority for registration if they meet the same criteria listed above.

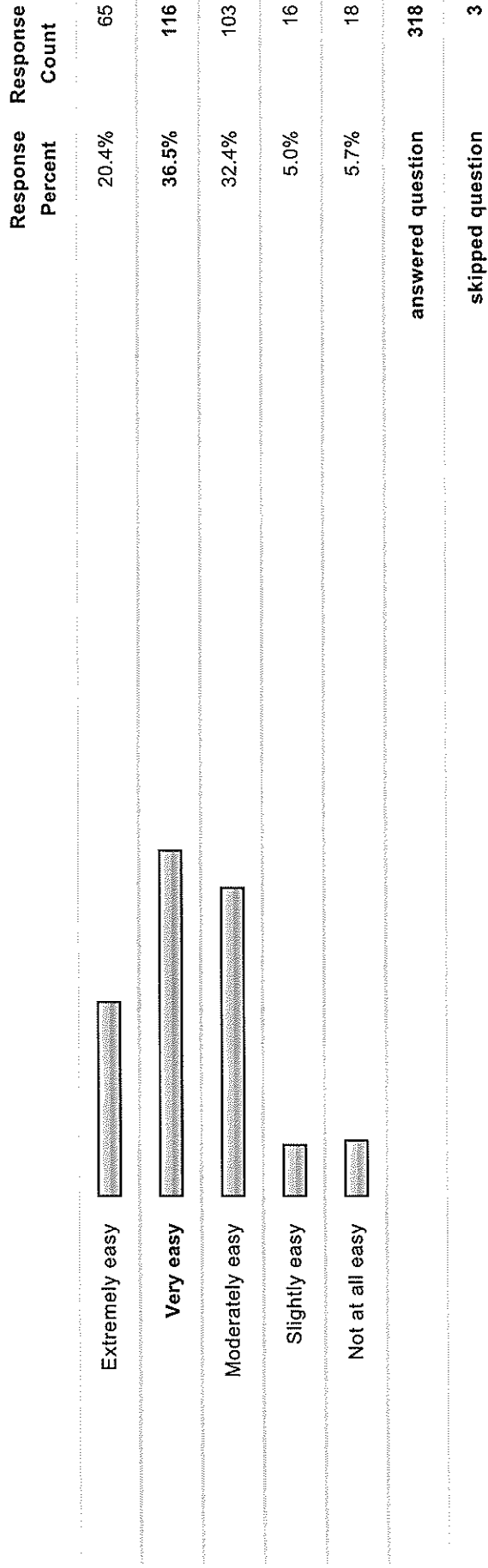
III. What if I don't meet the new criteria?

Students that don't meet the above criteria will enroll after the students who have earned priority.

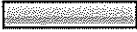




IV. What if I am a concurrently enrolled high school student?

California Community College regulations require that concurrently enrolled high school students receive a low enrollment date so as not to displace adult students




How easy was the application for admission process on our website?



1. How easy was the application for admission process on our website?

	Response Percent	Response Count
Extremely easy 	20.4%	65
Very easy 	36.5%	116
Moderately easy 	32.4%	103
Slightly easy 	5.0%	16
Not at all easy 	5.7%	18
answered question		318
skipped question		3

2. Is the online Class Schedule easy to understand?

	Response Percent	Response Count
Very Easy 	44.8%	141
Somewhat Easy 	43.2%	136
Not Easy 	12.1%	38
Comments:		35
answered question		315
skipped question		6

3. Is the online Class Schedule easy to use?



	Response Percent	Response Count
Very Easy 	46.0%	144
Somewhat Easy 	42.8%	134
Not Easy 	11.2%	35

Comments: 27

answered question 313

skipped question 8

4. I understand that each semester the Class Schedule contains policy and procedures for all students attending IVC.

	Response Percent	Response Count
Yes 	89.3%	283
No 	11.4%	36

answered question 317

skipped question 4



5. I access my IVC student email address at least twice a week.

	Response Percent	Response Count
Yes 	70.3%	223
No 	29.7%	94

answered question 317

skipped question 4

6. I like having the Class Schedule available only online.






	Response Percent	Response Count
Yes 	67.6%	213
No 	32.4%	102

Comments: 39

answered question 315

skipped question 6






7. The Admissions & Records hours of operation are sufficient to meet my needs.

	Response Percent	Response Count
Strongly agree 	16.4%	52
Agree 	54.4%	173
Disagree 	11.0%	35
Strongly disagree 	6.6%	21
No basis for opinion 	11.6%	37






answered question 318

skipped question 3



8. The people working in the Admissions & Records office are courteous and helpful.

	Response Percent	Response Count
Strongly agree 	29.5%	94
Agree 	51.7%	165
Disagree 	7.5%	24
Strongly disagree 	4.1%	13
No basis for opinion. 	7.2%	23
	answered question	319
	skipped question	2




9. The people working in the Admissions & Records Office are knowledgeable.

	Response Percent	Response Count
Strongly agree 	24.2%	77
Agree 	55.0%	175
Disagree 	7.2%	23
Strongly disagree 	4.1%	13
No basis for opinion 	9.4%	30
	answered question	318
	skipped question	3



10. I understand it is my responsibility to keep my contact information current with the Admissions & Records Office.

		Response Percent	Response Count
Yes		96.2%	302
No		3.8%	12
answered question			314
skipped question			7



11. I understand the steps to apply for graduation or a certificate during my last semester at IVC.

		Response Percent	Response Count
Yes		42.9%	135
No		34.6%	109
Not applicable		22.5%	71
answered question			315
skipped question			6

12. I understand how to use WebSTAR to access my class schedule, financial aid, records and billing information.

	Response Percent	Response Count
Yes 	93.4%	298
No 	6.6%	21
Comments:		18
answered question		319
skipped question		2

13. Information about deadlines for registration, adding and dropping classes, refunds, and withdrawal is readily available to me.

	Response Percent	Response Count
Yes 	87.3%	274
No 	12.7%	40
Comments:		17
answered question		314
skipped question		7

14. The Admissions & Records Office have added other online services. Please indicate whether you have used the following services.

	Yes	No	Rating Count
Electronic reminders about registration through the Student Portal	65.0% (202)	35.0% (109)	311
DegreeWorks - online degree audit program	40.3% (122)	59.7% (181)	303
Docufide - Requesting official transcripts online	38.9% (118)	61.1% (185)	303
Student Clearinghouse - Requesting enrollment verifications online	25.9% (79)	74.1% (226)	305
Waitlists for closed classes	60.5% (184)	39.5% (120)	304
		answered question	314
		skipped question	7