Departmental Services Outcomes
Measuring Success to Improve Teaching and Learning

Department/Unit   **Admissions and Records**

Team Members   Jennifer McDonald, Maria Mai, Rachel Cervantes, Michelle Wang, Kelly O'Steen, Khoi Tran, Erika Romeo, Anna Preciado, Rachelle Lopez, Sergio Borja, Leslie M.

I	II	III	IV
Expected Outcomes (Student Service Outcomes, Student Service Outcomes, and/or Service Area Outcomes)	**Assessment Plans** (How will you measure your success? Include assessment method and how, what, when, and who)	**Assessment Results** (Describe results of the assessment. Include main findings, date, and report author.)	**Implications and Plans for Improving Results** (What operational changes, resources, or modifications to expected outcomes or assessment methods are needed?)
Enable all students to have easy access to MyCCC through online instructions and assistance by phone, online or in-person.	Surveys will be distributed to students each semester to assess the MyCCC web portal.	Results from the Student Survey distributed in Fall 2011 indicated that 61.7% of students indicated very easy access to MyCCC Web Portal.	On-going operational assessment area to maintain quality of technology and accessibility of MyCCC for our students.
Increase the efficiency, ease and access of general registration procedures to students.	Surveys will be distributed to students each semester to assess the ease, accessibility and understanding of the general registration procedures.	Results from the Student Survey distributed in Fall 2011 indicated that 68.8% of students indicated very easy access to Coastline's online application and registration.	On-going operational assessment area to maintain quality of information, procedures, and accessibility for our students.
To increase student retention, access and be more learner success focused, redesign the Admissions and Records Department to be more student-friendly.	Surveys will be distributed to students each semester to assess the accessibility and student customer success of the Admissions and Records Office.	Results from the Student Survey distributed in Fall 2011 indicated that 80.1% of students rated strongly agree/agree that Coastline has a positive and supportive educational environment. 83% of students rated strongly agree /agree that they feel comfortable in Coastline's college environment.	On-going operational assessment area to maintain quality of services, introduce new technologies and accessibility for our students.

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To advance and sustain the College's capacity for student success, provide accurate and timely information to students and the community.	Surveys will be distributed to students each semester to assess the timeliness and accuracy of information provided to them by the Student Services Department.	Results from the Student Survey distributed in Fall 2011 indicated that 92.7% of students stated that they were able to find information they needed from the Coastline website; 7.3% of students indicated they could not.	On-going operational assessment area to maintain quality and accessibility for our students.
To create services and technology solutions to meet the needs of students, the department will provide technology and in-person services that include admissions application, register for classes, paying fees, obtaining parking permit, add/drop a class form, request a transcript, submit a petition, and/or submit a graduation or certificate application.	Internal records and documentation form Credentials online transcripts.	Since implementation of online services, students have a variety of service options to meet their needs; e.g., increase in the number of students accessing their transcripts: 7,456 in 2010; 19,455 in 2011.	On-going operational assessment area to maintain quality of services and accessibility for our students.

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Ensure the growth and efficiency of students and student success meet the needs and provide student services to the expanding College student population.	Internal records and documentation from CCCApply.	Admissions and Records continues to handle all matriculation activities for the College that includes ability for students to enroll online through CCCApply: 2008-2009= 29,741; 2009-2010= 32,085; 2010-2011= 34,021	On-going operational assessment area to maintain quality, meet the needs of diverse student populations and enrollment in College programs.