Highline College Institutional Effectiveness Department Report

2020-2021

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| **Department information** | |
| Department name | Advising and Enrollment Services |
| Date this report was completed | July 30, 2020 |
| Staff who contributed to this report | Jennifer Scanlon, Chantal Carrancho, Chase Magliocca, Quynh Mihara, Kendall Evans |
| Department Mission statement  (if applicable) | Advising and Enrollment Services promotes and facilitates access, retention and completion of educational programs. The individual units Admissions, Registration and Records, Veterans Services Office, Advising, Transfer and Career Services and Running Start work together to ensure students are served and supported from their initial admission through graduation and beyond. |

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| **Taking stock of 2019-2020** |
| **Describe 2-5 major accomplishments for 2019-2020. For each accomplishment, identify the related objective or indicator from the Mission Fulfillment Report (MFR), and describe the evidence you used assess this accomplishment** |
| **CORE THEME 1: Promote student engagement, learning and achievement**  Objective 1 - Students engage with their curriculum, campus and community for a meaningful educational experience.  *Indicator 1.3* - Students participate in organizations and activities that provide support, mentoring, or leadership opportunities, on campus, in the community, allowing them to experience multiple perspectives, practice civic responsibility, and contribute to the campus community.  **Accomplishment 1: Engaged students in advising, transfer and career activities**   * **4544** students met with advisors in the Advising Center * **560** appts/**387** participated in CASE events * **452** students employed * **2127** Running Start students met with a Running Start advisor   Objective 2 - Diverse teaching methods, innovative curricula, and student support services fulfill the learning needs of students.  *Indicator 2.2* - Faculty and Student Services personnel provide effective support  **Accomplishment 2: Effectively served students**   * **82%** of student survey respondents rated Advising/ES services as helpful (4 or 5 on scale of 1 to 5) * **91.9%** of orientation completers registered for classes   Objective 3 - Students achieve their goals by progressing on educational pathways  **Accomplishment 3: Evaluated and applied credits towards certificate/degree programs**   * **1999** students whose incoming transcripts were evaluated for credit * **1484** students whose graduation application was reviewed |
| **Department strengths** |
| Our strength is our team approach to our responsibilities and shared goals. For example, admissions staff and advisors work together to provide new students with an orientation experience which prepares and supports them in registering for their first quarter. In order to inform students who owe a tuition balance, Registration and Running Start work together to identify and contact students enrolled in courses not covered through the Running Start program. Advisors perform an unofficial evaluation of incoming and Highline transcripts with the degree audit tool maintained by Registration and Records and connect students with Credentials Evaluators to officially apply incoming and Highline credits to our academic program offerings. Regular communication and collaborative efforts amongst the leadership in each unit help ensure staff are informed of processes and policies in other areas, and issues are identified and resolved. |
| **Department challenges** |
| Our main challenge is to create business processes and communication, revisions to policies and websites that will need to occur to implement ctcLink. We also are challenged to provide individualized, holistic support with limited resources. Easier access to data would help us assess our services and intervene with students with tailored information applicable to their current academic progress and needs.. |
| **Areas you would like to improve** |
| We would like to ensure we have contact with students who have applied to the college to support them through their next steps. We would like to improve student awareness of classes that will apply towards their academic goals. We would like to ensure students complete a career assessment during their experience. We would like to reduce the amount of time for transcript evaluations. |

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| **2020 - 2021 work plan development** |
| **Goals:** Identify 3-6 goals for your department for 2020-2021. Each goal should be associated with the core theme objective or indicator that best relates to the desired outcome of your work. In parentheses after each of your goals, describe the evidence you plan to use to assess the achievement of that goal.  Not every objective or indicator will have an associated goal from your department, and you are welcome to delete the Core Themes/Objectives/Indicators that are NOT directly related to your goals for 2020-2021. |
| **Core theme 1: Promote student engagement, learning, and achievement**  Objective 1. Students engage with their curriculum, campus, and community for a meaningful educational experience.  Indicator 1.3 Students participate in organizations and activities that provide support, mentoring, or leadership opportunities on campus and in the community.  **Goal 1:** Engage students in activities and experiences that promote their success.   * # of students who attend an Advising, Transfer or Career event * # of students who meet with an Academic Pathway or Career Advisor * % of applicants who complete the New student survey * % of applicants who complete new student orientation * % of Running Start students who meet with an Running Start advisor   Objective 2. Diverse teaching methods, innovative curricula, and student support services fulfill the learning needs of students.  Indicator 2.2: Faculty and student services personnel provide effective support to students.  **Goal 2:** Provide a high level of customer service responsive to student needs and effective, clear processes.   * % of survey respondents who report service as helpful. * % of orientation completers who register   Objective 3. Students achieve their goals by progressing on educational pathways.  Indicator 3.3: Degree- or certificate- seeking students will attain credentials.  **Goal 3**: Implement streamlined processes, effective online tools and clear communications to promote the awarding of credits to academic programs.   * # of applications processed * # of students with incoming transcripts evaluated * # of students who submit a graduation application * # of veteran students who earn a credential |

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| **Suggestions to improve this report or process** |
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