Crafton Hills College - Outcomes Assessment Report

Program/Service Area: Admissions and Records   **Term:** 2011 Spring

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1. Learning Outcomes Statement

Students will be able to utilize technology to accurately and successfully apply on-line.

2. Means of Assessment (Measurement Method)

A two question survey has been established at the end of the CCCApply admissions application. Responding to the survey is optional.

Question 1 asks: *Rate your experience with this application*. There are five levels of satisfaction provided to responding students: **Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied.** Students who do not answer the question are included in the **No Response** category. **Question 2** asks: *Would you recommend this application?* Here students are provided with two simple choices: **yes** or **no**. Again, all students who do not answer the question are included in the **No Response** category. **Spring Semester:** Assessment will occur during the 8th week of the following fall semester. **Fall Semester:** Assessment will occur during the 8th week of the following spring semester.

3. Criteria for Success (Benchmark)

The minimum standard established by Admissions and Records Department and by the CCCApply Steering Committee is a combined "satisfied" and "very satisfied" rating of 85%.

4. Summary of Evidence

A total of 4296 applications were submitted. Of this total, 3500 did not respond to this question.

Response Category	#	%
Very Dissatisfied & Dissatisfied	12	1.51%
Neutral	48	6.03%
Very Satisfied & Satisfied	736	92.46%
Total	**796**	

A total of 4296 applications were submitted. Of this total, 3507 did not respond to this question.

Response Category	#	%
No	19	2.41%
Yes	770	97.59%
Total	**789**	

5. Use of Results (Implications for Program Improvement & Planning)

The high ratings and the overwhelmingly positive remarks support the continued promotion of the on-line application. At this point in time, minimal "learning gaps" are detected. Negative comments demonstrated there is a lack of understanding or knowledge of state regulations as well as district and campus policies and procedures. For example, returning students that have missed one or more terms (spring or fall) must reapply to the college. This is mandated for all CCC's. Some students don't understand why certain questions are asked on the application or the redundancy of some questions relating to residency.

The following ongoing actions address the "learning gaps" detected:

- A&R staff will continue to provide technical support to students who are not computer literate.
- A&R staff will continue to provide guidance to students who are not familiar or aware of state regulations as well as district and campus policies with regard to the application process.
- A&R continues to work with DCS to automate the application import process which will greatly decrease the response (turn around) time to students. Currently, applications are imported three times per day, excluding weekends and holidays. Due to increased workload and insufficient programming staff levels at DCS, the automation of this application process is not anticipated to be completed within the next two years. The importation process will remain a manual process until DCS acquires the necessary programming resources to complete the automation of the process.