

UNIT: *Admissions and Records FY 2013*

FY2013: Student and Academic Support Services Five Year Program Review

What is a Program Review?

This program review is a comprehensive study of the quality and cost effectiveness of a particular student and/or academic support service program. The purpose of Sauk's program review process is to promote continuous improvement and to link those improvements to other internal processes, including curriculum development, assessment, budgeting, facility planning, and to the strategic plan through operational plans. Information provided in program reviews will be used in internal reports, reports to other agencies, and for institutional planning. The program review for each area is conducted once every five years as dictated by a schedule created by the Illinois Community College Board (ICCB).

Why is a Program Review necessary?

ICCB requires all academic & cross-disciplinary programs and all student and academic support services to conduct a program review at least once every five years. The program review process should:

- Examine the need for the program, its quality, and its cost of operation.
- Involve employees of the unit as well as individuals not employed within the unit.
- Examine current information and data on enrollment, persistence, retention, and other data.
- Produce results that are considered in operational planning and budget allocation decisions.

The College's annual required *Program Review Report* to the ICCB comes directly from the approved program reviews.

Also, as a part of accreditation, the Higher Learning Commission (HLC) requires institutions to have an established process to regularly review all programs. Each institution is allowed the latitude to develop and administer a review process that is suited to the institution's unique circumstances and needs.

Timeline for the Program Review Process

April/May	Areas are informed that they are scheduled to conduct a program review in the fall of the next academic year
July-Early September	Optional "early start" is available to areas who want to get the Program Review process started sooner. Area leaders are designated Chair of their program review team. A mandatory orientation will be scheduled and hosted by the Dean of Institutional Research and Planning (IR).
Fall semester	Areas conduct their program reviews using this template. The Dean of IR is always available to answer questions during the review process. Occasionally, rough drafts of the PR document will be requested by the Dean of IR for review to stay apprised of progress.
December 20	Program reviews and all other required forms are due. Area leaders are responsible for having their Program Reviews submitted on-time or early.
Fall Semester-March	The college's Program Review Committee will evaluate area program reviews as they are submitted, request revisions, and approve final reviews. Finally, all program reviews must approved by the President.
April 1	Equipment Requests, Personnel Change Requests, and Major Project Requests from <u>approved</u> program reviews, will be forwarded for consideration using the budget allocation process.
Late April	Student and Academic Support Service areas will submit next year's operational plans, including action items identified in the program review.

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Instructions

- The area will form a program review team comprised of 5 to 10 individuals recommended from the following groups:
 - Department/unit staff and administrator
 - Employees not part of the department
 - 1 or 2 students
 - Community members and/or industry representatives who are not SVCC employees
- The program review team will complete this template during the review process. Other formats will not be accepted.
- All form areas/questions must be completed (unless specifically noted otherwise).
- Resources needed before the Program Review process begins:
 - Past Operational Plans for your area (last five years)
 - Past Program Review for your area
 - Current FY Operational Plan (they will be modified as the PR process occurs)
 - Access to the College catalog (online)
- **The required ICCB form (found at the end of this template) MUST be completed for each area being reviewed.** It is only one page in length. Make copies of the form as needed and insert into this template.
- The ICCB Best Practices Report is optional and may describe the entire unit or a specific practice. If you choose to complete this piece, you should discuss your best practice and supply evidence of its effectiveness.
- Type the names of the program review team on the SIGNATURES AND APPROVAL page and have the team members sign it during your area's first meeting.
- Submit the following by **December 20th** or earlier to the Dean of IR (Steve Nunez):
 - An electronic version of the completed program review template. Do not create a printed copy of the document.
 - The current FY Operational Plan with Program Review modifications added.
 - The completed Signatures and Approval page
- The approval process:
 - Submission of the completed PR template to the Program Review Committee alone does not constitute approval.
 - The Program Review Committee may request additional analysis, clarification, or information, and will not approve the review until it is satisfied that its requests have been addressed
 - Reviews must be approved by the committee and the President *by April 1st* in order for requests to be forwarded for budgetary consideration. Reports submitted after December 20th may not be approved by the Program Review committee by the April 1st deadline which may jeopardize area budgets.

Data Tables supplied to you for the Program Review: DT1 (Salaries & Supplies), DT2 (Staffing), DT3 (Graduate follow up)

QUESTIONS: Contact the Program Review Committee Chair, Steve Nunez, with any questions regarding your program review.

Alignment with the College Mission

College Mission *Tells who we are as an institution and what we do*

SAUK VALLEY COMMUNITY COLLEGE is an institution of higher education that provides quality learning opportunities to meet the diverse needs of its students and community.

College Vision *Tells where we want to go as an institution*

SAUK VALLEY COMMUNITY COLLEGE will be recognized as a benchmark institution of higher education that provides exceptional learning opportunities in response to the diverse needs of its students and community.

Program Mission

The Office of Admissions and Records (OAR) strives to provide friendly, easily accessible, trustworthy and efficient services in an environment that is caring and confidential

Identify the major functions carried out by this Unit (include as many as are appropriate):

- *Maintain all institutional student records, both current and historical.
- *Process all student applications and registrations (credit and non-credit).
- *Assist students in accessing academic records through Sauk Online Access to Records (SOAR) by providing individual training, either in person or over the telephone.
- *Provide faculty with instructions on accessing class rosters, reporting midterm data and entering final grades.
- *Grade processing, including grade changes and monitoring incomplete grade status.
- *Process course substitution requests by making the notation into BANNER, archiving into Filebound and notifying student.
- *Process student withdraws reported by faculty through SOAR.
- *Process transcript requests.
- *Evaluate high school and college transcripts and enter into BANNER.
- *Maintain high school articulations.
- *Run weekly enrollment reports.
- *Award degrees and certificates and generate diplomas.
- *Prepare all student related aspects of the commencement ceremony.
- *Maintain changes to all OAR forms based on policy and curriculum changes.
- *Prepare and submit mailings for general academic inquiries about SVCC.
- *Send Academic Progress notifications to students, monitor required active and adjust student schedules as necessary.
- * Enter ACT and Compass test scores into BANNER.
- * Prepare, submit and monitor athletic eligibility.
- * Submit enrollment and graduation reports to the National Student Clearinghouse.
- * Confirm student identity for the resetting of pin for e-mail and Moodle.
- * Determine prerequisite qualification for course enrollee students from other institutions and make notification in Banner.

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- * Determine accreditation credentials of high schools for Financial Assistance regulations.
- * Confirm identity and issue Sauk ID cards for students, employees and volunteers.
- * Monitor and update OAR webpage on the SVCC website.
- * Prepare for and participate in registering high school seniors for SVCC at each area high school in the spring of each year.
- * Answer questions and assist in finding answers to questions by students, faculty, staff, administrators and persons outside the institution.
- * Building of registration terms in BANNER.

PART 1: FINANCES – COST EFFECTIVENESS

Insert Data Table 1 here (Expenditures: salaries & supplies & staffing)

DATA TABLE 1: Expenses and Staffing		Area:					Admissions & Records
Row		FY08	FY09	FY10	FY11	FY12	5 Year Total
Totals for all Programs in Discipline							
a	Attempted hours	53,435.5	53,219.5	58,758.5	57,691.5	51,708.5	274,813.5
b	Employees						
	Full time	4	4	4	4	4	
	Part time	1	1	1	1	1	
	Work Study hours	1,587.9	1,618.7	1,161.5	1,166.3	1,261.0	
c	Cost per credit hour	\$3.38	\$3.55	\$3.39	\$3.63	\$3.65	\$3.52

		Area:					Admissions & Records
Row		FY08	FY09	FY10	FY11	FY12	5 Year Total
a	Employee expense (salaries & benefits)	174671	183154	190330	200597	179562	928314
b	Supply expense	5385	4125	5149	5095	4366	24120
c	Equipment expense	0	0	0	0	0	0
d	Other expense(publications and dues, maint serv, travel)	578	1574	3596	3988	4938	14673
e	Total expense	180633	188853	199075	209680	188867	967107

1. Using data table 1, *describe* the five-year income and expense trends for each area.

Salaries and benefits are directed by the institution and the OAR has little direct control over

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these items. If medical expense benefits are calculated into the Employees expenses the \$21,000 drop from FY 2011 to FY 2012 is explained by a staffing change within the office. FY 2012 expenses fall between the FY 08 and FY 09 amounts.

The institution's acquisition of the Xerox Workcenters added additional expenses to the supply budget. The copier charges with Gordon Flesch (Cannon) averaged \$25.00 per month; with Xerox we have seen an increase in that charge to approximately \$35.00. The office has tried to remain within the allotted budget for supplies.

Publications and dues line item has increased over the previous five FYs due to the acquisition of TES (Transfers Evaluation System), an on-line catalog reference tool (\$2800). This program allows the records analyst to find course descriptions from other institutions more efficiently, expediting the articulation process. The TES license allows for 10 users. The OAR has extended login privileges to the counseling office.

In October 2010 the office began subscribing to an on-line transcript submissions tool. This tool allows the office to submit transcripts to other institutions electronically, expediting the requests of the students. Transcript security paper is still used for the requests that cannot be submitted electronically. The electronic service has a \$500 annual fee (publications and dues account) and a \$0.55 fee (supply account) for each e-transcript submission. In FY 2011 the office transmitted 657 e-transcripts at a cost of \$361.35. In FY 2012 the office transmitted 1044 e-transcripts at a cost of \$574.20. The college approved a \$3.00 increase in the transcript fee for requests not submitted through the on-line National Student Clearinghouse system. This fee increase began July 1, 2011. In FY 2011 the office received 3019 transcript requests; 1006 requests were through the National Student Clearinghouse system for total revenue of \$15,144 (2013 @ \$6.00 + 1006 @ \$3.00). In FY 2012, the office received 3112 transcript requests; 1083 were through the National Student Clearinghouse system for a total revenue of \$15,423 (2013 @ \$6.00 + 1083 @ \$3.00). This revenue is not reflected in the budget of the office since the fees go to the general fund.

2. *Describe* what your area did during the previous five years to improve the program's financial viability.

The office has submitted a smaller budget request for work study.

The office has evaluated several of the OAR forms and found a more efficient way of producing the forms. The office has encouraged students to utilize on-line submission of requests, resulting in less paper being used. As of January 2012 the office began submitting the Intent to Graduate Statement of Standings to the students' email address as opposed to sending copies through the mail.

Student articulation notifications are also sent to the students' email accounts.

The registrar requested an increase in the transcript fees from \$3.00 per request to \$6.00 per request for any requests submitted by any means other than through the on-line method. When the transcript fees were \$3.00 per request, the office generated approximately \$9,000 in fees.

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3. Describe what your area will do over the next five years to improve the financial viability of the program.

At this time the office is not anticipating any major changes that will impact the financial viability of the office.

→**Was the financial viability plan and the fiscal year(s) of implementation added to the area's Operational Plan?** YES!

PART 2: QUALITY

PROFESSIONAL DEVELOPMENT & STAFFING

4. Using data table 1, *describe* the current staffing trends in your area. Are they adequate and appropriate?

The Office of Admissions and Records is a multipurpose office handling all aspects of student admission, registration, and academic records and institutional prerequisite checking, class rosters and grade collection. As of July 1, 2012 the position of records analyst was increased to a full time status bringing the services of the records analyst more in-line with the demands of the position. The OAR is open three evenings each week until 7:00 pm to accommodate the needs of the students and the community. The current positions (Coordinator of Enrollment Services/Registrar, OAR Administrative Assistant, Records Analyst and Enrollment Services Specialists {2}) should be considered the minimum requirements to adequately staff the office and accommodate the needs of SVCC customers.

5. If staffing changes are needed for this area within the next five years, please describe the needed changes, the rationale for the change, and the fiscal year needed OR indicate "none." Indicate any planned retirements and staffing needs to replace the position currently held by the retiree.

There are currently no anticipated retirements within this office. Current staffing positions, as indicated above, should remain in order to maintain a professional level of service and record keeping for the customers. The Enrollment Services Specialist positions should be considered for a grade level review. The demands of these positions require the employee to be extremely attentive to details, to be able to rationally solve problems while under pressure and to maintain an exemplary customer service attitude while communicating in person, on the telephone and through electronic means.

→**If staffing changes are necessary, was this added to the Operational Plan in the appropriate fiscal year(s)?** YES!

6. Have 100% of full-time employees participated in some form of *professional development* during the past 5 years? If no, explain why.

<input checked="" type="checkbox"/>	Yes
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<input type="checkbox"/> No

7. If area employees (including part-time) need any specialized and/or required professional development within the next 5 years, then list the specialized professional development needed, the year of anticipated need, and what employee will need to participate in the professional development.

Employee Name/Position	Description of Specialized/Required Professional Development Activity	Fiscal Year Necessary
Jane Grove/ OAR Administrative Assistant	Training in MS Excel	FY 13

**If more rows are needed, right click on table and add rows.*

→If specialized professional development is necessary, was it added to the area's Operational Plan for the correct fiscal year? X YES!

→When necessary, were professional development plans filed with the Human Resources Department? YES!

8. For each full-time employee, describe the professional development that he/she will participate in within the next 5 years (not already listed above)?

Employee Name/Position	Description of Anticipated Professional Development Activity.	Fiscal Year(s) of Activity
Pamela Medema/ Coordinator of Enrollment Services	Annual ICARAO conference	FY 13
Jane Grove/ OAR Administrative Assistant	Diploma Generation webinar	FY 13
Amber Morman/ Enrollment Services Specialist	Certificate audit training. (Internal training with registrar)	FY 13
Pamela Medema/ Coordinator of Enrollment Services, Meagan Rivera/ Enrollment Services Specialist	NJCAA Eligibility Seminar	FY 13

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Pamela Medema/ Coordinator of Enrollment Services, Jane Grove/ OAR Administrative Assistant	Annual ICARAO conference	FY 14
Meagan Rivera/ Enrollment Services Specialist, Pamela Medema/Coordinator of Enrollment Services	National Student Clearinghouse enrollment data reporting workshop	FY 14
Pamela Medema/ Coordinator of Enrollment Services, Meagan Rivera/ Enrollment Services Specialist	NJCAA Eligibility Seminar	FY 14
Sherri Whitlock/ Records Analyst	Transfer articulation meeting with Transfer Coordinator	FY 14
Pamela Medema/ Coordinator of Enrollment Services, Amber Morman/ Enrollment Services Specialist	Annual ICARAO conference	FY 15
Pamela Medema/ Coordinator of Enrollment Services, Meagan Rivera/ Enrollment Services Specialist	NJCAA Eligibility Seminar	FY15
Sherri Whitlock/ Records Analyst	Transfer articulation meeting with Transfer Coordinator	FY 15
Pamela Medema/ Coordinator of Enrollment Services, Meagan Rivera/ Enrollment Services Specialist	Annual ICARAO conference	FY 16
Sherri Whitlock/ Records Analyst	Transfer articulation meeting with Transfer Coordinator	FY 16
Pamela Medema/ Coordinator of Enrollment Services, Meagan Rivera/ Enrollment Services Specialist	NJCAA Eligibility Seminar	FY 16
Pamela Medema/Coordinator of Enrollment Services, Jane Grove/ OAR	Annual ICARAO conference	FY 17

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Administrative Assistant		
Pamela Medema/ Coordinator of Enrollment Services, Meagan Rivera/ Enrollment Services Specialist	NJCAA Eligibility Seminar	FY17
Sherri Whitlock/ Records Analyst	Transfer articulation meeting with Transfer Coordinator	FY 17

*If more rows are needed, right click on table and add rows.

→ **Were the professional development activities added to the area’s Operational Plan for the correct fiscal year? YES!**

→ **When necessary, were professional development plans filed with the Human Resources Department? YES!**

EQUIPMENT & SUPPLIES

9. Identify new and/or replacement equipment, software, and/or supplies over \$1000 needed by the program within the next five years. Also supply cost estimates, the anticipated fiscal year needed, and a rationale for the purchase **OR** indicate “None.”

Equipment/Supplies Needed & Rationale	Projected cost (\$) (one-time)	Projected cost (\$) (annual)	Fiscal Year needed
Second monitor for each staff desk (6)-to be able to view Banner screens while viewing Filebound records. Toggling between the two programs risks error when attempting to verify information.	\$1600		FY 13
Three desktop scanners-These will allow staff to immediately scan information into student records. This is a security measure for the student records and also allows for faster access to the information for counseling and financial assistance staff. Purchase one each year.		\$1700 each	FY 13-15
3 tablet devices to be used for student application and registration during off-campus registration activities. These devices	\$1000		FY 13

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will be shared with other Student Services offices for off- campus recruiting and advising activities.			
Upgrade the Student ID card program, in order to accommodate the needs of security, library and food service. A new system needs to be reviewed. The OAR is the central location for the distribution of student/staff ID cards. Any purchases or changes to equipment will need to come from other departments within the institution.	?	?	FY ?

*If additional rows are needed, right click on table and add rows.

→If equipment is needed within the next five years, was it added to the area’s Operational Plan for the correct fiscal year? YES!

FACILITIES

10. Discuss with the Director of Building and Grounds (ext. 299) to determine if your area is accessible to disabled persons? If no, what upgrades are needed be in compliance?

We have been advised that the OAR is in compliance as long as one front door is open. The staff makes sure that at least one door is open on a daily basis, especially on student attendance days.

→If facilities need to be upgraded to be accessible to disabled persons, was the facilities upgrade added to the area’s Operational Plan? YES!

11. Identify current facility deficiencies that currently & negatively impact this area (exclude items found in questions above), **OR** indicate “None.”

Front counter area is not a conducive set up for security of student records or information. Confidentiality of students’ registration and academic record is compromised by the current design. Records Analyst is in need of an office area where discussion of articulation and student records can take place privately.
Sound Proofing of current offices for privacy during sensitive interactions both in person and over the telephone is needed. The office is also in need of an unassigned conference room to have private conversations with students. This room needs to be separate from a staff member’s assigned work area.

→If a facilities upgrade is needed immediately, was the facilities upgrade added to the area’s Operational Plan? YES!

12. Identify anticipated facility improvements and/or additional facility space that will be needed within the next five years and list the anticipated fiscal year the renovations would be needed, **OR** indicate “None.”

RECRUITING OFFICE to be relocated to the OAR area	FY 13-14
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→If an anticipated facility upgrade is needed within the next 5 years, was the facilities upgrade added to the area's Operational Plan for the correct fiscal year?
X YES!

SERVICES

Insert Data Table 3 (Graduate follow-up surveys, if applicable)

The Graduate follow-up study is not applicable to this area.

13. If applicable, examine the Graduate follow-up surveys summaries provided in the above table. What was the average rating for your area during the last five years?

Fiscal Year	Average rating (0-4)

14. Were any area modifications made to the area in response to the survey rating? What were the modifications?

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15. Was a different student survey already administered (including Noel-Levitz) during the previous five years that provided quality feedback on the student or academic services provided by the area? If yes, describe the survey instrument(s) used and the useful information taken from the survey. What changes were made in response to the survey?

<input type="checkbox"/>	Yes
<input checked="" type="checkbox"/>	No

→If an "in house" student survey was used by your area, did you attach a copy of the survey instrument and a summary of the results? YES!

16. What student survey instrument(s) will be used within the next five years to receive quality feedback on the student or academic services provided by your area? Describe the instrument(s) and the type of information it will provide and the year(s) it will be administered.

The OAR will be part of the Student Services Division survey when it is conducted. Also OAR will also evaluate the spring 2013 Noel Levitz student survey data and make any necessary accommodations to services.

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→Was the survey instrument(s) and year of implementation added to the area's Operational Plan? YES!

17. Describe the results of the Unit's efforts to immediately improve efficiencies (not already listed), **OR** indicate "None."

The OAR has utilized the web for student access to forms. Students have been advised that these forms are available and encourage them to use them. OAR has used e-mail to notify students of graduation standing and of course articulation. Students have been told to check their SVCC email account for updates. Students' response to the e-mail communications has been very positive. Students are receiving information quickly and contact us much sooner when they have questions, usually through e-mail. This has allowed for well-documented communication with students. The OAR also scans the graduation standings and course articulations into Filebound as soon as possible for counseling access.

→Were immediate improvement efforts added to this area's current FY Operational Plan? YES!

18. Describe any future changes to improve efficiencies or services and indicate the FY of implementation; **OR** indicate "None."

Proposed Change	Fiscal Year Implemented
Students will be able to file Intent to Graduate via SOAR access	FY 13
Portal product will be used by the OAR will send to registration status notifications to students. The portal product will also be used by the OAR to send midterm reporting and final grade notifications to faculty.	FY 13

*If more rows are needed, right click on table and add rows.

→If anticipated improvements will be added within the next 5 years, was the improvement and the fiscal year of implementation added to the area's Operational Plan? YES!

MARKETING

19. What marketing strategies has the area already conducted within the last five years to promote the student or academic support services offered by the area? Summarize the findings.

Verbal instruction and written pamphlets.
Whenever possible the OAR staff will direct inquiries to specific areas of the website. This is an attempt to engage students in referring to the SVCC website and contributes to the website as being valuable marketing tool.

*If additional rows are needed, right click on the table and insert rows.

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20. What marketing strategies will the area conduct within the next five years to promote the student or academic support services offered by the area and what is the proposed year of implementation? What benefits are you predicting from the new marketing strategies? What data will be collected to monitor the potential impact?

Marketing Effort	Expected Benefits/Data collected	Fiscal Year of Implementation
OAR will utilize the same strategies as mentioned above.		

**If additional rows are needed, right click on the table and insert rows.*

→ **Was the PR/marketing coordinator contacted for suggestions?** **YES!**

→ **Were the marketing suggestions and year of implementation added to the operational plan?** **YES!**

Additional Information

21. Use the space below to indicate any plans not carried out from the last program review and explain why OR put “none”.

None

22. Describe any possible changes (not already addressed) that may be imposed on your area or the College that will negatively or positively affect the efficiency of your area and the year of expected implementation. Examples may include changes in state or federal regulations, ICCB requirements, or a dramatic demographic change OR indicate “none.”

Describe the “imposed change”	Fiscal Year change will take affect
None at this time	

23. Referring to the question above, what strategies will the area implement to address any concerns? If no concerns, indicate “none.”

Describe the proposed strategies to deal with the issues above	Fiscal Year of implementation
None at this time	

→ **If applicable, were the strategies added to the Operational Plan?** **YES!**

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24. Use the space below to tell the PR committee about any program issue(s) not addressed within this program review or indicate “none”. Indicate any possible solution to the program issue.

The OAR embraces opportunities for change, especially changes that involve technology. During the past year we have consulted with the counseling office and BANNER specialist on the reconsideration of the “wait-list” option for registration. While both areas have agreed that this registration enhancement would be beneficial to the institution, technological road blocks have prevented “wait-listing” from being implemented by the start of the Summer/Fall 2013 registration period.

The OAR would also like to offer options for forms to be submitted electronically instead of having the current PDF format that must be printed off and sent to the office.

The solution to these two projects might be the establishment of an information systems management team that would review projects, consider the risk assessment, determine feasibility, and establish a project timeline that is in keeping with the goals of the institution.

The office work schedule continues to be a source of pride for the office staff. Several years ago the staff consented to adjusting their work schedule so that the office is ready to conduct student business when the office opens. For the fall and spring semesters, one person comes into the office one hour before opening time in order to complete the routine opening activities. The assigned person sets the printers (BANNER process), processes applications that have been submitted overnight, processes transcript requests that have been submitted and runs various reports. By having these processes completed by the time the office doors open, the staff is immediately ready to assist customers. Also, any student information that may be needed by the counseling or financial assistance offices is ready for viewing.

→**Were the solution(s) added to the Operational Plan? YES!**

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**STUDENT & ACADEMIC SUPPORT SERVICES
PROGRAM REVIEW SUMMARY REPORT**

Required ICCB Report

Sauk Valley Community College

Academic Year 2012-2013

Service Area (Unit)	Office of Admissions and Records (OAR)
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Major Findings and Improvements/Modifications to the Area

Provide a brief description (150 words or less) of the function of the program, strengths and weaknesses, and any quality improvements or modifications made since the last program review.

The primary functions of the Office of Admissions and Records (OAR) are to assist with or complete all processing aspects related to student applications and registration for the institution; and the management of all aspects related to maintaining and protecting academic records. The strengths of the OAR continue to be the staffs' commitment to prompt, accurate customer service and their willingness to embrace new technology. The OAR exhibits great diligence in adhering to institutional, state and federal regulations.

A weakness of the OAR is the lack of awareness of OAR responsibilities and functions by other areas within the institution. We became cognizant of this during the OAR interview with the Program Review committee.

Opportunities for improvement continue to be the timely updating of admission records and forms and the OAR's website.

Statewide Program Issues (if applicable)

Provide a brief description of emerging state or national problems and/or area issues that will eventually affect your area, but cannot be addressed effectively at the local level or indicate "no issues."

None

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BEST PRACTICES REPORT

***Optional* ICCB Program Review Report**

Sauk Valley Community College

Academic Year 2012 – 2013

The ICCB Best Practices report is optional and may describe the entire unit or a specific practice. IF this piece is completed, discuss your best practice and supply quantitative and qualitative data as evidence of its effectiveness.

Title of Best Practice

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Programmatic Area (use an X to mark appropriate area)

	Academic Discipline
	Career and Technical Education
	Cross-Disciplinary
	Student & Academic Support Services

Description of the innovation/best practice (150 word limit)

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What is the quantitative and/or qualitative evidence to support the best practice?

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Contact Information

Sauk Valley Community College Name & Title: Phone Number: E-mail Address:
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SIGNATURES and APPROVALS	
NAMES AND SIGNATURES OF THE PROGRAM REVIEW TEAM Add lines if needed Signatures indicate that team members concur with the findings of the program review.	
NAMES (Indicate chair/co-chairs)	SIGNATURES
Pamela Medema (chair)	
Amber Morman (co-chair)	
Kate Paul	
Sarah McFarlane	
Lisa Masengarb	

PROGRAM REVIEW COMMITTEE	
This Program Review is complete and acceptable.	
This Program Review is complete but the conclusions <i>are not</i> fully substantiated.	
This Program Review is incomplete and unacceptable.	
Comments are attached (optional)	
Program Review Committee Chair; Date	
Program Review Committee Co-Chair; Date	

ADMINISTRATIVE APPROVALS	
Administrative signatures indicate an acceptance of the program review	
Dean or Program Administrator	
Academic Vice President (if appropriate)	

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President	
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