

**Cerro Coso Community College Assessment Plan
Administrative Unit/Service Department Outcomes**

Program: Admissions and Records

Administrative Unit/Service Department Outcome	Detailed Description of Assessment Plan	Rubric Used ³ ?	Results	Plan for Improvement and Reassessment ⁴
<p>Students will report a high degree of satisfaction with the accuracy of information received through the Admissions and Records Office.</p> <p>Target Performance: 95% of students</p>	<p>This was assessed by¹: Student Experience Survey question: Reflecting on your interactions with Admissions and Records as a Cerro Coso student, please select the answer below that best describes your experience with Admissions and Records: Accuracy of information</p> <p>Sampling method²: Sampling method²: See survey method information below</p>		<p>Onground: 92% (184/200)students Strongly agreed or agreed</p> <p>Online: 94.7% (342/361)Strongly agreed or agreed</p>	<p>This area is within 3% of target. Students report a high degree of satisfaction with accuracy of information while indicating a low satisfaction of processes and timeliness. Improvements on timeliness and written processes addressed in unit plan will increase the accuracy to students. This area will be monitored through surveys.</p>
<p>Students will report that Admissions</p>	<p>This was assessed by¹: Student</p>		<p>Onground:</p>	<p>This was the lowest</p>

1. Be very specific here. Describe how you will assess the outcome in some detail.
2. If applicable. Best practice is 30 responses, but it's recognized that it's not possible in many cases. If so, report results of all students/employees. If a sampling method is used, explain it here.
3. If a rubric was used to assess a qualitative measure, check this box and attach the rubric to the back of these sheets.
4. Describe your response to the results. Did the results match your target performance? If not, how might the outcome assessed be better achieved? Is there an adjustment needed to the assessment strategy? Is the target performance possible to achieve or does it need to be adjusted?

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<p>and Records services were delivered in a timely way.</p> <p>Target Performance: 95% of students</p>	<p>Experience Survey question: Reflecting on your interactions with Admissions and Records as a Cerro Coso student, please select the answer below that best describes your experience with Admissions and Records: Timeliness of response for information</p> <p>Sampling method²: See survey method information below</p>		<p>87% (171/196) students Strongly agreed or agreed Online: 83.7% (305-364) Strongly agreed or agreed</p>	<p>rated area for A&R, particularly for online students. Strategies are reflected in the annual unit plan to improve students' reported satisfaction with this measure.</p>
<p>Students will report a high degree of satisfaction with the knowledge of the Admissions and Records staff.</p> <p>Target Performance: 95% of students</p>	<p>This was assessed by¹: Student Experience Survey question: Reflecting on your interactions with Admissions and Records as a Cerro Coso student, please select the answer below that best describes your experience with Admissions and Records: Staff Knowledge</p> <p>Sampling method²: Sampling method²: See survey method information below</p>		<p>Onground: 91.8 (181/197) students Strongly agreed or agreed Online: 91% (333/365) Strongly agreed or agreed</p>	<p>Results within 4% of target performance. Target performance is possible to achieve. Strategies to improve accuracy of information are addressed in the unit plan.</p>

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<p>Students will report a high degree of satisfaction with the overall quality of service in Admissions and Records.</p> <p>Target Performance: 95% of students</p>	<p>This was assessed by¹: Student Experience Survey question: Reflecting on your interactions with Admissions and Records as a Cerro Coso student, please select the answer below that best describes your experience with Admissions and Records: Overall quality of service</p> <p>Sampling method²: See survey method information below</p>		<p>Onground: 94.5% (192/203) students Strongly agreed or agreed</p> <p>Online: 90.6% (339/374) Strongly agreed or agreed</p>	<p>Results exceeded the target performance.</p>
<p>Students will report that the admissions and application process was very helpful.</p> <p>Target Performance: 95% of students</p>	<p>This was assessed by¹: Student Experience Survey question: Please reflect back on becoming a student here at Cerro Coso and indicate the helpfulness of the following enrollment tools/steps: College Enrollment Application</p> <p>Sampling method²: See survey method information below</p>		<p>Onground: 54.7% students reported the process to be "Very Helpful"</p> <p>Online: 50.1% students reported the process to be "Very Helpful"</p>	<p>This is a low rated area on admissions and the application process. Strategies to improve the accuracy of information given to students addressed in the unit plan and a new application being implemented Spring 2012 will improve this area. The area will be assessed using student surveys.</p>

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<p>Students will report that the registration process was very helpful.</p> <p>Target performance: 95% of students</p>	<p>This was assessed by: Student Experience Survey question: Please reflect back on becoming a student here at Cerro Coso and indicate the helpfulness of the following enrollment tools/steps: Registration Process</p> <p>Sampling method2: See survey method information below</p>		<p>Onground: 57.5% students reported the process to be "Very Helpful"</p> <p>Online: 55.3% students reported the process to be "Very Helpful"</p>	<p>The low rated area on registration process is addressed in unit plan with strategies to improve accuracy, consistency and currency of processes to students with written procedures and policies. The area will be assessed using student surveys</p>

Analysis:

The Service Department Outcomes (SDOs) are core to the effectiveness of the Admissions and Records Office. The target performance levels for the outcomes are set at a high percentage in recognition of this. For the subsequent assessment cycle, a more specific target regarding the level of student satisfaction will be set. Admissions and Records will set targets for students to report a high level of satisfaction, versus satisfaction. The staff will be engaged in setting these targets. The process for assessment will also be revised. Students will be surveyed on an ongoing basis and the opportunity to evaluate services will be made available to

Survey Sampling Administration Method:

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Student Experience Survey: In Spring 2012, a Student Experience Survey was administered to Cerro Coso students. While the survey included questions about student behavior and characteristics, the primary focus was to provide assessment information for student services programs. Survey method:

Onground Students: A random sample of 1,500 students was selected from all Cerro Coso sites. These 1,500 students were mailed a paper survey with paid return envelope and a cover letter describing the purpose of the survey. 216 surveys were returned from the onground population of students, with numbers from each site as follows:

Indian Wells Valley (Ridgecrest Campus)	Kern River Valley Campus	Bishop Campus	Mammoth Campus	South Kern Campus	Did Not Identify
109	46	32	9	11	9

Online Students: All online students registered in the Spring 2012 term were emailed the cover letter describing the purpose of the survey and a link to take the survey online via Survey Monkey. 474 surveys were returned from the online population of students.

All students were also notified that completed, returned surveys would be entered into drawings for two Ipod Nanos, donated by the Cerro Coso Community College Foundation to support the survey effort. Student identifying information for drawing purposes was separated at the time the survey was received by a non-student services staff member and the Institutional Researcher.

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