2013-15 DACC Bi-Annual Program Review and Institutional Planning Process

PROGRAM STRENGTHS

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<tr>
<th>PROGRAM:</th>
<th>Admissions/Recruitment/Testing-Compass and GED/Veterans</th>
<th>DATE:</th>
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**UNIT MISSION STATEMENT:**
The Admissions Department provides, serves, and promotes the need to pursue higher educational opportunities to prospective learners throughout Doña Ana County and neighboring communities. This will be achieved through an open door admissions policy, recruitment, and retention efforts to enhance the educational needs of students and the quality of lives in Southern New Mexico.

**STAFF PRESENT:**
Geraldine Martinez, Michelle Cisneros, Rocio Alfaro, Anna Romero, Abigail Munoz, Maria Esparza, Aydee Sampedro, Debbie Loera, Lisa Trevino, Natalie Salazar, and Edna Briones.

**PROGRAM STRENGTH Number 1**
**Strong Recruitment/Retention**

**Why is this a strength?** (List reasons to support inclusion of this item as a Program Strength)
1. Expanding efforts to increase student motivation to attend college, by having student ambassadors involved in tours and attend recruitment events. We also follow up with students in sending material of requested field of study.
2. Expanding efforts to inform parents of the importance of college
3. Strong intervention effort in sending follow-up letters/email/phone calls to students who have incomplete applications, admitted but not enrolled, students who have withdrawn, and students who have passed their GED's to gather information in preserving access to enhance the quality of student success

**PROGRAM STRENGTH Number 2**
**Processing - Admissions**

**Why is this a strength?** (List reasons to support inclusion of this item as a Program Strength)
1. Ability to run system generated recruitment letters through Enrollment Management
2. Processors assist with Admission & Dual Credit Advisors on recruitment events
3. Continue to have a good working relationship with NMSU Admissions Office.

**PROGRAM STRENGTH Number 3**
**Testing-Compass and GED**

**Why is this a strength?** (List reasons to support inclusion of this item as a Program Strength)
1. Testing center continues to increase testing accommodations for different assessments for all students; the Dona Ana Community and surrounding areas to include, GED testing, ACT residuals, CLEP exams, GMAT, LSAT, GRE, Miller, TOEFL, COMPASS (including Dual Credit), HOBET, VUE, and Key Boarding. The center also provides proctoring for many external and internal institutions for all students.
2. Testing center has increased in personnel
3. Testing has expanded to the community by providing Work Keys testing for community employers.

**PROGRAM STRENGTH Number 4**
**Veterans Programs**

**Why is this a strength?** (List reasons to support inclusion of this item as a Program Strength)
1. Veteran’s Coordinator has streamlined advising and registration for a more efficient and timely manner to process VA claims.
2. Veteran’s department works closely with the VA department and outside agencies to provide guidance and information to prospective students.
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<th>PROGRAM STRENGTH Number 5</th>
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### PROGRAM CONCERNS

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<th>PROGRAM</th>
<th>Admissions-Recruitment, Testing Services, and Veteran Services</th>
<th>DATE</th>
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#### PROGRAM CONCERN Number 1
Admissions: Implement New Student Orientation—Recruitment: Restructure recruitment design tools and involve DACC student clubs and ambassadors. Lack of Recruitment Budget

Possible Improvement Activities

1. Collaborate with Student Service/Academic/Student Groups to introduce new students to many aspects of DACC to include student life, academic policies & procedures, student registration, and student services, to help students avoid potential obstacles in their achievement of their goals.

2. Partnership with DACC Student Government and student clubs to share their knowledge and help promote DACC to prospective students.

3. Ask for additional funding for recruitment travel and materials.

#### PROGRAM CONCERN Number 2
Admissions-No enrollment module to help streamline the admissions process in order to keep in contact with day-to-day constituents, admissions applications and documents and also act as an early alert system.

Possible Improvement Activities

1. Work with NMSU Cognos Connection system to provide student data reports

2. Request software to streamline admissions process through Budget Hearing Request Form

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#### PROGRAM CONCERN Number 3
Testing area understaff due to increased testing, lack of budget due to additional testing, and additional computers for GED computer based testing, and bigger server to be of better service for testing.

Possible Improvement Activities

1. Use of student ambassadors to help in proctoring of COMPASS and GED, and cross train admission staff to assist with testing coverage while testing coordinators are out of office.

2. Request additional computers and server to accommodate Computer Based GED testing.

3. Coordinate with Dual Credit office for approval of PSAT scores in place of COMPASS scores for Dual Credit.

#### PROGRAM CONCERN Number 4
Veteran Services-lack of a substitute for Veterans Office when Coordinator is absent and limited office space. No club in which students can interact with students and faculty.

Possible Improvement Activities

1. Cross train admissions staff policy and procedures of Veteran Services

2. Create VA student organization

3. Create a workable area for VA work studies and/or part-time staff.

#### PROGRAM CONCERN Number 5

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Admissions-Recruitment

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Program Actions Planned to Achieve Improvement Objective 1

1. Speak with student services/academics/student clubs to provide information about the importance of having a mandatory new student orientation.
2. Provide student clubs with upcoming admissions events/tours and provide training in the admissions process.
3. Create a field manual for admissions advisors and add DACC commercials to recruitment power point.

Does the completion of this objective require additional fiscal and/or human resource? (Highlight choice)

- [ ] Yes
- [ ] No
- [ ] Not Sure

If yes, please describe needed resources

Click here to enter text.

Which HLC Criterion would the completion of this improvement objective support? (Check all that apply)

- [X] Mission
- [ ] Ethical & Responsible Conduct
- [X] Teaching & Learning-Quality, Resources & Support
- [X] Teaching & Learning- Evaluation & Improvement
- [ ] Resources, Planning and Institutional Effectiveness
- [ ] Publicity & Promotion

Which Strategic Priority from the 2012-16 Strategic Plan would the completion of this improvement objective support? (Check all that apply)

- [X] SP 1. Improve Student Achievement
- [X] SP 2. Intrusive Student & Academic Support Services
- [ ] SP 3. Academic Curriculum Development & Redesign
- [ ] SP 4. Workforce for the Future
- [ ] SP 5. Institution Operational Efficiency & Effectiveness

Numeric Performance Targets for year ending June 2015

1. 80%

What Assessment Techniques/Tools will be Used to Determine Whether Objective 1 is Achieved?

Quantitative measure: comparing orientation enrollment face-to-face and online, with admission applications received for academic year. Use of surveys for positive and negative feedback.
**2013-15 DACC Bi-Annual Program Review and Institutional Planning Process**

**PROGRAM ACTION PLAN**

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<th>PROGRAM:</th>
<th>Admissions</th>
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**PROGRAM IMPROVEMENT OBJECTIVE Number 2**

No enrollment module to help streamline the admissions process in order to keep in contact with day-to-day constituents, admissions applications and documents.

**Program Actions Planned to Achieve Improvement Objective 2**

1. Work closely with NMSU’s Cognos System and DACC’s Institutional Effectiveness and Planning Department in order to receive various types of student data reports.
2. Continue with intervention effort in sending follow-up letters/email/phone calls to students who have incomplete applications, admitted but not enrolled, students who have withdrawn, and students who have passed their GED’s to gather information in preserving access to enhance the quality of student success.
3. Request purchase of enrollment/student retention modules to help streamline process in order to keep in contact with day-to-day constituents, admissions applications and documents. This will also help as an early alert system.

**Does the completion of this objective require additional fiscal and/or human resource?** (Highlight choice)

- [ ] Yes
- [ ] No
- [ ] Not Sure

If yes, please describe needed resources

Fiscal purpose would be to purchase enrollment/student retention modules.

**Which HLC Criterion would the completion of this improvement objective support?** (Check all that apply)

- [ ] 1. Mission
- [ ] 2. Ethical & Responsible Conduct
- [ ] 3. Teaching & Learning-Quality, Resources & Support
- [ ] 4. Teaching & Learning- Evaluation & Improvement
- [ ] 5. Resources, Planning and Institutional Effectiveness
- [ ] 6. Publicity & Promotion

**Which Strategic Priority from the 2012-16 Strategic Plan would the completion of this improvement objective support?** (Check all that apply)

- [X] SP 1. Improve Student Achievement
- [X] SP 2. Intrusive Student & Academic Support Services
- [ ] SP 3. Academic Curriculum Development & Redesign
- [ ] SP 4. Workforce for the Future
- [ ] SP 5. Institution Operational Efficiency & Effectiveness

**Numeric Performance Targets for year ending June 2015**

1. 50%

2. Click here to enter text.

3. Click here to enter text.

**What Assessment Techniques/Tools will be Used to Determine Whether Objective 2 is Achieved?**

Using comparative reports and enrollment through Effectiveness and Planning, to determine the number of students we have reached to re-enroll and first time enrollement.
### 2013-15 DACC Bi-Annual Program Review and Institutional Planning Process

#### PROGRAM ACTION PLAN

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<th>PROGRAM:</th>
<th>Veteran Services</th>
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**PROGRAM IMPROVEMENT OBJECTIVE Number 3**

Implement a DACC Veteran Student Organization and cross train admission advisors to help VA Coordinator in their absence

**Program Actions Planned to Achieve Improvement Objective 3**

1. Collaborate with DACC student activities director for policy and procedure on how to implement new student club
2. Obtain guidance from NMSU Veterans Student organization, DACC counseling center, Melanie Goodman & Elizabeth Driggers, Representative of Tom Udall, US Senate-NM
3. VA Coordinator will contact current DACC VA students to hold meeting to provide information on new student club once all paperwork to become a club is completed

**Does the completion of this objective require additional fiscal and/or human resource? (Highlight choice)**

- [ ] Yes
- [ ] No
- [ ] Not Sure

If yes, please describe needed resources

Click here to enter text.

**Which HLC Criterion would the completion of this improvement objective support? (Check all that apply)**

- [X] 1. Mission
- [ ] 2. Ethical & Responsible Conduct
- [ ] 3. Teaching & Learning-Quality, Resources & Support
- [ ] 4. Teaching & Learning- Evaluation & Improvement
- [ ] 5. Resources, Planning and Institutional Effectiveness
- [ ] 6. Publicity & Promotion

**Which Strategic Priority from the 2012-16 Strategic Plan would the completion of this improvement objective support? (Check all that apply)**

- [X] SP 1. Improve Student Achievement
- [ ] SP 2. Intrusive Student & Academic Support Services
- [ ] SP 3. Academic Curriculum Development & Redesign
- [ ] SP 4. Workforce for the Future
- [ ] SP 5. Institution Operational Efficiency &Effectiveness

**Numeric Performance Targets for year ending June 2015**

1. 50%

2. Click here to enter text.

3. Click here to enter text.

**What Assessment Techniques/Tools will be Used to Determine Whether Objective 3 is Achieved?**

By comparing enrollment of students in organization with those that a VA certified
### PROGRAM IMPROVEMENT OBJECTIVE Number 4

Need additional computers for computer based GED testing, and bigger server to accommodate increased testing services.

#### Program Actions Planned to Achieve Improvement Objective 4

1. Request additional 13 computers to complete the 25 available computer stations
2. Request the purchase of server

#### Does the completion of this objective require additional fiscal and/or human resource? (Highlight choice)

- [ ] Yes
- [ ] No
- [ ] Not Sure

If yes, please describe needed resources

Extra funding to purchase additional computers and server

#### Which HLC Criterion would the completion of this improvement objective support? (Check all that apply)

- [ ] 1. Mission
- [ ] 2. Ethical & Responsible Conduct
- [x] 3. Teaching & Learning-Quality, Resources & Support
- [ ] 4. Teaching & Learning- Evaluation & Improvement
- [ ] 5. Resources, Planning and Institutional Effectiveness
- [ ] 6. Publicity & Promotion

#### Which Strategic Priority from the 2012-16 Strategic Plan would the completion of this improvement objective support? (Check all that apply)

- [x] SP 1. Improve Student Achievement
- [ ] SP 2. Intrusive Student & Academic Support Services
- [ ] SP 3. Academic Curriculum Development & Redesign
- [x] SP 4. Workforce for the Future
- [ ] SP 5. Institution Operational Efficiency &Effectiveness

#### Numeric Performance Targets for year ending June 2015

1. Click here to enter text.
2. Click here to enter text.
3. Click here to enter text.

#### What Assessment Techniques/Tools will be Used to Determine Whether Objective 4 is Achieved?

Visible – able to view computer stations that will house its own computer
| PROGRAM: | Click here to enter text. | DATE: |...
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**PROGRAM IMPROVEMENT OBJECTIVE Number 5**

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**Program Actions Planned to Achieve Improvement Objective 5**

1. Click here to enter text.
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3. Click here to enter text.

**Does the completion of this objective require additional fiscal and/or human resource?** (Highlight choice)

- ☑ Yes
- ☐ No
- ☐ Not Sure

If yes, please describe needed resources

Click here to enter text.

**Which HLC Criterion would the completion of this improvement objective support?** (Check all that apply)

- ☑ 1. Mission
- ☑ 2. Ethical & Responsible Conduct
- ☑ 3. Teaching & Learning-Quality, Resources & Support
- ☑ 4. Teaching & Learning- Evaluation & Improvement
- ☑ 5. Resources, Planning and Institutional Effectiveness
- ☑ 6. Publicity & Promotion

**Which Strategic Priority from the 2012-16 Strategic Plan would the completion of this improvement objective support?** (Check all that apply)

- ☑ SP 1. Improve Student Achievement
- ☑ SP 2. Intrusive Student & Academic Support Services
- ☑ SP 3. Academic Curriculum Development & Redesign
- ☑ SP 4. Workforce for the Future
- ☑ SP 5. Institution Operational Efficiency & Effectiveness

**Numeric Performance Targets for year ending June 2015**

1. Click here to enter text.
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3. Click here to enter text.

**What Assessment Techniques/Tools will be Used to Determine Whether Objective 5 is Achieved?**

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