

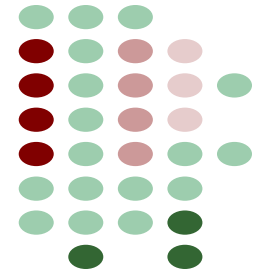


# 2012/2013 Outcomes Report

San Diego Community College District

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## District Student Services Division



CVIber 2013

# Student Services Division Outcomes Report 2012/2013

## **Mission**

District Student Services ensures continuity of service delivery among the colleges and continuing education with respect to various programs and services, as well as policies and procedures. Our goal is to provide students with a positive educational experience by maintaining consistency of processes, access to information and resources as well as support services. The office also ensures compliance with State and Federal laws and regulations. Responsibilities of the department include services to students with disabilities, outreach to high schools and the community, supporting the college departments, administration of the student information system as well as maintaining and processing all permanent academic records and information related to students.

## **Core Values**

**TO** ensure consistency and quality of student services processes for all students, districtwide.

**TO** ensure that all information communicated to the college community is clear, accurate, timely, and meaningful.

**TO** ensure compliance with all state and federal laws pertaining to students and student records.

**TO** foster a collaborative team effort in student services, districtwide, to provide excellent services to students.

**TO** ensure integrity and accountability in the application of policies and procedures so that all students are treated fairly and equitably.

## **Overarching Goals**

1. Deliver timely and accurate support services to all students to ensure equity in student success.
2. Ensure compliance and timely response to State mandates.
3. Provide leadership, expertise, and support to the college community.
4. Employ high quality and integrity standards in processes for generating, managing, and using data and information.

## Student Services Division Scorecard 2012/2013

<i>Division Goals</i>	<i>Indicators &amp; Measures</i>	<i>2012/13 Outcome Highlights</i>
<b>1. Deliver timely and accurate support services to all students to ensure equity in student success.</b>	<p>Innovation and Development</p> <p>A. Develop plan for instructional support as needed for test proctoring.</p> <p>B. Began using new database for Evaluators.</p> <p>Quality of Service and Timelines</p> <p>A. Ensure all records transferred successfully, no loss of data.</p> <p>B. Verify 50% of transferred records.</p>	<p>Innovation and Development</p> <p>A. DSPS continues to provide main support for this service.</p> <p>C. Database structure required major changes which delayed implementation.</p> <p>Quality of Service and Timelines</p> <p>A. PRDS database has been developed and moved to production.</p> <p>B. 50% of records have been transferred and verified.</p> <p>C. Nearly 65% of records transferred from PRDS to web application were verified.</p>
<b>2. Ensure compliance and timely response to State mandates.</b>	<p>Compliance &amp; Disclosure</p> <p>A. Consistent practice of appropriate security measures to preserve the confidentiality and integrity of student records.</p> <p>B. Protect confidential information from unauthorized access, use or disclosure.</p> <p>C. Develop processes to ensure accurate and timely record keeping (late/missing grades).</p>	<p>Compliance &amp; Disclosure</p> <p>A. Updates to Records Retention Manual are approx.. 50% complete.</p> <p>B. Changed subpoena process to require sole acceptance by a supervisor.</p> <p>C. Developed two IT jobs for electronic reports to monitor incompletes and missing grades.</p>
<b>3. Provide leadership, expertise and support to the college community.</b>	<p>Efficiency</p> <p>A. Completion of training manuals and user guides for Analytical Unit.</p> <p>Customer Needs/Satisfaction</p> <p>A. Respond to inquiries and training needs for Student Services districtwide.</p> <p>B. Add information regarding statewide initiatives to website (i.e., SB 1440)</p> <p>C. Number and frequency of Outreach workshops and presentations.</p> <p>Culture of Evidence and Inquiry</p> <p>A. The number and variety of information provided to the college community.</p>	<p>Efficiency</p> <p>A. Complete rewrite of Faculty Web Services to include online attendance reporting</p> <p>Customer Service</p> <p>A. Provided individual training (e.g., DSPS).</p> <p>B. Added more information to Student Web Services regarding ADTs.</p> <p>C. Eleven community presentations were conducted.</p> <p>Culture of Evidence and Inquiry</p> <p>A. 100% of planned data/research reports listed in the College Research Agendas, and project logs were completed by the IRP offices.</p>

<i>Division Goals</i>	<i>Indicators &amp; Measures</i>	<i>2012/13 Outcome Highlights</i>
<p><b>4. Employ high quality and integrity standards in processes for generating, managing and using data and information.</b></p>	<p>Efficiency  A. Complete Agency process for Interpreters not covered by DSPS.  B. Develop student information for website supports.</p> <p>Accuracy and Relevancy  A. Transition most reports to Hyperion</p> <p>Data Coaching/Facilitating  A. Number of people who attend IRP facilitated discussions, briefings, workshops and meetings.</p>	<p>Efficiency  A. Process in place and posted on DSPS website.  B. Changes made to District website to provide grant information for students.</p> <p>Accuracy and Relevancy  A. Approx. 96% of all recurring reports are in Hyperion, and roughly 95% of the weekly Cabinet Update reports are created in Hyperion.</p> <p>Data Coaching/Facilitating  A. Approx. 260 individuals attended briefings, meetings and workshops facilitated by an IRP member.</p>

## Mission

District Student Services ensure continuity of service delivery among colleges and continuing education with respect to various programs and services, as well as policies and procedures.

## Core Values

1. Consistency and Compliance
2. Quality of services
3. Integrity/Ethics
4. Accountability
5. Continuous Improvement
6. Innovative ideas for future planning

**Outcomes Report 2012-2013**

Goals	Key Activities	Indicators & Measures	Outcomes
<p>1. Ensure compliance and timely response to State mandates. <i>Examples: MIS reporting, Enrollment Fee Increase, Title 5, etc.</i></p> <p><b>(Division Goal 2)</b></p>	<p>1.1. Analyze, plan, design, and respond to statewide mandates. 1.2. Test, train, communicate, and implement State mandates for Student Services.</p>	<p><i>Efficiency</i> 1.1. 2012/13 projects successfully implemented and/or processes changed. (e.g., zero rejects in MIS submission) within scheduled time-frame and budget. 1.2. All scheduled trainings completed. 1.3. All reports to the State submitted on time. 1.4. Zero audit exceptions.</p>	<p>1.1. Zero MIS rejects on annual award file. All other MIS submissions were within tolerance levels. 1.2. Extensive training re: Repetition, Enrollment Priorities, Financial Aid, and Foster Youth. Fee increase communication and implementation.</p>
<p>2. Improve efficiency through technical solutions. <i>Examples: CE online registration, Online faculty roster, Faculty Web Services integration, etc.</i></p> <p><b>(Division Goal 3)</b></p>	<p>2.1. Analyze business processes to determine necessary improvements for efficiencies. 2.2. Develop project and implementation plan. Coordinate technical specifications with Information Technology.</p>	<p><i>Efficiency</i> 2.1. 2012/13 projects successfully implemented and/or processes successfully changed within scheduled timeframe and budget. 2.1.2. Completion of training manuals and/or user guides. <i>Communication</i> 2.2. Soliciting information from colleges and debriefing after project implementation. <i>Efficiency</i> 2.3. Stabilization, reduction or shift in workload/staffing. Minimizing need for new staff in Student Services district-wide.</p>	<p>2.1. Complete rewrite of Faculty Web Services to include online attendance reporting. 2.1.2. Major redesign of Student Web Services look and feel included more detailed information for students. 2.2. Online Continuing Education Registration rolled out to all CE sites.</p>

## Analytical Unit – Outcomes Report | 2012-2013

Goals	Key Activities	Indicators & Measures	Outcomes
<p>3. Provide leadership and expertise to the college community.</p> <p><b>(Division Goal 3)</b></p>	<p>3.1. Communicate effectively and maintain consistency in the interpretation and application of district policies and procedures.</p> <p>3.2. Recommend changes to district policies approved by Board of Trustees.</p> <p>3.3. Recommend improvement to district procedures.</p> <p>3.4. Respond to requests/inquiries/training needs.</p> <p>3.5. Provide necessary forms and documentation to ensure business processes are clear and efficient.</p>	<p><i>Communication</i></p> <p>3.1. Ensure the business processes are clearly articulated and defined.</p> <p>3.5. Compliance and distribute operating procedures and supporting documentation prior to implementation.</p> <p><i>Customer Needs/Satisfaction</i></p> <p>3.4. Respond to inquiries and training needs for Student Services district-wide.</p>	<p>3.1. Updated District Policies &amp; Procedures.</p> <p>Scheduled Quarterly Veterans’ Subcommittee Meetings.</p> <p>Standing Weekly/Monthly Meetings with Financial Aid, Admissions &amp; Records, Counseling, Evaluations, and Accounting.</p> <p>3.4. Provided individual training: DSPS, Counseling, Tracking, Scheduler, CE Registration (Faculty &amp; Staff), College Faculty, Deans, Dept. Chairs and Academic Senate on Faculty Web Services.</p> <p>Detailed documentation provided for each change or modification.</p>
<p>4. Provide leadership and expertise to support a new Administrative System.</p> <p><b>(Division Goal 3)</b></p>	<p>4.1. Identify current business processes for a new Administrative System.</p>	<p>4.1.1. Identify current processes for Student Services functionality and specifications.</p> <p>4.1.2. Ensure all current functionality is identified and mapped out.</p>	<p>4.1.1. Diagram and write detailed business processes for each module in the student and ancillary systems.</p>

## Mission

DSPS assists colleges to provide services and accommodations for students with disabilities to support their student success and to meet the requirements of federal and state non-discrimination laws. The district component assures that policies and procedures are applied equitably at all colleges and continuing education. When efficient, the district supports services district-wide, instead of by the location, in order to meet the needs for accommodations of students with disabilities.

## Core Values

1. Equal Access
2. Integrity
3. Collegiality
4. Communication
5. Universal design and innovation



**Outcomes Report 2012-13**

Goals	Key Activities	Indicators & Measures	Outcomes
<p>1. Develop replicable processes for providing timely services and programs district-wide</p> <p><b>(Division Goal 1)</b></p>	<p>1. Develop and review policies and procedures to meet the changing laws and regulations that support services for students with disabilities - policies for this year include: ADA Transition Plan, Study Abroad.</p>	<p><i>Access</i></p> <p>1.a. Support use of approved Transition Plan for new buildings.</p> <p>1.b. Complete Study Abroad processes for reasonable accommodations of students with disabilities.</p>	<p>1.a. Coordinators and Managers for DSPS continue to be a resource on campus committees and respond to specific needs.</p> <p>1.b. Progress in this area is limited due to decrease in Study Abroad as a district priority.</p>
<p>2. Employ high quality and integrity standards in processes for generating and managing data and information related to DSPS services and budget allocations</p> <p><b>(Division Goal 4)</b></p>	<p>2. Develop internal timelines for review of data and report of findings to meet statewide deadlines to include: student file audits, budget planning, student survey on use of supports.</p>	<p><i>Efficiency</i></p> <p>2.a. Develop report for Managers/Coordinators student files review.</p> <p>2.b. Provide training on new SSTF regulations and other new documentation needs.</p> <p>2.c. Complete Agency process for Interpreters not covered by DSPS.</p> <p><i>Customer Satisfaction</i></p> <p>2.d. Develop student information for website on supports.</p>	<p>2.a. Student file reviews were limited due to decreased staff/faculty at all locations.</p> <p>2.b. DSPS staff participate in discussions related to SSSP (current name of regulations). Working on priority registration campaign.</p> <p>2.c. Process in place and posted on district DSPS website. Inservice to campus committees on process.</p> <p>2.d. Changes made to district website to provide grant information for students and improved contact information. Links to campuses updated.</p>

# Disability Support Programs and Services – Outcomes Report | 2012-2013

Goals	Key Activities	Indicators & Measures	Outcomes
<p>3. Practice effective communication with college community to assure student access in all programs and services</p> <p><b>(Division Goal 1)</b></p>	<p>3. Strategic participation in district-wide committees to represent DSPS issues throughout the colleges and continuing education, such as: Disaster &amp; Safety, Management Council, Distance Ed., and DSPS Council.</p>	<p><i>Innovation and development</i></p> <p>3.a. Attend 100% of Disaster &amp; Safety Comm. meetings and respond to written documents.</p> <p>3.b. Attend/ monitor DE meetings to provide feedback &amp; response to access needs</p> <p>3.c. Develop plan for instructional support as needed for test proctoring</p> <p>3.d. Maintain presence on all college/CE new building comm..</p>	<p>3.a. Director or department staff attend all Disaster and Safety meetings.</p> <p>3.b. Director or campus DSPS rep attends monthly meetings to update or support as resource.</p> <p>3.c. Have discussed support from other depts., but limited response. DSPS continues to provide main support for this service.</p> <p>3.d. As stated in 1.a. this process is going well at each campus.</p>
<p>4. Seek to improve professional skills of DSPS personnel and the college community that it serves</p> <p><b>(Division Goal 4)</b></p>	<p>4. Support professional training and statewide participation in organizations that support access issues for students with disabilities such as; DHH and Mental Health.</p>	<p><i>Innovation and Development</i></p> <p>4.a. Attend meetings for DHH, MH and CAPED (as treasurer) for feedback on state funding and implementation needs.</p> <p><i>Communication</i></p> <p>4.b. Continue ongoing meetings for managers, faculty, and administration as needed related to DSPS.</p>	<p>4.a. Director was a member of statewide review of all components in DSPS and is completing the role of treasurer with CAPED.</p> <p>4.b Met with VPSS as the Acting VCSS to discuss DSPS funding. Meeting monthly with key DSPS component.</p>

# Disability Support Programs and Services – Outcomes Report | 2012-2013

Goals	Key Activities	Indicators & Measures	Outcomes
		4.c. Monitor use of C2C website for effective transmission of available services. Continue to add ASL video and new program information.	4.c. C2C website information is updated to meet the needs of new coordinator. New program information for Interpreting Services Office is updated as needed.
5. Seek external funding to support disability accommodation needs of students  <b>(Division Goal 1)</b>	5. Develop and maintain grants and contracts to support identified needs in the program in WorkAbility III and Cal WORKS.	<i>Growth &amp; Development</i> 5.a. Monitor expanded WorkAbility III grant for 2011-2014 with new positions & match support. 5.b. Review & monitor functions of CalWORKS contract for 4th year. 5.c. Review and monitor functions of College 2 Career grant and mentor new coordinator.	5.a. New coordinator hired for WAIII and process to renew grant will begin next year. 5.b. CalWORKS contract is renewed for another 4 years. Will work on expansion of adjunct to assist in next year. 5.c. C2C grant has performed well with completion of data collection for pilot. New coordinator working well with details of the grant. New grant process will begin next year.

### Mission

Our mission is to provide exceptional service and quality support to the SDCCD academic community, with a particular emphasis towards processes related to student academic records. Our office ensures the accuracy, integrity, and privacy of student records in accordance with federal and state regulation.

### Core Values

1. Teamwork
2. Quality Service-Oriented
3. Integrity/Ethics
4. Consistency and Compliance
5. Accountability
6. Innovation-driven

**Outcomes Report 2012-2013**

Goals	Key Activities	Indicators & Measures	Outcomes
<p>Increase numbers of degrees and certificates awarded</p> <p><b>(Division Goal 1)</b></p>	<p>1. Prepare a report of students with 60+ units, email students to communicate information, advertise (posters)</p>	<p><i>Quality of Service and Timeliness</i></p> <p>1. Increase graduation rates each semester.</p>	<p>Degree numbers remained relatively the same with a slight increase in certificates.</p>
<p>Create an integrated graduation database</p> <p><b>(Division Goal 1)</b></p>	<p>1. Develop specifications, work with the I.T. to design and test, train college colleagues.</p>	<p>1. Begin using new database Fall 2012.</p> <p>2. Develop a new user manual and business processes.</p>	<p>Database structure required major changes which delayed the implementation.</p>
<p>Improve communications and build relationships with college</p> <p><b>(Division Goal 3)</b></p>	<p>1. Maintain evaluations website (ongoing and annual).</p> <p>2. Provide training via Vice Chancellor.</p> <p>3. Invite Counseling Supervisors and Instructional Services to Evaluators Subcommittee.</p> <p>4. Stay involved in curriculum (input)</p>	<p>1. Add information regarding new statewide initiatives to website (i.e., SB1440).</p> <p>2. Update and distribute evaluations business processes.</p> <p>3. Survey of District evaluations to college community, 80% satisfaction.</p>	<p>Added more information to Student Web Services regarding ADT.</p> <p>Annual update of evaluations business processes with periodic additions of new procedures.</p> <p>Added to district wide Catalog Committee.</p>

## Evaluators – Outcomes Report | 2012-2013

Department Goals	Key Activities	Indicators & Measures	Outcomes
Foster a positive work environment with shared vision and increased expert-base  <b>(Division Goal 3)</b>	1. Cross-training of duties/responsibilities amongst evaluators. 2. Develop Districtwide standard operating procedures.	1. Monthly subcommittee meetings. 2. Promote teamwork and involvement in assignments/projects. 3. Develop and update desk manual outlining procedures to serve as resources to new/current evaluators.	Notify college Counseling and Evaluations when in meetings and during catalog input period.  Evaluators attend college curriculum, tech review, and academic standards committee meetings on a monthly basis.

## Mission

The primary purpose of the Office of Institutional Research and Planning is to provide information that supports the on-going planning, policy and decision-making efforts throughout the District. This is done by facilitating discussions and consultations in the use of data and information to assist in managing and improving the quality and effectiveness of programs and services. The Office of Institutional Research and Planning also provides information to external accrediting and funding agencies, and to legislative bodies, and serves as a primary source for information on institutional effectiveness at SDCCD.

## Core Values

1. Integrity
2. Quality
3. Collaboration
4. Communication
5. Innovation

## IRP Goals

1. Deliver timely and relevant data and information to the three colleges, Continuing Education, the District, and the community
2. Employ high quality and integrity standards in processes for generating and managing data and information.
3. Promote a culture of evidence, inquiry, and action that builds communities of sophisticated users of data and information.
4. Perform professional research functions in a collaborative and supportive manner.
5. Continually seek to improve services through creative and innovative ways that advance research methodology and reporting.

## Student Services Division Goals

1. Deliver timely and accurate support services to all students to ensure equity in student success.
2. Ensure compliance and timely response to State mandates.
3. Provide leadership, expertise and support to the college community.
4. Employ high quality and integrity standards in processes for generating, managing and using data and information.

**Outcomes Report 2012-2013**

Goals	Key Activities	Indicators & Measures	Outcomes
<p>1. Deliver timely and relevant data and information to the three colleges, Continuing Education, the District and the community</p> <p><b>(Division Goal 1)</b></p>	<p>1. Provide regular and recurring institutional reports (i.e., Fact Book, Basic Skills, HS Pipeline), as well as ad hoc requests.</p>	<p><i>Customer Satisfaction/Feedback</i></p> <p>1.1. Ongoing and annual on-line customer satisfaction survey.</p>	<p>1. No formal feedback was collected in 2011/12.</p>
<p>2. Employ high quality and integrity standards in processes for generating and managing data and information.</p> <p><b>(Division Goal 4)</b></p>	<p>2.1. Ensure that all projects run through same rigor of quality using validation check system.</p> <p>2.2. Develop and update project plans or proposals for all major projects.</p> <p>2.3. Continue to develop and maintain Datamart.</p>	<p><i>Accuracy &amp; Relevancy of Information</i></p> <p>2.1. Implementation of data validation and quality improvement processes on all reports and projects.</p> <p>2.2. Development of project plans on all mid to large reports.</p> <p>2.3. Transition most reports to Hyperion.</p>	<p>2.1. To increase data integrity, all reports were cross-checked with other reports and other sources. For major projects multiple people reviewed each report to ensure data quality. The Data Element Dictionary (DED), standard operational definitions, and office syntax were used for reference and to maintain consistency. The DED, operational definitions, and syntax are continuously reviewed and updated throughout the year. The IRP team continued to meet as needed to discuss and resolve quality control issues on the pending CQI log. The CQI meetings allowed the IRP office to improve the integrity of processes, procedures, and protocols in providing a quality product to the constituency groups we serve.</p> <p>2.2. All project plans and folders were reviewed, completed, and updated.</p> <p>2.3.1 Approximately 96% of all recurring reports are in Hyperion as a template. Roughly 95% of the weekly Cabinet Update report is created in Hyperion as a template. Almost all sections of the Fact Book were generated using Hyperion except for sections like HR.</p> <p>2.3.2 The datamart now has EOPS and SPS tables and are aligned with the MIS data submissions.</p>



# Institutional Research and Planning – Outcomes Report | 2012-2013

Goals	Key Activities	Indicators & Measures	Outcomes
<p>3. Promote a culture of evidence, inquiry, and action that builds communities of sophisticated users of data and information.</p> <p><b>(Division Goal 3)</b></p>	<p>3.1. Respond to college and CE research agendas and ad hoc requests in a timely manner.</p> <p>3.2. Continue to engage colleges and CE constituencies in data usage through various activities and strategies (e.g., briefings, facilitated discussions, workshops, training, info sessions, and research academies)</p>	<p><i>Culture of Evidence &amp; Inquiry</i></p> <p>3.1 Number and variety of information provided to the college community.</p> <p>3.2. Balance of information: quantitative/qualitative information, as well as enrollment, student outcomes, productivity, customer satisfaction and accountability</p>	<p>3.1. 101 out of the 101 (100%) planned data/research reports listed in the College Research Agendas and project logs were completed by the IRP office within the specified reporting cycle. 95% of the CE ad hoc or planned data/research reports (N=21/22) were completed by the IRP office in 2011/12.</p> <p>3.2. Reports produced by the IRP office used a balance of both quantitative (descriptive and inferential statistical analyses), and qualitative information (content analysis of open-ended comments from surveys and focus groups). District IRP also employed a new type of information delivery method called Interactive Group Discussions (IGD) in which college constituency groups gathered together to analyze quantitative data that produced action plans and items.</p>
<p>4. Perform professional research functions in a collaborative and supportive manner.</p> <p><b>(Division Goal 3)</b></p>	<p>4.1. Post major reports and briefings on website in a timely manner.</p> <p>4.2. Respond to college and CE research agendas and reports.</p> <p>4.3. Respond to ad hoc requests.</p> <p>4.4. Build teamwork by providing a network of support and leadership within the IRP.</p>	<p><i>Communication</i></p> <p>4.1. Current postings of information and maintenance of the IRP webpage</p> <p>4.2. Recurring comprehensive reports that provide standard information for enrollment management and program and services planning and decision-making</p> <p>4.3 Respond to all ad hoc requests within specified timelines.</p> <p>4.4 Cross-train all IRP staff and change project management and assignments.</p>	<p>4.1 All postings are up-to-date and major reports for 2012/13 have been posted, along with the Profiles, FTES, Higher and Lower Demand, Military Persistence, Productivity, and Section Analysis.</p> <p>4.2. The following comprehensive reports were produced: Basic Skills, Fact Book, Facts on File, FTES Summary, Productivity Benchmark, Transfer, Scorecard, High School Pipeline, Student and Employee Satisfaction, Program Review reports, CE ESL Attendance Patterns, DSPS, EOPS, Noncredit to Credit Transition, CTE Transition, Programs to Improve Outcomes for Underrepresented Groups, and the Tutoring report.</p> <p>4.3 All ad hoc requests were responded to in a timely manner and within the requested deadline.</p> <p>4.4 All IRP staff had the opportunity to work on a variety of reports, and to learn new report skills and tasks, as well as work in various capacities with differing assignments throughout the year.</p>

Goals	Key Activities	Indicators & Measures	Outcomes
<p>5. Continually seek to improve services through creative and innovative ways that advance research methodology and reporting.</p> <p><b>(Division Goal 4)</b></p>	<p>5.1. Increase number and scope of campus meetings and briefings, as well as number of attendees.</p> <p>5.2. Continue to develop and maintain Datamart project.</p> <p>5.3. Staff will keep up-to-date with IR profession via, conferences, trainings, workshops, journals, Researchers Regional meetings, webinars, IT Toolbox, etc.</p>	<p><i>Data Coaching/Facilitating</i></p> <p>5.1.1 Number of people who attended IRP facilitated discussions, briefings, workshops, webinars and meetings.</p> <p>5.1.2. Number of meetings, workshops, briefings and other opportunities to share and coach faculty, staff and administrators in converting data into information.</p> <p><i>Innovation and Growth</i></p> <p>5.1.3. Number of trainings and number of staff attending.</p> <p>5.2.1 Quality analysis of processes, procedures and protocols through Continuous Quality Improvement meetings</p> <p>5.2.2. Number and quality of resolution on items in the Change Control Log.</p>	<p>5.1.1. Approximately 260 individuals attended briefings, presentations, meetings, and workshops facilitated by the IRP Director, Analysts, and CBRs.</p> <p>5.1.2. There were a total of 21 briefings, presentations, meetings, and workshops.</p> <p>5.1.3. Nine IRP staff attended the SDIV Regional Researchers Group facilitated by an IRP analyst, five staff members attended the RP Group Strengthening Student Success Conference, and an IRP analyst attended two Advisory Committee on College &amp; Career Readiness and the Common Core in Fall 2012. In Spring 2013, four staff members attended the 3 CSN Practicum, five attended the AIR Conference.</p> <p>5.2.1 Regular monthly meetings were scheduled to discuss and resolve quality control issues on the pending CQI log. The pending CQI log contains the date, requester, topic, explanation of issue, proposed change/update, and other notes. The purpose of these meetings is to allow the office to discuss at great length and become aware of any changes or updates that occur in our processes, procedures, and protocols related to methodology, standard office syntax, templates, reports, etc. In all, our CQI meetings have allowed our office to improve the integrity of our processes, procedures, and protocols in providing a quality product to the constituency groups we serve.</p> <p>5.2.2 A 22 items in the CQI log, 18 of them were resolved and 4 rolled over to the pending CQI log for 2013/14. The CQI resolved log contains the decision date, requester, topic, new procedure, explanation and rationale, and whether it's template related, and other notes. The items in the resolved log have enabled the IRP office to use consistent and standard methodology among our projects.</p>

### Mission

The district component of outreach works with campus outreach programs to develop and implement strategies for student recruitment, retention, and success. District outreach serves as a central resource for educating the community including K-12 partners and feeder schools. District outreach supports the colleges by providing outreach publications and recruitment tools.

### Core Values

1. Impartiality
2. Integrity
3. Collegiality
4. Communication

**Outcomes Report 2012-2013**

Goals	Key Activities	Indicators & Measures	Outcomes
<p>1. Develop additional targeted outreach strategies to include niche groups, community-based organizations (i.e. Labor Council, Urban League, Barrio Logan Institute, etc), and Continuing Education</p> <p><b>(Division Goal 3)</b></p>	<p>1.1. Review ongoing partnerships with community-based organizations, continue to strengthen existing partnerships.</p> <p>1.2. Work with community partners as appropriate to identify populations that are in need of expanded opportunities for postsecondary education with special emphasis on historically underserved populations.</p> <p>1.3. Develop a program of outreach services specifically focused on CE student populations.</p>	<p>1.1. Document number and frequency of workshops and/or presentations to the community.</p> <p>1.2. Document number and frequency of workshop/presentations and/or strategic efforts to outreach to CE students.</p>	<p>1.1. Eleven (11) community presentations conducted (negatively impacted by Acting Dean Responsibilities at Mesa and City)</p> <p>1.2. City and Mesa Colleges provided weekly outreach presence at Center City and West City CE campuses. Weekly financial aid workshops were conducted at Center City.</p>
<p>2. Monitor and update web-site for effectiveness and accuracy</p> <p><b>(Division Goal 2)</b></p>	<p>2.1. Work with district web-designers to update when necessary.</p> <p>2.2. Develop an e-mail database to communicate important information to prospective students.</p>	<p>2.1. Feedback from students on the practical value of the site.</p> <p>2.2. Send e-correspondence to prospective students.</p>	<p>2.1. Conducted a focus group with student ambassadors regarding the functionality and usability of the perspective student site. Changes will be implemented.</p> <p>2.2 N/A</p>

## Outreach – Outcomes Report | 2012-2013

Goals	Key Activities	Indicators & Measures	Outcomes
<p>3. Work with campus outreach to streamline/consolidate outreach services throughout the district to ensure that SDCCD maintains a strong community presence</p> <p><b>(Division Goal 3)</b></p>	<p>3.1. Develop/implement a plan to expand the collaboration between district outreach and campus outreach programs.</p> <p>3.2. Increase and maintain a collegial, collaborative working relationship between district and campus outreach.</p>	<p>3.1. By providing for ongoing, collegial, self-reflective dialogue about the continuous improvement of outreach services.</p> <p>3.2. Incorporate two team building exercises for outreach staff. Evaluate for effectiveness as team building activities.</p>	<p>3.1. Held monthly outreach meetings, maintained a positive working relationship, and adjusted well to the Outreach Deans absence as a result of serving as Acting Dean at Mesa and City.</p> <p>3.2. Incorporated two team building activities which included personality assessment, leadership style, and trust building exercises.</p>
<p>4. Update outreach publications to stay current with new programs, program requirements, entry points, etc.</p> <p><b>(Division Goal 4)</b></p>	<p>4.1. Research all publications with view to maintaining current information.</p>	<p>4.1.1. By working with campus programs of instruction and students services to verify accuracy of statement within all materials.</p> <p>4.1.2. Accomplishment of their stated goals: Advocacy, Promote cohesiveness amongst district ASG's, Build up region X.</p> <p>4.1.3. Attend all USC meetings and sitting trustee attends all board meetings.</p>	<p>4.1.1. Held a focus group with Ambassadors to get direct feedback on all outreach publications and tools, received excellent feedback.</p> <p>Completed a redesign of "Start Something Amazing" based on focus group feedback. Worked with Academic Affairs to update Endless Possibilities. Redesign of Financial Aid Outreach Tool.</p> <p>4.1.2. Student leaders accomplished all of their stated goals for 2012/2013.</p> <p>4.1.3. Attended and facilitated all USC meetings, sitting trustees attended all board meetings.</p>
<p>5. Effectively advise Student Trustees.</p>	<p>5.1. Provide clear direction and guidance to student trustees.</p> <p>5.2. Communicate effectively with student trustees.</p>		<p>5.1. &amp; 5.2. Had an effective year, provided clear direction and communication. Students accomplished their stated goals.</p>

### Mission

Our mission is to provide exceptional service and quality support to the SDCCD academic community, with a particular emphasis towards processes related to student academic records. Our office ensures the accuracy, integrity, and privacy of student records in accordance with federal and state regulation.

### Core Values

1. Teamwork
2. Quality Service-Oriented
3. Integrity/Ethics
4. Consistency and Compliance
5. Accountability
6. Innovation-driven

## Outcomes Report 2012-2013

Goals	Key Activities	Indicators & Measures	Outcomes
<p>1. Continually seek new and innovative ways to use emerging technology to increase productivity and enhance efficiency, convenience and accuracy of our services.</p> <p><b>(Division Goal 1)</b></p>	<p>1.1. Move student records database (PRDS) from outdated technology to a new, stabilized environment.</p> <p>1.2. Develop and implement a process to send transcripts electronically.</p>	<p><i>Quality of Service and Timeliness</i></p> <p>1.1.1 Ensure all records transferred successfully, no loss of data.</p> <p>1.1.2 Database completed.</p> <p>1.1.3 50% of records transferred have been verified.</p> <p>1.2 Work with I.T. to develop specifications, test and implement sending transcripts electronically.</p>	<p>1.1.1. PRDS Database has been developed and moved to production.</p> <p>1.1.1. Documents updated annually or as needed (i.e., postage rate increase).</p> <p>1.1.3. Desk manual updates are annual and ongoing.</p> <p>1.1.3. Nearly 65% of records transferred from PRDS to web application were verified.</p> <p>1.2. Send electronic transcripts to over 65 locations.</p>
<p>2. Deliver timely and accurate service to students.</p> <p><b>(Division Goal 1)</b></p>	<p>2.1. Update web postings, links, and phone recordings regarding transcript ordering, policy, and transcript fees.</p> <p>2.2. Ensure timely posting of prerequisites</p>	<p>2.1. Informal feedback via telephone conversations regarding the online transcript request system by users.</p> <p>2.2. Develop calendar and modify work schedules to ensure prerequisites are posted in a timely manner during peak times.</p>	<p>2.1. Developed an online tutorial for online transcript ordering.</p> <p>2.2. Effectively rearranged staff responsibilities to compensate for staff on medical leave in support of prerequisite evaluations.</p>

## Student Records – Outcomes Report | 2012-2013

Goals	Key Activities	Indicators & Measures	Outcomes
<p>3. Foster a positive work environment with shared vision and increased expert base.</p> <p><b>(Division Goal 3)</b></p>	<p>3.1. Cross-training of duties/ responsibilities amongst staff.</p> <p>3.2. Involve staff in testing of online transcript system.</p> <p>3.3. Ensure adequate office coverage and accountability.</p>	<p><i>Meaningful Collaborations &amp; Teamwork</i></p> <p>3.1.1. &amp; 3.3.1. Involve and engage staff at staff meetings. Prepare agenda.</p> <p>3.1.2. &amp; 3.2.1. Promote teamwork and involvement in assignments/projects.</p> <p>3.1.3. &amp; 3.3.2. Update and distribute desk manuals outlining procedures to serve as a resource to new/current employees.</p> <p>3.2.2. Staff involvement in developing standard operating procedures for new processes. e.g., electronic transcript.</p>	<p>3.1.1. Included staff in testing process for new Student Web Services to increase their expertise for student support.</p> <p>3.1.2. Staff participated in the testing of the new online CE Registration to become familiar with the CE application and registration process.</p>
<p>4. Adhere to high standard and practice of maintaining the confidentiality of student records.</p> <p><b>(Division Goal 2)</b></p>	<p>4.1. Ensure FERPA compliance when handling in-person or phone inquiries, authorizations, subpoenas, verifications, and transcript requests.</p> <p>4.2. Ensure accurate maintenance records for audit.</p>	<p><i>Compliance and Disclosure</i></p> <p>4.1.1. &amp; 4.2.1. Consistent practice of appropriate security measures to preserve the confidentiality and integrity of student records. Update Records Retention Manual.</p> <p>4.1.2. Protect confidential information from unauthorized access, use or disclosure. Update and distribute FERPA FAQ's.</p> <p>4.2.2. Proper disposal of all sensitive material when no longer in use.</p>	<p>4.1.1/4.2.1. Updates to the Records Retention Manual are approximately 50% complete.</p> <p>4.1.2. Changed Subpoena process to require sole acceptance by a supervisor.</p> <p>4.1.2. Annual reminders regarding handling confidential records and FERPA.</p> <p>4.2.3. Developed two IT jobs for electronic reports to monitor incompletes and missing grades.</p>



Student Records – Outcomes Report | 2012-2013

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Goals	Key Activities	Indicators & Measures	Outcomes
		4.2.3. Develop processes to ensure accurate and timely record keeping. (Late/missing grades.) 4.2.4. Maintain and image forms in a timely manner.	

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