Prerequisites: High school students will understand the pre-req process.
Late Add/Drop: Students will understand when to register, how to register and how to drop within the deadlines and as a result, the # of calls, emails, and visits will decline.
Tuition Fees: Students will understand the cost of tuition for various students (resident, non-resident, international) under different kinds of visa.
International Concurrent Enrollment: Students will understand what required documents to submit and as a result, the number of calls and visits will decline.
Dual Enrollment: Students will understand how to navigate the website, understand the application and registration process.
Residency: Students will learn what the requirements are for residency and understand the documentation required.
Incomplete/Grade Change: Students will understand how to dispute a course grade & what actions to take if unable to complete the course.
Record Change: Students will understand the process that will result in a record change.

Completed enrollment means that the student has completed the following five steps to become a student including: complete CCC Apply; meet assessment requirements; complete orientation; create an education plan; and register for classes. The chart below captures the first step - students who compete CCC Apply. The data will include: new first-time students, first-time transfer students and returning students.

Data Includes

New First-Time Students = First-time student in college (after leaving high school)

First-Time Transfer Students = Transfer student from another college

Returning Students = Returning student to this college after absent for a main term

A. STUDENTS COMPLETING CCC APPLY (STEP 1)

{Insert data chart here for **STEP 1: Complete CCC Apply**}

Figure 1.

1. In the data table above, what does the data trend indicate?

____the data trend shows an increase in the number of students completing step one
____the data trend shows a decrease in the number of students completing step one
____the data trend shows no change

If the data trend shows an increase, decrease, or no change in the number of students who complete step one, explain why (100 words or less).

2. Does the data trend suggest actions are necessary to improve the number of students completing step one?

____yes

____no

If yes, describe the proposed actions you discussed with the program team for improving the number of students completing step one (100 words or less).

B. STUDENTS MEET ASSESSMENT REQUIREMENTS (STEP 2)

{Insert data chart here for **STEP 2: Meet assessment requirement.** Chart to include new first-time students, first-time transfer students and returning students.}

Figure 2.

3. In the data table above, what does the data trend indicate?

____the data trend shows an increase in the number of students completing step two

____the data trend shows a decrease in the number of students completing step two

____the data trend shows no change

If the data trend shows an increase, decrease, or no change in the number of students who completed step two, explain why (100 words or less).

4. Does the data trend suggest actions are necessary to improve the number of students completing step two?

    ___yes

    ___no

C. STUDENTS COMPLETE ORIENTATION (STEP 3)

{Insert data chart here

If yes, describe the proposed actions you discussed with the program team for improving the number of students completing step three (100 words or less).

D. STUDENTS CREATE AN ED PLAN (STEP 4)

{Insert data chart here for **STEP 4: Create an ed plan.** Chart to include new first time students, first time transfer students & returning transfer students.}

Figure 4.

7. In the data table above, what does the data trend indicate?

___the data trend shows an increase in the number of students completing step four
___the data trend shows a decrease in the number of students completing step four
___the data trend shows no change

If the data trend shows an increase, decrease, or no change in the number of students who complete step four, explain why (100 words or less).

8. Does the data trend suggest actions are necessary to improve the number of students completing step four?
___yes
___no

If yes, describe the proposed actions you discussed with the program team for improving the number of students completing step four (100 words or less).

E. STUDENTS REGISTER FOR CLASSES (STEP 5)

{Insert data chart here for **STEP 5: Register for classes.** Chart to include new first time students, first time transfer students & returning students.}

Figure 5.

9. In the data table above, what does the data trend indicate?

___the data trend shows an increase in the number of students completing step five

the data trend shows a decrease in the number of students

F. STUDENTS COMPLETING ENROLLMENT STEPS BY ETHNICITY

The chart below shows the number of students who completed each enrollment step by ethnicity. For example, a line graph will show the number of African American students who completed each of the five steps including: complete CCC Apply; meet assessment requirements; complete orientation; create an education plan; and register for classes.

{Insert data chart here. Data to include new first time students, first time transfer students & returning students.}

Figure 6.

11. In the data table above, what do the data trends indicate about the number

12. Do the data trends suggest programmatic actions are

If yes, describe the proposed actions for addressing disparities in the number of students completing all enrollment steps by ethnicity (100 words or less).

H. STUDENTS COMPLETING ENROLLMENT BY GENDER

The chart below shows the number of students who completed each enrollment step by gender.

{Insert data chart here. Chart to include new first time students, first time transfer students & returning transfer students.}

Figure 8.

15. In the data table above, what do the data trends indicate about the number of females completing each of the five enrollment steps by ethnicity?

FEMALES

___the data trend shows an increase in the **female** enrollment rates
___the data trend shows a decrease in the **female** enrollment rates
___the data trend shows no change for **female** students

MALES

___the data trend shows an increase in the **male** enrollment rates
___the data trend shows a decrease in the **male** enrollment rates
___the data trend shows no change for **male** students

NON-BINARY

___the data trend shows an increase in the **Non-binary** enrollment rates
___the data trend shows a decrease in the **Non-binary** enrollment rates
___the data trend shows no change for **Non-binary** students

OTHER

___the data trend shows an increase in the **other** enrollment rates
___the data trend shows a decrease in the **other** enrollment rates
___the data trend shows no change for **other** students

If the data trend

If the data trend shows a lack of gender parity in your program, what is the source of that disparity and what is the program doing/planning to do to address this? (100 words or less)

Use this opportunity to provide feedback on the template or address a topic that was not previously discussed.

SERVICE AREA OUTCOMES ADDENDUM

RE-ACCREDITATION INFORMATION **please answer if applicable**

In the past five academic years, were there any major citations/findings identified in accreditation, audits or reviews (e.g. areas of improvement, strategic direction, facilities, personnel, etc.)? If YES,

What barriers has the department faced in implementing improvement? (300 words or less)