

Assessment & Orientation Program Review

Executive Summary

The Assessment & Orientation Program is a college campus enrollment service to provide a collection of information to reflect the distinction of the Student Services Department, which reflects the increased needs of students and encourages student success. The mission that drives the college is to promote student success (SSSP), to provide our diverse community with educational opportunities to assist them in transforming their lives. The Assessment and Orientation Department provides newly admitted students with an initial assessment and orientation exam along with information and data about the college that empowers them to make informed decisions about their academic experience. The department also provides students with clear and useful information about their academic skills and the college environment in order to support their active efforts in choosing and achieving their educational goals. Assessment & Orientation is dedicated to student access and success by providing accurate, timely and exceptional customer service regarding application process, registration and academic policies while continuing to provide responsive and respectful service to all students, faculty, staff and the community.

Success Stories

- Development and implementation of the BCC Online Orientation for spring semester 2015.
- Student Ambassadors are continually available to assist students with college enrollment (CCCApply) and referring them for Orientation & Assessment Placement.
- Assessment & Orientation ranked highly favorable by the students who participated through Student Learning Outcome (SLO) survey.

Action Plans

- Continue to enhance and strive for state program compliance and improvements, providing efficient, accurate, and timely customer service that contributes to the attraction, retention, achievements and the graduation of our diverse student body.
- Continue to work closely with college faculty, staff and administrators regarding placement data to assist them in accomplishing their instructional and administrative goals and objectives by creating and maintaining a records system to be in line with state and federal regulations and guidelines .
- Continue to practice effective customer service and communication skills by striving to clearly, patiently, properly and politely correspond with faculty, staff, students and the community, whether in writing, in person, by phone or email.

- Conducted approximately 100 on- and off- campus assessment and orientation sessions, including orientations specially designed for in-coming high school graduates, ESL students. DSPS assisted several new students with disabilities access and complete the English and Math placement assessment.
- Initiated and conducted 6 sessions of early assessment and orientation at Berkeley High and Albany High Schools.
- BCC assessed more new students (N=5,421) than the two PCCD colleges of similar size. The number of new students received orientation at BCC represented 28%, and the number of assessed represented 26% of the overall PCCD new students in Fall 2013.

Program Needs

Human Resources:

The current staffing level for the Assessment & Orientation is as follows: 1 full time classified personnel (Orientation & Assessment placement Coordinator).

An additional two (2) staff persons (.5 P/T Clerical Assistant I) are needed to provide support for the 1 FTE, to increase customer service, and coverage for the evening hours and mandatory meetings.

IT:

- The District IT Department dedicating service time to Assessment & Orientation to maintain and increase the functionality of the PeopleSoft system.
- Computer Program modification or process that would assist in notifying applicants of Online Orientation after applying to the college as a part of the SSSP process and the PeopleSoft System. This would decrease the number of phone calls and students with problems that contact our office.