Action Implications: Annual Student Survey-Spring 2012
Upon review of the Ninth Annual Student Survey (Spring 2012) data, the following action implications will be explored:

**Academic Affairs/Learning Resources**
- Consider enrollment patterns for alternative delivery formats, including accelerated, hybrid, and online classes.

**Academic Affairs/Canyon Country Campus/Institutional Research**
- A redesign of the annual student survey has occurred. Included are new questions including: what time of day students most prefer to take classes and at which campus they prefer to take all of their classes. This survey will be distributed to thousands of students in Fall 2012 for response. Responses will be analyzed by Spring 2013 in advance of the 2013-2014 schedule build and the changes to the proposed schedule will reflect student interest.

**Admissions & Records**
- Currently, the ability to view grades, registration dates, class schedule, registration holds, student ID number online, register for classes, and change username/password are available online to students. We are currently working on having enrollment verifications, viewing deadline dates of classes, and viewing of transcripts that have been received available online.
- The Admissions and Records office has implemented electronic transcripts, on demand transcripts, and the ability to Fed Ex transcripts.
- The Admissions and Records office, in collaboration with other departments on campus, are developing the new Title 5 section 58108 priority registration guidelines. Where available for district discretion in the law, the team reviewing the new priority registration grid, will take into account the feedback given by the students. Please see Admissions and Records 2011-2012 Student Learning Outcome for more information.
- The online enrollment verification is not currently available online. A work order has been submitted to MIS to develop this service.

**Bookstore/Business Services**
- Over 60% of the students indicated a preference for used books. In response the Bookstore has worked aggressively to receive early orders from faculty and placed as many books in the used market as possible.

**Canyon Country Campus**
- Finish the room efficiency/utilization study at CCC.
- Work with Instruction to ensure that department scheduling is efficient, does not create needless timeslot competition between companion sections, and considers campus location.
- Incorporate CCC instructional programming into the Fall 2013 semester by expanding alternate format options for students.
- Continue regular updates of the enhanced CCC campus website.
- Expand the CCC photo collection.
- Increase links to social media content and opportunities for quick-click access to content (in order to reduce “burrowed” pages).
• Continue to provide upkeep for the use of expanded overflow parking at CCC (lower road, lot 1, lot 6),
• Increase bookstore presence at CCC through pop-up events, expanded distribution and buy-back events, and market used book options in advertisements to students.
• Increase the marketing presence for CWEE at CCC.
• Continue and expand MyCanyons training for students and staff.
• Consider an online tutorial or handout that can be distributed at service counters.
• Continue an outreach about new “rush” service transcripts, FedEx, etc.
• Have UCEN as a regular presence at campus and community events, continuing the increased involvement by the UCEN staff.

CWEE

• Continue the focus on building partnerships with businesses for internships related to CTE programs requiring internship for certificate or degree completion.
• Continue in-reach efforts to students eligible for internships.
• Establish internship office presence on regular days at CCC.
• Add internship focus to each Careers on the Go event.

Career Services

• Career Services will work to increase the percentage of respondents that are aware of the department and services provided by increasing marketing and visibility on campus through:
  o Posting Career Services flyers with services around campus,
  o Sending an email to all faculty to spread the word to their students,
  o Using Facebook to reach students,
  o Including information on the monthly Student Services e-newsletter which is currently being developed, and
  o Setting up a “traveling table” in different areas of the campus for students to see (based on staffing).

Enrollment Services

• The Enrollment Services division is currently working to fund academic advisement housed in the Testing Center.

Instruction

• In order to increase awareness about TAG and TAP, in-class presentations will be scheduled with classes representing core transfer areas, including sections from the Social Sciences, Humanities, and Biological Sciences. Additional presentations will also occur at CCC. Students involved in the Honors Club, as well as various Honors societies will also help mobilize outreach efforts.
• Greater advertisement of the COC Honors homepage and its information video will also occur, along with the development of a proposed Honors Ambassadors Program.
• Work with Deans and Department chairs to ensure courses are sequenced in a yearlong schedule in such a way students have access to courses needed for certificate and degree completion.
Learning Resources

- Promote the adoption of Open Educational Resources (OER).
- Consider increasing the number of classes offered in alternative delivery modes, including online and accelerated, as a way to make classes available at times students need.

Library

- Given that the approval rating for library services on the Canyon Country campus is below our stated 75% acceptable rate, Library staff will collaborate with Canyon Country administrators to explore options to add space for library service on that campus and to increase the resources committed to providing service there.
- The Library will continue to provide a wide range of academic support services, as budget permits.
- The Library will continue to collaborate with faculty from a wide range of disciplines to maintain currency of its collections, as budget permits.
- The Library will continue to collaborate with IT to maintain currency of computers, software and related equipment, as budget permits.

Security

- Security has converted the daily permit machines to accept credit and debit cards.
- Security is citing illegally parked cars and habitual offenders are experiencing disciplinary due process.

Student Services

- The registration priority (Policy 505) is made up of a combination of legal requirements and local choice. Recent changes in Title 5 will lead to some changes in that policy. A committee is currently working on proposed changes that will address changes in the law and maintain consistency with past practice.
  - Once complete policy changes will be reviewed by the ASG and the Academic Senate. Once complete the policy will go before the College Policy Council, and then to the Board for first and second reading.
  - The process is expected to be completed in Spring 2013.
- Suggestions from the survey that will be explored include:
  - Students in good standing will receive priority over those on probation (T.5)
  - Students near graduation will receive a higher priority (T.5)
  - All college units are used in the calculation (local choice)
  - Some first time students will register before continuing students (T.5)
  - Students with over 100 units will have a low priority (T.5)
  - The survey results did not support a high priority for honors students.
Action Implications: Annual Faculty/Staff Survey-Fall 2012
**Action Implications**

**Admissions & Records**

**Recommendation:**
- Explore ways to increase the ease of use of the positive attendance reporting process for faculty.

**Action Implication:**
- The Admissions and Records office worked with MIS to ensure that instructors can submit positive attendance hours in My Canyons at the same time and on the same screen as the grades. The new programming allows instructors to report hours for students who have withdrawn from the course. By law, the A&R office must collect the written sign in sheets from the instructor for audit purposes. The instructor can get the forms to A&R via interoffice mail or email.

**Recommendation:**
- Explore ways to increase the usefulness of the communication with faculty; specifically with the faculty information packet and the My Canyons packet.

**Action Implication:**
- The Admissions and Records office has made the Faculty Handbook and the My Canyons training packet available on the intranet. The A&R office has included faculty specific information on the intranet for ease of use and access.

**Recommendation:**
- Consider faculty responses regarding the ways they prefer to receive training on My Canyons when planning; specifically through FLEX workshops, and online tutorials.

**Action Implication:**
- The Admissions and Records office is working with the Professional Development office to offer FLEX presentations during FLEX week and throughout the semester. The A&R office is also working to develop online tutorials for faculty to access throughout the year.

**Adult Reentry Mentor Program**

**Recommendation:**
- Canyon Country Campus Explore ways to increase the space available for meeting with students on the Canyon Country campus.

**Action Implication:**
- Publicized a list of available facilities for meeting spaces, posted a map of locations in the Switchboard and faculty offices, and incorporated this item as an objective in Program Review to explore future facility modifications/expansion.

**Recommendation:**
- Explore ways to increase satisfaction with the maintenance of classrooms/offices on the Canyon Country campus among classified staff.

**Action Implication:**
- Replaced the vacant, part-time custodial position which had been unfilled during the time of this survey, increasing frequency and quality of custodial support on campus.
Recommendation:

- Explore ways to increase satisfaction with the adequacy of computer resources in the classroom/offices on the Canyon Country campus.

Action Implication:

- CSS has promoted their services to faculty via email, newsletter, and signage at instructor stations and Switchboard. CSS has also added requested services, such as iPad checkout and microphone checkout to available campus support services.

Recommendation:

- Consider ways to continue providing the same level, or expand, of services/functions of the Library on the Canyon Country campus that respondents indicated were most useful in department planning, specifically the usefulness of textbook reserves and computer access.

Action Implication:

- Increased open library hours on campus; exploring new textbook acquisitions in conversation with the new District librarian.

Career Services

Recommendation:

- Explore ways to increase the familiarity with Career Services; specifically to full-time faculty.

Action Implications:

- Since well over 90% of faculty prefer to receive information via email, Career Services will continue to email Career Services information including workshops, special events and other information.
- Career Services will send out a COC-all email at the beginning of the Fall 2013 semester detailing available services, so that all are aware.
- The COC-all email that goes out will offer the invitation for Career Services to do classroom visit to explain available services, allowing both full-time and part-time staff to learn more about the services that the Career Services office offers.

Library

Library – Valencia Campus

- The Library has offered expanded hours during the Spring 2013 exam period and will explore expanded service hours (such as staying open later in the evening) in the year ahead. In this way, students will have greater access to the materials and to the public-use computers.
- The Library is investigating options for increased access to electronic books and new databases whose content could be used to supplement or replace some textbook reserves.
- The Library shifted some of its collection development focus to purchase of DVDs at the end of FY2013 and will continue to pursue replacing VHS materials in FY 2014.

Library – Canyon Country Campus

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• The Library is investigating options for increased access to electronic books and new databases whose content could be used to supplement or replace some textbook reserves.

**Professional Development**

• The Faculty, Classified, and Administrative Professional Development committees will continue to work towards meeting the training needs of each employee group. This will be done with annual needs assessment surveys and offering training opportunities that address the needs identified in those assessment surveys.

• The suggestions for improving Professional Development will be shared with the three respective Professional Development committees, and used when developing training topics for the coming year.

• More online Professional Development training will be offered, since 75% of the survey respondents indicated that they would like more online opportunities.

• There was not a high demand (26% of survey respondents) who indicated an interest in training opportunities offered during the evening hours, so the majority of training will continue to be offered during the day with a select few offerings made available in the evening.

• As the number of Canyon Country employees grows, more training opportunities will be offered at that location.

• Employees who responded to the survey indicate that they prefer training opportunities to be offered on Wednesdays and Thursdays between the hours of 12:00 – 4:00pm for faculty and 8:00am – 12:00pm for classified staff and administrators. Every effort will be made to schedule training opportunities on those days and time blocks in order to maximize attendance.

**Service Learning**

• The Service-Learning Department has reached out to the six respondents who provided contact information showing interest in the Program.

• The Service-Learning staff presented to new hires as a part of the Synergy Program.

• To address awareness, Service-Learning developed a flyer that outlines in simple language, what S-L is and how to join. These flyers were distributed in all faculty mailboxes in spring 2013.

• Service-Learning is scheduled to conduct a workshop during the fall 2013 Flex Week.

• Procedures in the office have been streamlined for easier student use.

• A survey was conducted in spring 2013 for students, to determine their level of satisfaction with the S-L paperwork process.