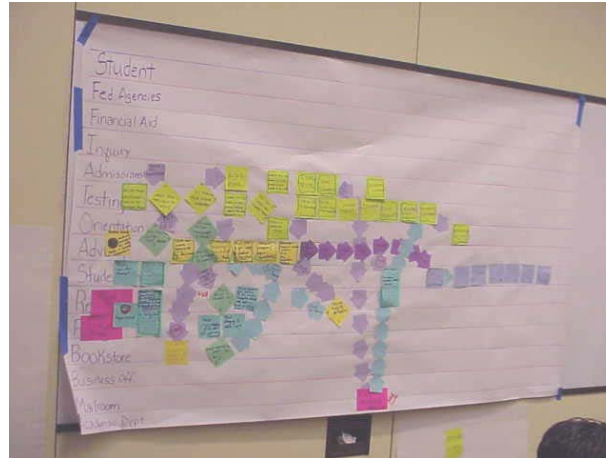


LEAN Project

**Advising, Student Records,
and Assessment Centers**



THE PRÓCESS



- 1. We mapped.**
- 2. We did a Kano chart.**
- 3. We remapped.**



STUDENT RECORDS

&

ADVISING

Frustrated Students

- **The Problem:**

1. **Non-PCC transcript arrives in Student Records**

2. **Transcript goes into a paper file with no action taken**

3. **Student attempts to register and gets PREREQ errors**





■ The Solution:

1. Take action on all incoming transcripts

2. Check BANNER for evidence of PCC coursework or additional transcripts

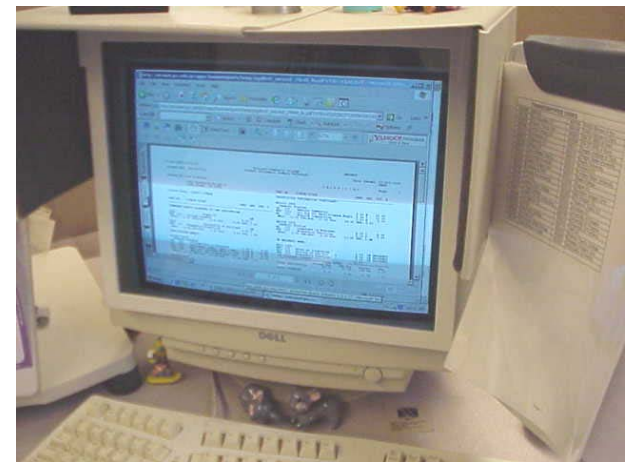




- 3. Pull other non-PCC transcripts that may be on file for student**



- 4. Where appropriate, enter PCC equivalencies for RD, WR, MTH, BI, CH**



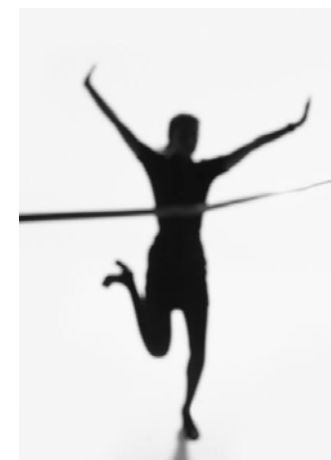
Happy Students

- Previous credits appear on PCC transcript

Course Level: Credit COURSE

SUBJ NO.	COURSE TITLE	CRED	GRD	P
TRANSFER CREDIT ACCEPTED BY THE INSTITUTION:				
2001	Rogue CC			-OR
MTH 111	College Algebra	4.00	C	
Ehrs:	4.00 GPA-Hrs:	4.00 Pts:	8.00	GPA: 2.00
2002	University of Portland			-OR
MTH 112	Elementary Functions	4.50	D	
Ehrs:	4.50 GPA-Hrs:	4.50 Pts:	4.50	GPA: 1.00
INSTITUTION CREDIT:				
Winter 2003				
General Studies				
BA 101	Introduction to Business	4.00	C	8.00
EC 200	Prin Econ: Intro, Inst & Phil	3.00	A	12.00
HST 101	West Civ: Ancient Wrld to 1200	3.00	B	9.00
SOC 204	Gen Soc: Soc in Everyday Life	3.00	A	12.00
Ehrs:	13.00 GPA-Hrs:	13.00 Pts:	41.00	GPA: 3.15
Spring 2003				
General Studies				

- Student registers for classes without PREREQ errors





Additional Benefits

- **For Advising:** Staff have more time to advise and assist with bigger issues
- **For Registration:** More students complete registration on first attempt (fewer green slips)
- **For Enrollment:** Students are enrolled in courses before the start of the term (fewer blue slips)

Assessment Center Services





Assessment Centers


■ Problem

Assessment Center was being used as a de facto proctoring service for some teaching faculty, especially during heavy placement testing periods.



Solution

Remove Make-up Testing from the aegis of the Assessment Centers, so that we can focus staff and resources on the enrollment process.



Assessment Center Services

- **Placement Testing**

 - English as a Second Language Placement

 - English as a Non-Native Language Placement

 - Standard College Placement.

- **Office for Students with Disabilities proctoring services.**

- **Career Assessment Testing**

 - Strong Interest Inventory

 - Myers-Briggs Personality

- **State of Oregon professional licensing examinations**

 - Pesticides, Tax preparation and Home Inspection at Rock Creek

 - Building codes at Sylvania

 - Emergency Medical Technician at Cascade

- **State of Oregon General Equivalency Diploma examination at Cascade**





Next Steps...



Issue	Action	Responsible	When
Ineffective appt. schedule. & check in	Research and purchase IT supported software	SSAMS Committee (Clark Hochstetler)	06/06
Duplicate IDs in BANNER	Improve staff training to prevent future duplication	Managers in data entry areas	11/28/05
	Create flags in BANNER when current dups. Are found	Tammy Billick	02/10/06
Waitlist not visible on MyPCC	ITS will investigate turning this function on	Tammy Billick	11/14/05
24 hr. wait to register after plcmnt. Testing	Change upload method (no hand keying)	Testing coordinators/advising staff (Lee Miller, Susan Wilson, Lucinda Eshleman, Stedman Burroughs)	11/31/05
Placement testing has become more labor intensive	Increase testing staff-preferably bilingual	Deans of Students <u>Linda Reisser</u> (name here) Terry Greenfield	07/01/06
Excessive advisor time spent on FA, MyPCC, registration and non-academic issues	Better utilize student resources (peers, MIRCS, CRC Staff, etc) to help during registration	Deans of Students <u>Linda Reisser</u> (name here) Title III Staff Narce Rodriguez	11/28/05
Limited access to imaged documents	Increase # of licensed "seats" or use of metered licensing	Tammy Billick New "Frost Johnson"?	04/06
Need for up front evaluations of non-PCC transcripts	Log ongoing efforts to support the request for additional fees or staff. Reallocate staff in Graduation/Student Records	Elaine Joy/New Frost Johnson	07/01/06
Lack of consistent and readily available advising for ESL/ENNL across the district. Make services equal to those currently afforded native speakers)	Increase access to ESL/ENNL advising/orientation.	Dominique Millard Terry Greenfield	11/28/06