1. Support Services Report Template

Report Info

Name of the person completing this report: Alta Fortenberry
Title of the person completing this report: Director of Enrollment Information Lobby
Supervisor/dean reviewing report: Greg Smith
Service: Disqualified student advisement and readmission
Division/College: PEMSA
Name of second reviewer (if necessary): Linda Dalton

3. Mandated Service

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1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

Federal Law: FERPA

Provide a brief explanation, if necessary, in < 60 words.

This service is courtesy, not mandated. FERPA protection applies nonetheless to student data.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

The Disqualified student (DQ) readmissions and advising committee is comprised of the Director and Assistant Director of the EIC. This two person team is the primary contact and advises students who have been disqualified from the University for more than three quarters. This team is also responsible for readmitting these students back into the University. This team also uses guidelines set forth by the University to reinstate other DQ students who have been out three quarters or fewer. The team also works with graduation evaluators and department to help graduate those students who are considered super seniors and have been disqualified more than two times. The team also trains other areas regarding calculation of GPA and DQ policies.

Link to Scoring Rubric

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 95%
Administrators/staff: 2%
Colleges/departments: 3%
Total: 100%

Link to Scoring Rubric

2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
<thead>
<tr>
<th>Area</th>
<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>The readmission team helps students re-enter the University in good academic standing (2.0 GPA or higher) after a disqualification. These students have been out of the University for over three quarters and are required to reapply. They are advised on methods of increasing their GPAs above the 2.0 standard and are given information regarding majors and best educational practices on course selection and major.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>The readmission team helps current students who were disqualified by advising them on readmission, academic situation, financial aid, and other matters, all of which them reintegrate into the University. These students have built a bond with the team members and trust their knowledge and expertise regard University and campus issues. The team also helps students find resources they need to succeed academically and personally.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>The readmission team helps indirectly with alumni. The team will help with information regarding jobs or next steps to graduate schools but often points them in the direction of Career education and Alumni services.</td>
</tr>
</tbody>
</table>

**Provide a brief narrative (<60 words each) explaining your choice.**

<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td>The readmission team is the only entity that will advise a student who has not matriculated for more than three quarters. These students will continue to apply and never be readmitted without the expertise of the team. The readmission process is also completed by the readmission team from collecting documents, admission to the University, and posting repeats/adding additional credits.</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td>The readmission team helps student find resources that can help them finish their degree. The resources can include academic, personal, and mental or leisure helps. There are service on campus that students do not know about which can help them tremendously in their success and we encourage these students to use them.</td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td>The readmission team helps students who have graduated after being disqualified by pointing them in the direction of the career education center, graduate admissions and the alumni services.</td>
</tr>
</tbody>
</table>

**Link to Scoring Rubric**

**2.4 Alignment with Shared Strategic Commitments**

How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?

| Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship | The readmission team helps reinforce academic quality through upholding the standards of readmission. The team enforces the academic quality by also helping students complete courses they failed by attending Open University or a community college and gaining the knowledge they previously missed. The commit also encourages students to make wise choices regarding course and major selection. |

| Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development | The readmission team deals with a diverse group of people. Students who have been disqualified come from various backgrounds and have various reasons as to the nature of why they were disqualified. The team does not place judgment on the person or their situation but helps resolve academic issues and makes sure that resources are in place for the future. |

| Serve students first, by expanding access and enhancing each student’s educational experience and prospects for success as a graduate and life-long learner | The readmission team advises students in a way that helps them stay on track towards their degree. The team advises students to get help with skills they could be lacking which will help them in future courses. The team also collaborates with various offices to ensure the student is getting the information and help they need to succeed. |

| Foster a vibrant community through enriched student services and student life that support student engagement and learning | The readmission team talks to every student individually and gives them a personalized plan for readmission. They are advised of their options and works with the counselor to ensure success. The plan is altered if needed and the student is in contact with the counselor throughout their career at the University ensuring a connection to University personnel increasing success. |

| Contribute to a sustainable planet through our academic programs, university operations, and individual behavior | The readmission team has tried to decrease paper by utilizing technology and reducing wasteful paper documentation. The team has to print out transcripts to show the student what they need to retake or how to bring up their GPA then we make electronic copies so we do not have to redo the calculations every time they need something changed. |

| Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University | The readmission team is always trying to find ways of improving by looking at the process and making changes as needed. With a team of two, evaluation and change is easier but can also present a complacent issue. The team has checks and balances with the process and asks for student feedback often making sure the process is running smoothly. |

| Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility | |

| Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM) | |
2.5 How might the demand for this service change over the next five years? (Please choose one category below).

Likely to increase

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.

Students are getting disqualified every quarter. Students are coming to the University not well prepared in math and English. Remediation is not included in the GPA therefore students have little room for error in their other courses. Transfer students are less likely to get academic advising than freshmen and often turn to the academic disqualification team for advice when they face academic performance issues.

5. Quality of Service

3.1 Do you assess the quality of the service you provide?

Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

The readmission team uses the measure of accuracy and timeliness to measure quality. When advising student, accurate calculations are needed to make sure they are eligible to matriculate. If these calculations are off, then a student could end up spending more money than necessary. We also provide timely responses to student inquiries and meet with students often which insure success.

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

The readmission team has adopted several procedures which improve quality. Team-members meet individually with each student to go over a personalized plan of action to get the student back into the University. The team also reviews each application packet to make sure a student is ready to return. Appointments are scheduled long enough to explain the process plus answer questions.

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in < 120 words.

Quality can be improved with existing resources by utilizing more technology and working in partnership with areas like graduation evaluations to get accurate and important information. Using the technology Peoplesoft currently has give student who are disqualified up to date information regarding their application and current status plus working with the graduation/transfer evaluators to give accurate graduation information would increase quality.

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Quality can be improved with additional resources by adding a graduation evaluator and a transfer admissions evaluator to the re-admissions team. The team could also use technology to show students where they are academically. Getting a program that helps students see what their GPA and academic standings would look like if they get certain grades in certain courses, repeats.
3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

Team members informal surveys students who have been disqualified. The team asks the person about their experience and what we can do to help them succeed. The feedback given is shared with the team and suggestions, if applicable and deemed universal, are incorporated into the process.

3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

This area was not evaluated in the survey.

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?

Yes

If yes, please describe in <120 words. If no, please explain

Team members are part of the EIC so the same rule and regulations exist with readmissions. In addition to those guidelines, readmissions committee members talk about how to handle certain cases and often team up together to make sure accurate advice is given ensuring that all parties are on the same page.

3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

No

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

The readmissions team completes the work that comes to us no matter how many.

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?

No

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

The quantity is dictated by the demand of students wanting to re-enter into the University. There is no limit to who and how many people we serve. If there are no customers, then we complete our other jobs which are never ending.

6. Efficiency of Service (cost effectiveness)
4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

Attach your allocated spreadsheet here.
EIC Allocations.xls

4.2 Using the spreadsheet provided, please distribute your department's annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

0

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

85

Attach your allocated spreadsheet here.
EIC Allocations.xls

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

In the past three years, the committee has decreased the number of counselors that advise the student from three to two because of staff limitations. The area also started working with graduation evaluators to help super seniors, multiple disqualifications and graduating seniors get degrees sooner. The team has also teamed up with a department for a trial run at universal disqualification advising. The department has a set of rules that they require all of their students to adhere to so the team has now incorporated that message in the sessions and has now started making joint appointments with the department to help the students.

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

The Disqualification readmission process is currently working efficiently with the resources that we have available. The team sees students who have been out of matriculated status for three or more quarters. The team also completes the readmission/reinstatement process from start to finish which helps expedite student enrollment.

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were
The Disqualification readmission process could become more efficient with additional resources provided such as technology and personnel. Part-time graduation evaluators who can help facilitate graduation for those who are within two to three quarters of receiving their degree. This action will help with graduation rates for the overall University. Additional technology including a camera and meeting software; like skype with a component of meet-any-where; so staff can better assist with the increasing demand of students who do not reside within the area.

The readmissions team has teamed up with the Peoplesoft administrators to build automated checklists for the students who have to reapply so they can get information in a timely manner. These checklists will help a student fill out the necessary paperwork needed for readmission. We are also cross training a counselor out at the Concord campus so she can deliver similar services to students who cannot make it to the Hayward campus.

The readmission committee had admitted the following students for the academic year of 2011-2012.

Summer 2011: Readmitted=15, Reinstated=4
Fall 2011: Readmitted=12, Reinstated=5
Winter 2012: Readmitted=29, Reinstated=5
Spring 2012: Readmitted=19, Reinstated=12

Out of the following number of application packets:
Summer 2011=54
Fall 2011=62
Winter=84
Spring=77

Academic Advising and Career Education, Educational Opportunity Program and EXCEL all do similar advising but for students who are within three quarters of disqualification. Readmission sees all other populations including multiple disqualifications. University Admission admits returning students who do not have a disqualification their last quarter because readmission
completes that process plus codes the grade forgiveness and post additional units.

**Link to Scoring Rubric**

5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.

Disqualified students are technically not currently enrolled therefore most departments do not get funding to support them. Our area sees this population because they have no other place to get this information, especially if they have been out of the University for three or more quarters.

**Link to Scoring Rubric**

5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.