2014-15 Service Area Program Review

DEPARTMENT/PROGRAM	Admissions & Records
DESCRIPTION/PURPOSE	The Imperial Valley College Admissions & Records office is dedicated to student access and success by providing accurate and timely information regarding the application for admission, registration, academic policies, providing responsive and respectful service to students, faculty, staff and the community.
SUBMITTED BY:	Gloria J. Hoisington
AREA DEAN/DIRECTOR	Sergio Lopez
AREA VICE PRESIDENT	Todd Finnell

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
INSTITUTIONAL MISSION AND EFFECTIVENESS – The College will maintain programs and services that focus on the mission of the College supported by data-driven assessments to measure student learning and student success. **1.1** Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making. **1.2** Develop an institutional score card to assess student learning that drives integrated planning and resource allocation. **1.3** Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness. **1.4** Develop systems that are inclusive, cyclical, and understood by all stakeholders.	**STUDENT LEARNING PROGRAMS AND SERVICES** – The College will maintain instructional programs and services which support student success and the attainment of student educational goals. **2.1** Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students. **2.2** Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates. **2.3** Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students. **2.4** Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, and annual Program Review. **2.5** Ensure that the Library meets as closely as possible that "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges. **2.6** Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.	**RESOURCES** – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment. **3.1** Develop and implement a resource allocation plan that leads to fiscal stability. **3.2** Implement a robust technological infrastructure and the enterprise software to support the college process. **3.3** Build new facilities and modernize existing ones as prioritized in the facility master plan. **3.4** Design and commit to a long-term professional development plan. 3.5 Raise the health awareness of faculty, staff, and students.	**LEADERSHIP AND GOVERNANCE** – The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution. **4.1** Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution. **4.2** Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior. **4.3** Ensure that the Board of Trustees is informed and involved in the accreditation process. **4.4** Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized. **4.5** Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.

II. PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

1	**PAST PROGRAM GOAL #1** **Admissions Area**	**INSTITUTIONAL GOAL(S)** (Select one primary goal.)
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): By June 30, 2014 students will become more knowledgeable about services available in our office, services offered online via the college website, time required to fulfill requests, resulting in a 10% increase in students downloading student request forms from our Admissions & Records website.		☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4 ☒ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 ☒ 2.3 ☐ 2.6 ☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3 ☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3
☐ Met ☒ Partially Met ☐ Not Met **Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:** Technology has continued to allow us to improve our service to students. Having all our forms available online in a fillable format allows students to decrease visits to our office and save our students valuable time. The number of hits for each of our forms on our website indicates there has been more utilization of this option by our students. Our communication to students has also improved due to the use of Technology. In lieu of mass mail outs we now email students, post on the IVC Homepage, and on Facebook when appropriate. In addition, our student survey also indicated that 87% of students are familiar with services available to them via our website.		

	PAST PROGRAM GOAL #2	**INSTITUTIONAL GOAL(S)**
2	**Registration Area**	(Select one primary goal.)

Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): By June 30, 2014 currently enrolled students will be informed via email, the IVC Homepage and Facebook regarding the new priority registration changes to be implemented for Fall 2014.	☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4 ☒ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 ☒ 2.3 ☐ 2.6 ☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3 ☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3
☒ Met ☐ Partially Met ☐ Not Met	
Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015: Students were informed of changes to enrollment priorities to be implemented Fall 2014. By notifying students well in advance of the Fall 2014 semester this allowed students to plan accordingly and submit petitions as appropriate. The new changes allowed for first time students to register for classes during priority registration. This recent change will allow this population to gain an early start in course enrollment for high demand courses. Research shows that giving early access to first time students will increase their success and retention in courses.	

3	**PAST PROGRAM GOAL #3** **Records Area**	**INSTITUTIONAL GOAL(S)** (Select one primary goal.)

Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): By June 30, 2014 student records will be more readily accessible by students, counselors and admissions staff by 15%.	☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4

☐ Met   ☒ Partially Met   ☐ Not Met

Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:

   We are required by Ed Code to retain permanent (Class 1) student records in microfilm or digital format indefinitely. Our progress in the scanning and indexing of current student records (2005 – Present) has been steady. We currently have a pressing need to digitize what we have available on microfilm as storage fees have been costly and when we need to find a record on microfilm it is time consuming. In addition the microfilm reader that we use to look up student records is old and parts for the machine are no longer available so we are living on borrowed time for this machine.

◹ **2 Student Learning Outcomes**
☐ 2.1   ☐ 2.4
☐ 2.2   ☐ 2.5
◹ 2.3   ☐ 2.6

☐ **3 Resources**
☐ 3.1   ☐ 3.4
☐ 3.2   ☐ 3.5
☐ 3.3

☐ **4 Leadership & Governance**
☐ 4.1   ☐ 4.4
☐ 4.2   ☐ 4.5
☐ 4.3

B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data.   Narrative only. ***Attach electronic excel file with graphs or trend data, do not include them in the narrative below***.

   a. **Strengths**
   Discuss what you do well in your program/department.

   We provide great customer service and we work as a team to meet the needs of our students. The wait times for our front counter are minimal even during peak times. During peak times we all pitch in to assist our students so they do not have to wait more than 5 minutes in line. Everyone also helps out with answering calls during peak times which makes a big difference.

   b. **Weaknesses**
   Discuss areas in your program/department that need improvement.

   One area that our department needs to improve in would be answering phone calls during peak times. We have everyone pitch in and answer calls however we have to answer switchboard calls as well as our own department calls. Staff at the front desk are answering calls and also dealing with front desk customers. Even with everyone pitching in we still have students waiting long periods of time or calls get dropped. As we look at trying to increase enrollment we need to address this issue as we may be losing interested students.

   c. **Opportunities**
   Discuss opportunities for program improvement.

   As new requirements are being imposed on our department this allows us to look at all related processes and what we can do to improve in those areas. One of the areas we are looking at improving is Academic Standing. Banner does not have this process in place so we are forced to either apply a patch or run this process and manually separate the groups. If we have to manually separate the groups this process will be time intensive and it will leave lots of room for error. We will be working with other Banner colleges to assist us with this process.

   d. **Challenges**
   Discuss obstacles/barriers that may influence program improvement.

Many changes have occurred in enrollment priorities that have impacted our department greatly. Banner is not the most user friendly ODS and they cannot seem to keep up with the changes that need to be made to their system. In order to implement a needed change to our ODS we are forced to resort to using a mod or patch. Anytime we have updates to the system we need to reapply the mod or patch.

e. **Program changes**

What program changes, if any, do you expect to have a positive effect on students?

I am looking forward to Open CCCApply being implemented in the near future. This new application will allow our Spanish speaking students to complete the application for admission in their native language. We will also be able to run reports from student information submitted via CCCApply to better serve certain populations.

2. Summarize revisions, additions, deletions, and alternate delivery methods to your program based on the last program review.

Technology has continued to allow us to improve service to our students. We currently have all forms available to students online on our A & R website. The number of hits on each form indicates students are taking advantage of this service to them. We also have these forms available to students in our office. Our communication to students has also improved due to the use of technology. In lieu of mass mail outs we now email students, post on the IVC Homepage, and on Facebook when appropriate.

Also we were down to only two technicians for several months in 2013-14 and are now staffed with three technicians to assist students with requests. This has greatly improved service to students and turnaround time for student requests.

We however continue to struggle with keeping up with the scanning and indexing of documents as is noted in our data for this area for the past year. We now are making better strides but the volumes of documents that still need to be scanned/indexed are overwhelming. Currently each technician is scheduled to scan/index for a week each month. Also we now have three technicians and we purchased an additional scanner which will greatly improve this process.

We are currently paying $291.26 per month ($3495.12 a year) for storage fees for 1150 rolls of microfilm of permanent records for the college. For our technicians to view these records they have to use the microfilm reader in our area. When this reader is down we are not able to access these records. This microfilm reader is old and the cost of replacing this piece of equipment is costly. Our hope is that we can digitize these records in the near future and house them on our server making them easier to access and saving the college storage costs.

C. FUTURE – LIST OF "SMART" (Specific Measurable Attainable Relevant Time-limited) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS Records Area (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles. Objectives should either: 1. Increase work efficiency; 2. Reduce costs; or 3. Contribute to student enrollment and/or success.		INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
1	**2015-2016 PROGRAM GOAL #1** Budget Priority #1	**INSTITUTIONAL GOAL(S)**
Identify Future Global Goal: By June 30, 2016 student Class 1 records will be more readily accessible to students, counselors and admissions staff by 40%.		☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4
Objective 1: Students, counselors and admission staff will be able to review student Class 3 records in a digital format on our server.		☐ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 ☐ 2.3 ☐ 2.6
RESOURCE PLAN (Check all that apply.)		☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3
Task(s)		
A. Describe task and select the resource committee that will review your enhanced budget request (if applicable) Viatron will convert A & R student records on microfilm and microfiche that we currently have in storage to a digital format to house on our server. This would involve converting 279 rolls of microfilm to a digital format. ☐ Facilities ☐ Marketing ☒ Technology ☐ Professional Development ☐ Staffing		☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3
Timeline: June 30, 2016		

Expense Type	Funding Type	Budget Request

Expense Type	Funding Type	Budget Request
☒ One-Time ☐ Recurring	☒ General District ☐ Categorical (Specify)	$___17,159_____

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

ViaTRON will convert microfilm that we currently have in storage for other departments (Academic Services, Human Resources and Business Services) on campus from microfilm to a digital format. We currently have 871 rolls of microfilm that would need to be converted.

☐ Facilities ☐ Marketing ☒ Technology ☐ Professional Development ☐ Staffing

Timeline: June 30, 2016

Expense Type	Funding Type	Budget Request
☒ One-Time ☐ Recurring	☒ General District ☐ Categorical (Specify)	$___45,728_____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities ☐ Marketing ☒ Technology ☐ Professional Development ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

How will this objective be measured?   Staff satisfaction survey and the cost savings in storage fees.

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? This will reduce storage cost and greatly improve work efficiency in locating student records before 2005.

Who are the responsible party(ies) and assigned user(s)? Responsible party would be the Director of Admissions and the IT Director (Jeff Enz). Assigned users would be counselors and admissions staff.

FUTURE PROGRAM GOALS **Admissions Area** (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.		**INSTITUTIONAL GOAL(S)** (Select one primary institutional goal)
2	**2015-2016 PROGRAM GOAL #2** Budget Priority #1	**INSTITUTIONAL GOAL(S)**

Identify Future Global Goal: By June 30, 2016 we will identify student request forms that we can route internally such as those that need approval by the instructor, department chair and the dean.

Objective: Student request forms will available in an electronic format for review and approval by the specific instructors, department chairs and deans.

RESOURCE PLAN
(Check all that apply.)

☐ Facilities ☐ Marketing ☒ Technology ☐ Professional Development ☐ Staffing

Task(s)

A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

   Work with IT to develop a process for specific student request forms to be approved and routed internally via the website. Currently for Student Petitions that need to be approved by instructors, department chairs and deans it is currently up to the student to track these individuals down to get their signatures. This process is very time intensive and can be quite frustrating for students.

☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request

Institutional Goals:

☐ **1 Mission & Effectiveness**
 ☐ 1.1 ☐ 1.3
 ☐ 1.2 ☐ 1.4

☐ **2 Student Learning Outcomes**
 ☐ 2.1 ☐ 2.4
 ☐ 2.2 ☐ 2.5
 ☐ 2.3 ☐ 2.6

☐ **3 Resources**
 ☐ 3.1 ☐ 3.4
 ☐ 3.2 ☐ 3.5
 ☐ 3.3

☐ **4 Leadership & Governance**
 ☐ 4.1 ☐ 4.4
 ☐ 4.2 ☐ 4.5
 ☐ 4.3

Expense Type	Funding Type	Budget Request	
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____	

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

How will this objective be measured?   Student survey for those students who utilize this option.

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success?   Once in place this option will improve work efficiency and improve student success.

Who are the responsible party(ies) and assigned user(s)?   Responsible Parties: Director of Admissions & Records and the IT Department; Assigned users will be our students.

FUTURE PROGRAM GOALS **Registration Area** (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.	INSTITUTIONAL GOAL(S) (Select one primary institutional goal)

3	**2015-2016 PROGRAM GOAL #3** Budget Priority #1	INSTITUTIONAL ⟍ GOAL(S)

	INSTITUTIONAL GOAL(S)
Identify Future Global Goal: By June 30, 2016 we improve our Academic Standing process for identifying students by 40%. **Objective:** Students on probation and dismissal will be identified and notified in a timely manner. **RESOURCE PLAN** (Check all that apply.) ☐ Facilities ☐ Marketing ☒ Technology ☐ Professional Development ☐ Staffing	☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4 ☐ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 ☐ 2.3 ☐ 2.6 ☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3 ☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3

Task(s)

   A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

   We will work with other Banner schools to identify options that are available to us for running this process. Our last resort will be applying a patch or mod to help us with this process.

☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

   B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing

Timeline:		
Expense Type	**Funding Type**	**Budget Request**
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing

Timeline:		
Expense Type	**Funding Type**	**Budget Request**
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

How will this objective be measured?   Staff survey, quality of reports, and prior years data.

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success?
Completion of improving the Academic Standing process will improve work efficiency in this area and reduce staff time used currently for identifying students on probation and who will lose priority enrollment privileges.

Who are the responsible party(ies) and assigned user(s)?   Responsible Parties: Gloria Hoisington, David Poor and IT (Jeff Cantwell).

Statement of Work

ViaTRON System, Inc.

DOCUMENT ANALYSIS - PJ4588- 279 ROLLS

PROJECT CONTACT INFORMATION

This analysis is prepared for the Client internal use only.

#	Field	Value	#	Field	Value
1	Client Full Name:	IMPERIAL VALLEY COLLEGE	5	Department:	ADMISSIONS AND RECORDS
2	Street Address:	380 EAST ATEN ROAD	6	Dept Manager & Tel.:	GLORIA CARMONA - (760) 355-6244
3	City:	IMPERIAL	7	IT Manager & Tel.:	JEFF ENZ
4	State & Zip:	CA, 92251	8	Project Manager & Tel.:	GLORIA CARMONA - (760) 355-6244

DOCUMENT INFORMATION

#	Field	Value	#	Field	Value
9	Document Name:	MICROFILM - 279 ROLLS - ADMISSIONS	12	Processing Center:	VIATRON
10	Number of Pages:	837,000	13	Freight	1 Round Trips (Pickup & Delivery)
11	Average Batch Size:	4	14	Freight System:	VIATRON

DOCUMENT PREPARATION

#	Field	Value	#	Field	Value
15	Documents shall be prepared for scanning by:	VIATRON	19	Box Type (ViaTRON requires 15" Banker Boxes)	15"
16	Batch separator page shall be provided by:	VIATRON	20	Re-staple documents after scanning:	NO
17	Batch separator page shall be inserted by:	VIATRON	21	Place files back inside original folder:	NO
18	Batch separator sheets shall contain index fields:	NO	22	Client shall provide relative index database:	YES

DOCUMENT ANALYSIS

#	Field	Value	#	Field	Value
23	Paper Size of Documents:	FILM to FILM	31	Scan File Folders:	NO
24	Different paper sizes - Mixed	YES	32	Folders/Binding will be cut before scanning	YES
25	Scan Resolution:	300 DPI	33	Scan Books/Binding:	NO
26	Scan Double Sided Pages:	NO	34	Paper or Items Glued Together:	NO
27	Run Full Text OCR:	NO	35	Scan in Color:	NO
28	Location of OCR Processing:	NA	36	Scan Large Format (Maps):	NO
29	Banker Boxes Provided by:	CLIENT	37	Automatic Blank Page Removed Accuracy:	85%
30	Date of Analysis:	06/11/13	38	Automatic Page Rotation Accuracy:	82%

39 KEY FIELD INDEXING

#	KEY FIELD INDEXING	Data Type	Location of Index	Format	Field Size	Entry	Special Handling
1	DOCUMENT TYPE	CHAR	1ST PG	NNNNNNNN	8	MANUAL	
2	SSN	SSN	1ST PG	NNN-NN-NNNN	9	MANUAL	CLIENT WILL PROVIDE DATA
3	LAST NAME	CHAR	1ST PG	NNNNNNNNN	12	AUTO	BASE FOR INDEXING AND
4	FIRST NAME	CHAR	1ST PG	NNNNNNNN	8	AUTO	QUALITY CONTROL
5	MIDDLE INITIAL	DATE	1ST PG	MM-DD-YYYY	1	AUTO	
6	DATE OF BIRTH	DATE	1ST PG	MM-DD-YYYY	8	AUTO	

DATA DELIVERY

#	Field	Value	#	Field	Value
40	Data shall be delivered (Media):	ELECTRONIC UPLOAD	43	Client's Content Management System is:	AX
41	Image shall be delivered (File Format):	TIFF SINGLE-IMAGE	44	Client shall reserve hard drive space:	47 Gigabytes
42	Database Format:	AX DB	45	Upload to existing template or new:	NEW

ADDITIONAL STORAGE AND DESTRUCTION SERVICES / PROJECT PRICE AND DELIVERY DATE

#	Field	Value	#	Field	Value
46			50	Project Completion Date	TBD
47	Storage Services:	YES	51	Per Page Price	$0.0205
48	Months Boxes will be Stored:	1 Months	52	PROJECT PRICE	$17,159
49	Document Destruction Services:	RETURN TO CLIENT	53	Payment Terms:	BILLED MONTH ON DELIVERED DATA

54 ADDITIONAL NOTES

SEE SHEET FOR INDEXING

No other work have been promised other than what is on this document.   * NA - NOT APPLICATION   ** NR - NOT REQUIRED

Statement of Work

ViaTRON System, Inc.

DOCUMENT ANALYSIS - PJ4588 - 871 ROLLS - BATCH BY ROLL

PROJECT CONTACT INFORMATION
This analysis is prepared for the Client internal use only.

#	Field	Value	#	Field	Value
1	Client Full Name:	IMPERIAL VALLEY COLLEGE	5	Department:	ADMISSIONS AND RECORDS
2	Street Address:	380 EAST ATEN ROAD	6	Dept Manager & Tel.:	GLORIA CARMONA - (760) 355-6244
3	City:	IMPERIAL	7	IT Manager & Tel.:	JEFF ENZ
4	State & Zip:	CA, 92251	8	Project Manager & Tel.:	GLORIA CARMONA - (760) 355-6244

DOCUMENT INFORMATION

#	Field	Value	#	Field	Value
9	Document Name:	MICROFILM - 871 ROLLS - MIXED DOC TYPES	12	Processing Center:	VIATRON
10	Number of Pages:	2,613,000	13	Freight	1 Round Trips (Pickup & Delivery)
11	Average Batch Size:	500	14	Freight System:	VIATRON

DOCUMENT PREPARATION

#	Field	Value	#	Field	Value
15	Documents shall be prepared for scanning by:	VIATRON	19	Box Type (ViaTRON requires 15" Banker Boxes)	15"
16	Batch separator page shall be provided by:	VIATRON	20	Re-staple documents after scanning:	NO
17	Batch separator page shall be inserted by:	VIATRON	21	Place files back inside original folder:	NO
18	Batch separator sheets shall contain index fields:	NO	22	Client shall provide relative index database:	YES

DOCUMENT ANALYSIS

#	Field	Value	#	Field	Value
23	Paper Size of Documents:	FILM to FILM	31	Scan File Folders:	NO
24	Different paper sizes - Mixed	YES	32	Folders/Binding will be cut before scanning	YES
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26	Scan Double Sided Pages:	NO	34	Paper or Items Glued Together:	NO
27	Run Full Text OCR:	NO	35	Scan in Color:	NO
28	Location of OCR Processing:	NA	36	Scan Large Format (Maps):	NO
29	Banker Boxes Provided by:	CLIENT	37	Automatic Blank Page Removed Accuracy:	85%
30	Date of Analysis:	06/11/13	38	Automatic Page Rotation Accuracy:	82%

39 KEY FIELD INDEXING

#	KEY FIELD INDEXING	Data Type	Location of Index	Format	Field Size	Entry	Special Handling
1	ROLL DESCRIPTION	CHAR	SEARCH	NNNNNNNNNNNN	30	MANUAL	MICROFILM
2	ROLL NUMBER	DATE	1ST PG	NNN	4	MANUAL	
3	RANGE	NUM	1ST PG	NNNNNNN-NNNNNNN	15	MANUAL	NO DATA BASE
4							ALL MANUAL INDEXING
5							HEAVY QC
6	**UPLOAD TO XTENDER**						

DATA DELIVERY

#	Field	Value	#	Field	Value
40	Data shall be delivered (Media):	ELECTRONIC UPLOAD	43	Client's Content Management System is:	AX
41	Image shall be delivered (File Format):	TIFF SINGLE-IMAGE	44	Client shall reserve hard drive space:	145 Gigabytes
42	Database Format:	AX DB	45	Upload to existing template or new:	NEW

ADDITIONAL STORAGE AND DESTRUCTION SERVICES / PROJECT PRICE AND DELIVERY DATE

| #	Field	Value	#	Field	Value
46			50	Project Completion Date	TBD
47	Storage Services:	YES	51	Per Page Price	$0.0175
48	Months Boxes will be Stored:	1 Months	52	PROJECT PRICE	$45,728
49	Document Destruction Services:	RETURN TO CLIENT	53	Payment Terms:	BILLED MONTH ON DELIVERED DATA

54 ADDITIONAL NOTES

ALL MANUAL INDEXING - NO DATABASE - HEAVY QC

BTACH ROLLS IN BATCHES OF 500 IMAGES. FOR FASTER RETRIEVAL SPEED.

No other work have been promised other than what is on this document. * NA - NOT APPLICATION ** NR - NOT REQUIRED

Q1 How easy was the application for admission process on our website?
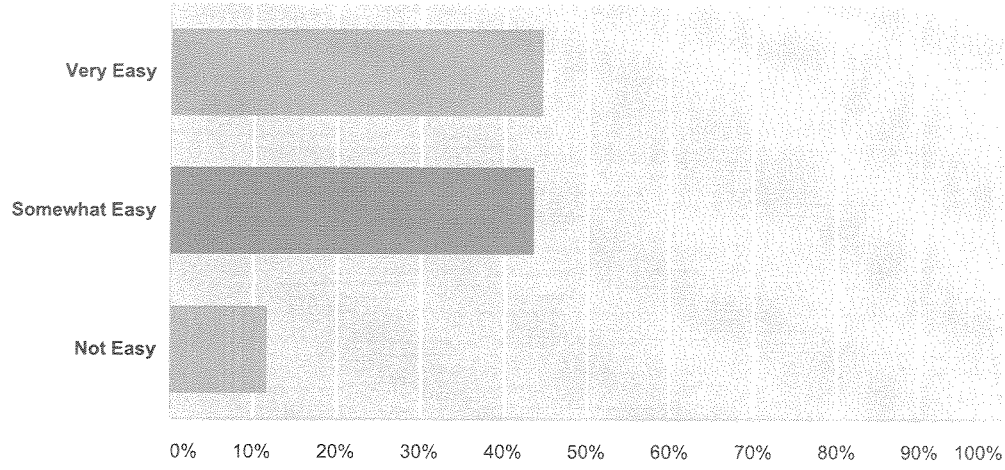
Answered: 337   Skipped: 3
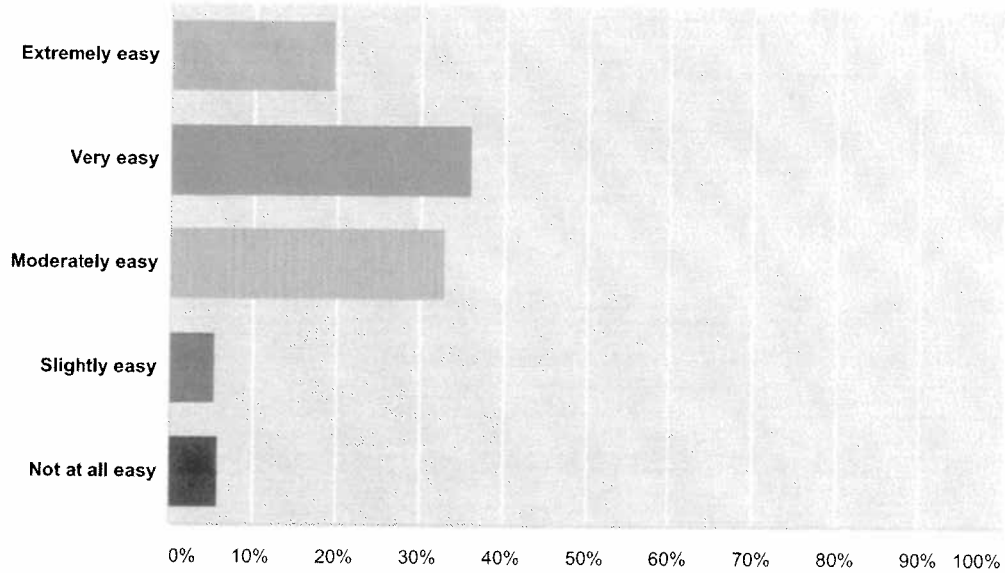
Answer Choices	Responses	
Extremely easy	19.58%	66
Very easy	36.20%	122
Moderately easy	32.94%	111
Slightly easy	5.34%	18
Not at all easy	5.93%	20
Total		337

Q2 Is the online Class Schedule easy to understand?

Answered: 334   Skipped: 6

Answer Choices	Responses	
Very Easy	44.61%	149
Somewhat Easy	43.71%	146
Not Easy	11.68%	39
Total		334

Q3 Is the online Class Schedule easy to use?

Answered: 332   Skipped: 8
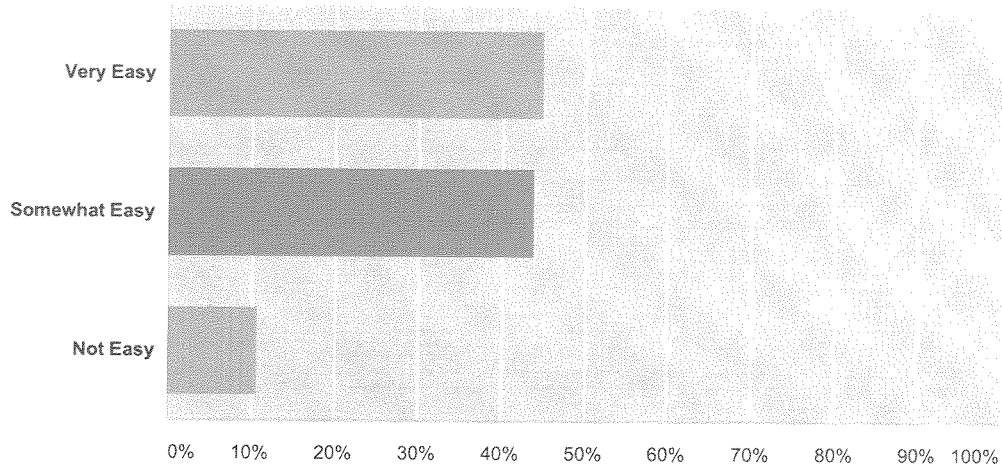
Answer Choices	Responses	
Very Easy	45.18%	150
Somewhat Easy	43.98%	146
Not Easy	10.84%	36
Total		332

Q4 I understand that each semester the Class Schedule contains policy and procedures for all students attending IVC.

Answered: 335   Skipped: 5
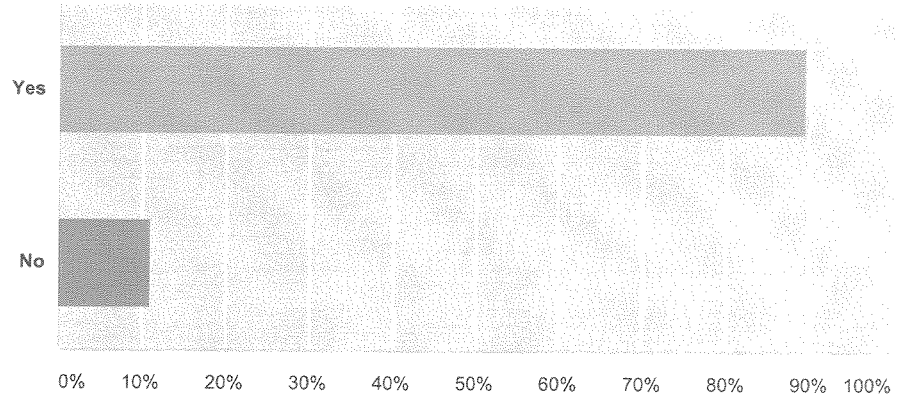
Answer Choices	Responses	
Yes	89.55%	300
No	11.04%	37
Total Respondents: 335		

Q5 I access my IVC student email address at least twice a week.

Answered: 336   Skipped: 4
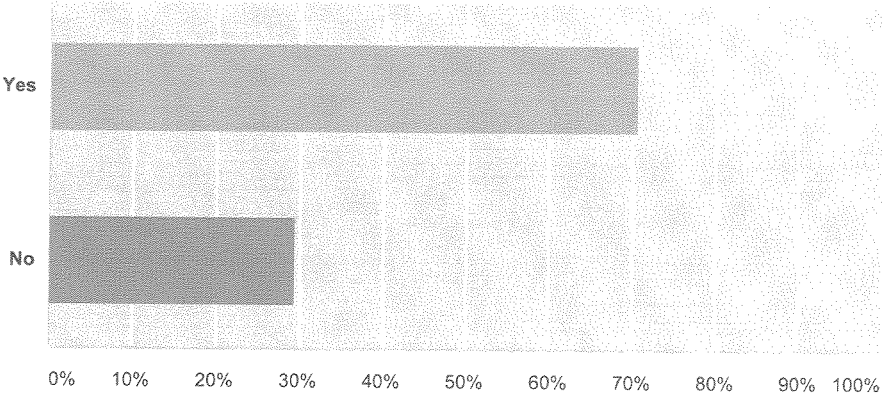
Answer Choices	Responses	
Yes	70.54%	237
No	29.46%	99
Total		336

Q6 I like having the Class Schedule available only online.

Answered: 334   Skipped: 6
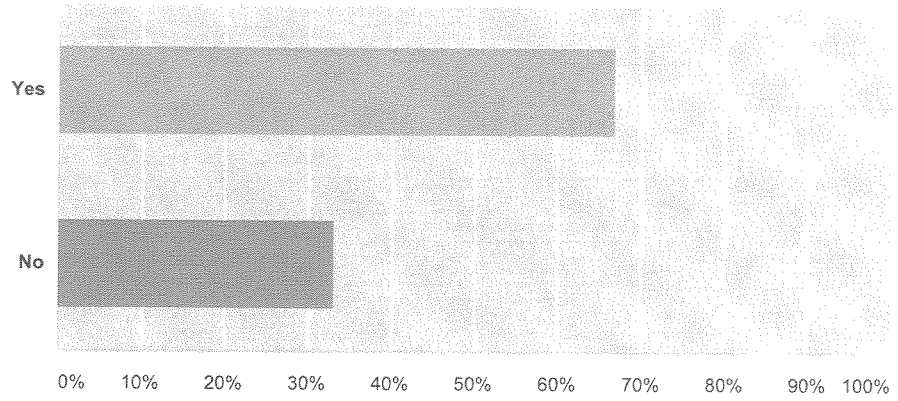
Answer Choices	Responses	
Yes	66.77%	223
No	33.23%	111
Total		334

Q7 The Admissions & Records hours of operation are sufficient to meet my needs.
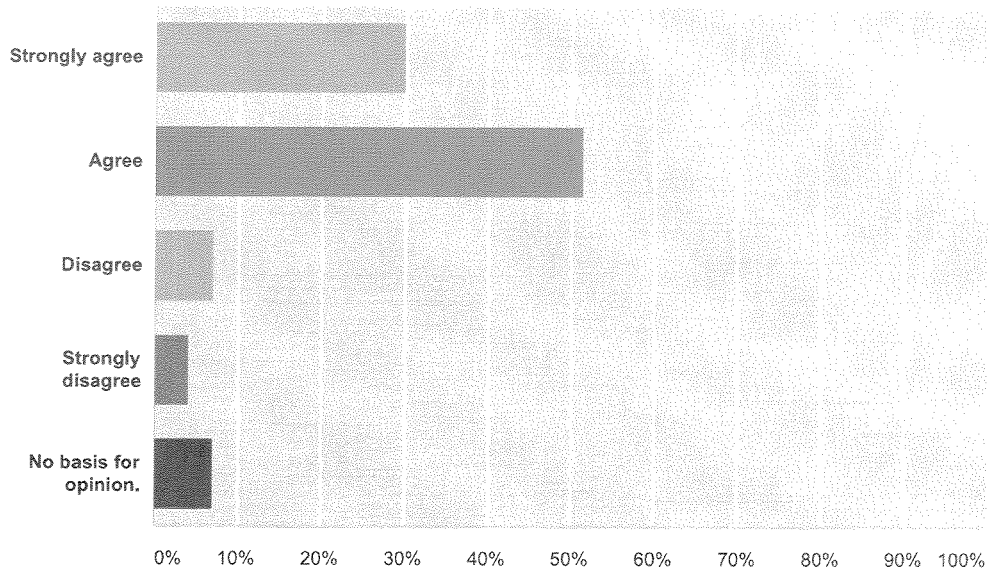
Answered: 336   Skipped: 4
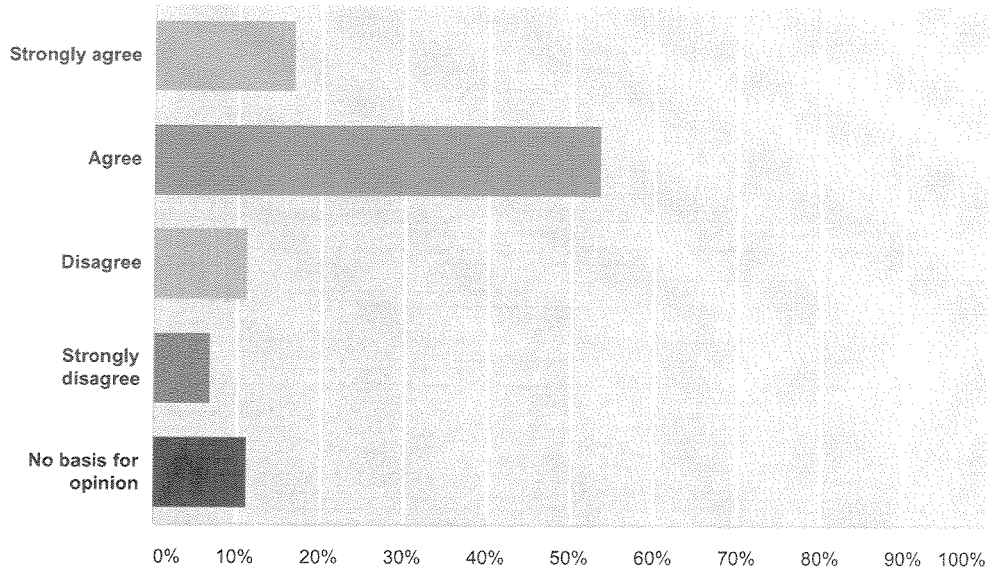
Answer Choices	Responses	
Strongly agree	16.96%	57
Agree	53.57%	180
Disagree	11.31%	38
Strongly disagree	6.85%	23
No basis for opinion	11.31%	38
Total		336

Q8 The people working in the Admissions & Records office are courteous and helpful.

Answered: 337   Skipped: 3

Answer Choices	Responses	
Strongly agree	29.97%	101
Agree	51.63%	174
Disagree	7.12%	24
Strongly disagree	4.15%	14
No basis for opinion.	7.12%	24
Total		337

Q9 The people working in the Admissions & Records Office are knowledgeable.

Answered: 336   Skipped: 4
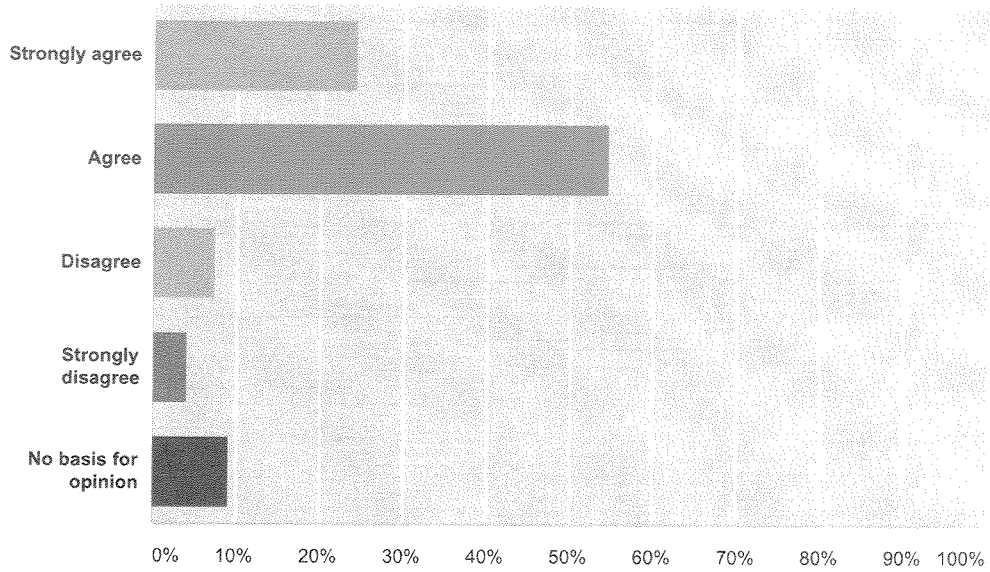
Answer Choices	Responses	
Strongly agree	24.40%	82
Agree	54.76%	184
Disagree	7.44%	25
Strongly disagree	4.17%	14
No basis for opinion	9.23%	31
Total		336

Q10 I understand it is my responsibility to keep my contact information current with the Admissions & Records Office.
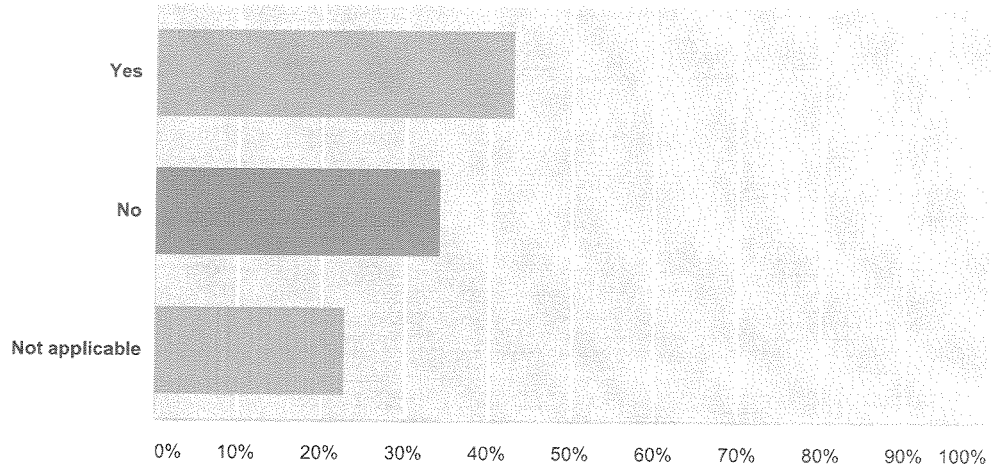
Answered: 332   Skipped: 8
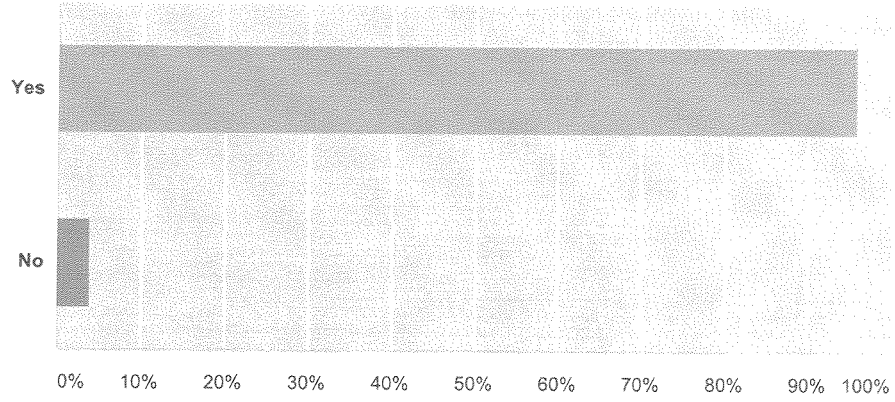
Answer Choices	Responses	
Yes	96.08%	319
No	3.92%	13
Total		332

Q11 I understand the steps to apply for graduation or a certificate during my last semester at IVC.
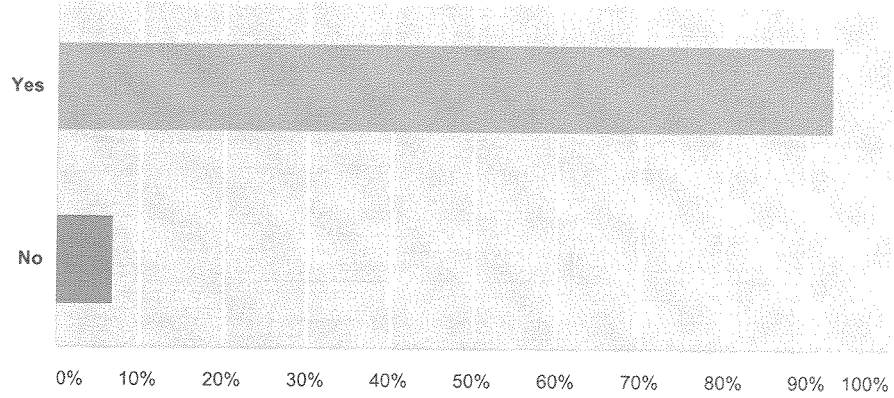
Answered: 333   Skipped: 7

Answer Choices	Responses	
Yes	42.94%	143
No	34.23%	114
Not applicable	22.82%	76
Total		333

Q12 I understand how to use WebSTAR to access my class schedule, financial aid, records and billing information.

Answered: 337 Skipped: 3

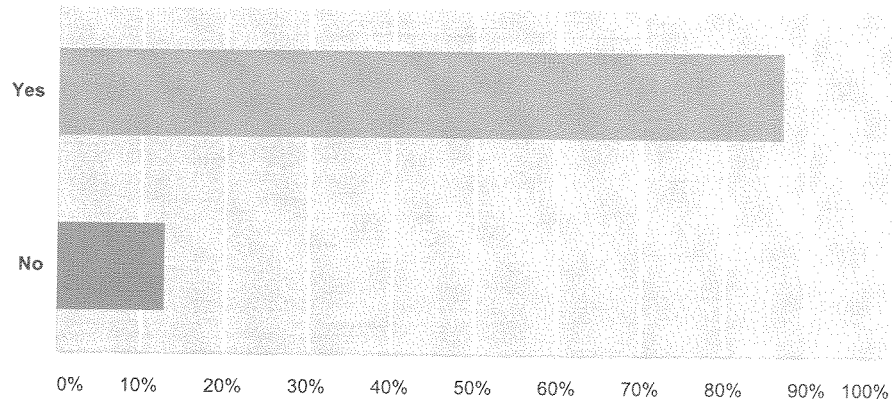| Answer Choices	Responses	
Yes	93.18%	314
No	6.82%	23
Total		**337**

Q13 Information about deadlines for registration, adding and dropping classes, refunds, and withdrawal is readily available to me.
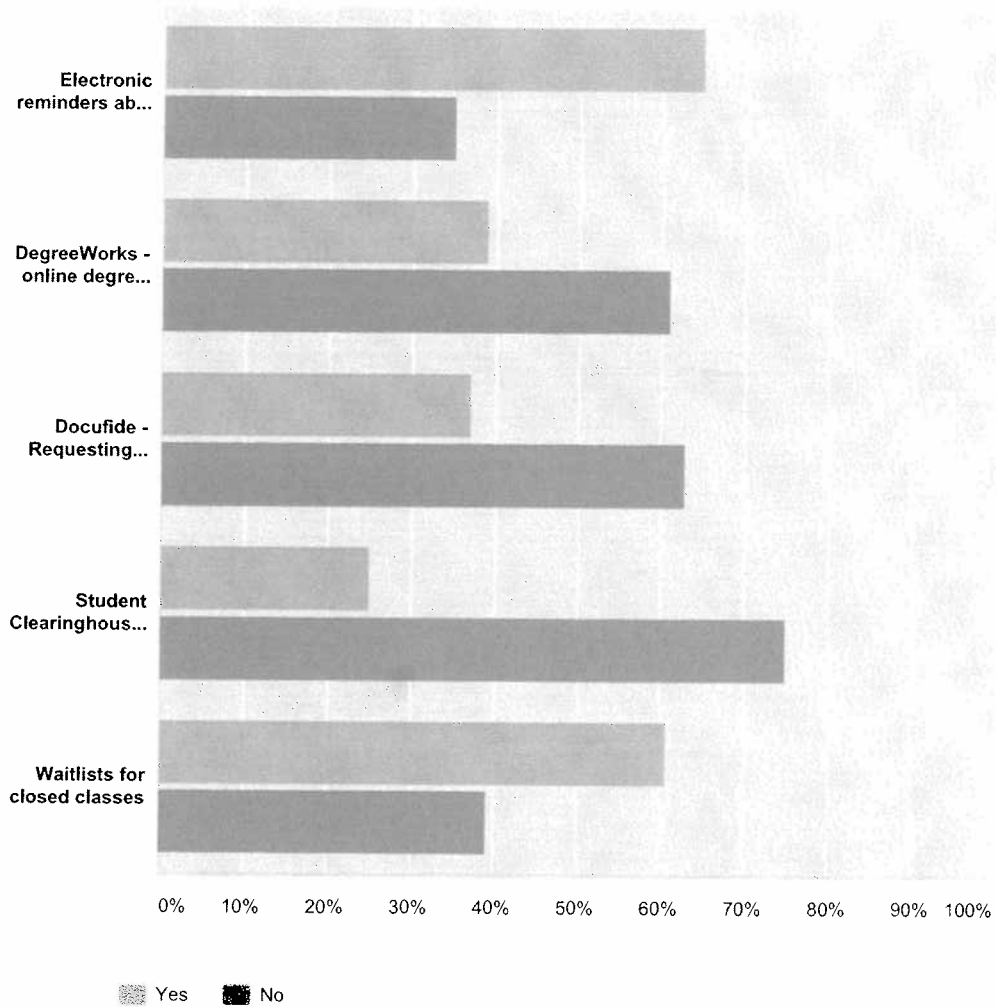
Answered: 332   Skipped: 8

Answer Choices	Responses	
Yes	87.05%	289
No	12.95%	43
Total		332

Q14 The Admissions & Records Office have added other online services. Please indicate whether you have used the following services.

Answered: 331   Skipped: 9

Yes   No

	Yes	No	Total
Electronic reminders about registration through the Student Portal	**64.94%** 213	**35.06%** 115	328
DegreeWorks - online degree audit program	**39.06%** 125	**60.94%** 195	320
Docufide - Requesting official transcripts online	**37.19%** 119	**62.81%** 201	320
Student Clearinghouse - Requesting enrollment verifications online	**25.16%** 81	**74.84%** 241	322
Waitlists for closed classes	**60.75%** 195	**39.25%** 126	321