

# Admissions Assessment Report

Commissioned By: San Joaquin Valley College

## San Joaquin Valley College ~ Modesto Traditional Admissions Assessment Round 2, 2017

### Quick Compliance Rating (QCR)

NO.	ADMISSIONS REP	SALARY	PLACEMENT	TUITION	FINANCIAL AID	ACCREDITATION	TRANSFER CREDIT	AVERAGE SCORE
1	Tee Samra	3.00	4.00	4.00	3.00	3.00	4.00	3.50
2	Jacqueline Kohler	3.00	N/A	4.00	4.00	3.00	3.00	3.40

### Customer Service Rating (CSR)

NO.	ADMISSIONS REP	INITIAL RESPONSE TIME	LOBBY EXPERIENCE	INTERVIEW WAIT TIME	OVERALL AESTHETICS	TOUR	AVERAGE SCORE
3	Tee Samra	2.00	3.00	2.00	3.00	3.00	2.60
4	Jacqueline Kohler	3.00	3.00	3.00	3.00	3.00	3.00

NO.	ADMISSIONS REP	PRODUCT KNOWLEDGE	PEOPLE SKILLS	SALES SKILLS	ATTITUDE	NEXT STEPS	FOLLOW-UP, SECOND APPT	FOLLOW-UP, NO SECOND APPT	AVERAGE SCORE
5	Tee Samra	4.00	4.00	2.00	4.00	4.00	3.00	-	3.50
6	Jacqueline Kohler	4.00	4.00	3.00	4.00	3.00	4.00	-	3.67

### Evaluator Alias Information

**NOTE: We recommend the prompt confirmation and deletion of these records from your database.**

NO.	ALIAS NAME	ADDRESS	CITY	STATE	ZIP	PHONE	EMAIL
7	Philip Bradley	802 Atlantic Dr.	Modesto	CA	95358	209-213-4040	ryecatcher678@yahoo.com
8	Leah Toribio	4008 Mt. Royal Dr.	Salida	CA	95368	209-306-0652	leahtoribio87@gmail.com

NO.	ALIAS NAME	HIGH SCHOOL	GRADUATION YEAR	INQUIRY REPRESENTATIVE	INQUIRY TYPE
9	Philip Bradley	Modesto Christian School	2013	Tee Samra	Web
10	Leah Toribio	Hammond High School	2005	Jackie Kohler	Web

### Inquiry - Contact Log

PLEASE INCLUDE ALL CONTACTS (PHONE/EMAIL/TEXT) MADE BY YOU OR THE SCHOOL BEFORE THE INTERVIEW.

NO.	RESPONDENT
11	Respondent (1)

  

NO.	DATE/TIME OF CONTACT	CONTACT TYPE	CONTACT INITIATED BY	OUTCOME	BRIEF SUMMARY
12	10/19/2017 6:29 PM	Web Inquiry	Evaluator	N/A (Email/Text/Web Inquiry)	I submitted a web inquiry.
13	10/20/2017 10:04 AM	Phone	Admissions Representative	Missed call, voicemail left	I received a voicemail from Tee in response to my web inquiry. He asked me to call him back at 209-809-2131.
14	10/20/2017 1:29 PM	Phone	Evaluator	Missed call, voicemail left	I left Tee a voicemail asking him to call me back at his earliest convenience.
15	10/23/2017 11:34 AM	Phone	Admissions Representative	Call accepted	I received a call back from Tee. He asked a few questions and provided some information before scheduling my campus visit.

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PLEASE INCLUDE ALL CONTACTS (PHONE/EMAIL/TEXT) MADE BY YOU OR THE SCHOOL BEFORE THE INTERVIEW.

NO.	RESPONDENT
16	Respondent (2)

NO.	DATE/TIME OF CONTACT	CONTACT TYPE	CONTACT INITIATED BY	OUTCOME	BRIEF SUMMARY
17	10/19/2017 4:45 PM	Web Inquiry	Evaluator	N/A (Email/Text/Web Inquiry)	This was my initial web inquiry.
18	10/19/2017 5:01 PM	Phone	Call Center Representative	Missed call, voicemail left	I received a voicemail from Mellie (951-893-6441) in response to my inquiry. She asked me to call her at 209-543-8802.
19	10/19/2017 5:22 PM	Email	Admissions Representative	N/A (Email/Text/Web Inquiry)	I received an email from Jackie saying she had just tried to call. She asked that I call her back at 209-809-2146.
20	10/19/2017 6:04 PM	Phone	Other/Unknown	Missed call, no voicemail left	I received a call from 209-809-2146 but no message was left.
21	10/20/2017 3:17 PM	Phone	Evaluator	Missed call, no voicemail left	I called Mellie at 209-543-8802 but reached only a busy tone.
22	10/20/2017 3:42 PM	Phone	Evaluator	Missed call, no voicemail left	I called Mellie at 209-543-8802 but reached only a busy tone.
23	10/20/2017 3:43 PM	Phone	Evaluator	Missed call, voicemail left	I called Mellie at 951-893-6441 and was able to leave her a voicemail asking her to return my call.
24	10/20/2017 6:43 PM	Phone	Other/Unknown	Missed call, no voicemail left	I received a call from 209-809-2146 but no message was left.
25	10/23/2017 1:00 PM	Phone	Evaluator	Missed call, voicemail left	I called Mellie at 951-893-6441 and left her a voicemail asking her to give me a call back.
26	10/23/2017 1:02 PM	Phone	Evaluator	Missed call, voicemail left	I called Jackie at 209-809-2146 and left a voicemail asking for information about the pharmacy tech program. I also let her know that I had tried to get in touch with Mellie as well.
27	10/23/2017 1:18 PM	Phone	Admissions Representative	Missed call, voicemail left	I received a voicemail from Jackie (209-543-8800) telling me the length of the program, the next start date, and the class schedule options. She told me to call her back at 209-809-2146.
28	10/23/2017 1:56 PM	Phone	Evaluator	Call accepted	I called Jackie back at 209-809-2146 and we scheduled my campus visit.

NO.	RESPONDENT	INQUIRY REP	DESCRIPTION
29			Q : Copy and paste the URL of the webpage at which you submitted your web inquiry here:
30	Respondent (1)	Tee Samra	<a href="https://www.sjvc.edu/form-view/1/?utm_source=&amp;utm_content=&amp;utm_medium=&amp;utm_campaign=&amp;k_clickid=&amp;ga_clientid=">https://www.sjvc.edu/form-view/1/?utm_source=&amp;utm_content=&amp;utm_medium=&amp;utm_campaign=&amp;k_clickid=&amp;ga_clientid=</a>
31	Respondent (2)	Jackie Kohler	<a href="https://www.sjvc.edu/programs/medical-and-dental/pharmacy-technology">https://www.sjvc.edu/programs/medical-and-dental/pharmacy-technology</a>

NO.	RESPONDENT	INQUIRY REP	DESCRIPTION
32			Q : Date and time of your inquiry conversation:
33	Respondent (1)	Tee Samra	10/23/2017 11:34 AM
34	Respondent (2)	Jackie Kohler	10/23/2017 1:56 PM

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## Inquiry - Conversation with Representative

NO.	DESCRIPTION : CHOOSE ONE	YES	NO	
35	Did the representative verify your full name?	0% (0)	100% (2)	
36	Did the representative verify your address?	0% (0)	100% (2)	
37	Did the representative verify your city, state and zip code?	0% (0)	100% (2)	
38	Did the representative verify your email address?	0% (0)	100% (2)	
39	Did the representative verify your phone number?	0% (0)	100% (2)	
40	Did the representative verify that you earned a high school diploma or GED?	50% (1)	50% (1)	
41	Did the representative verify your program of study?	100% (2)	0% (0)	
42	Did the representative ask how you heard about the school?	100% (2)	0% (0)	
NO.	DESCRIPTION : CHOOSE ONE	RESPONSE		
43	Q : When you had the inquiry and/or interview conversations, did the representative inform you that the call(s) may be recorded?			
44	Yes, the disclaimer was provided in every call.	100% (2)		
45	The disclaimer was provided in some, but not all, of the calls.	0% (0)		
46	No, the disclaimer was not provided in any of the calls.	0% (0)		
NO.	RESPONDENT	SELECTION	INQUIRY REP	ADDITIONAL RESPONSE
47	Respondent (1)	Yes, the disclaimer was provided in every call.	Tee Samra	No Response Requested
48	Respondent (2)	Yes, the disclaimer was provided in every call.	Jackie Kohler	No Response Requested
NO.	DESCRIPTION : CHOOSE ONE	RESPONSE		
49	Q : Did the representative encourage an admissions interview?			
50	The representative encouraged a same-day interview appointment.	100% (2)		
51	The representative encouraged a next-day interview appointment.	0% (0)		
52	The representative encouraged an interview appointment, but a day was not specified.	0% (0)		
53	The representative did not encourage an interview appointment.	0% (0)		
54	Other	0% (0)		

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NO.	DESCRIPTION : CHOOSE ALL THAT APPLY	RESPONSE
55	Q : What did the representative ask you to bring to the interview?	
56	High school diploma or GED	(0)
57	School transcripts from previously attended institutions	(0)
58	List of questions	(0)
59	Nothing	(2)
60	Other	(0)

NO.	DESCRIPTION : CHOOSE ONE	RESPONSE
61	Q : Did the representative encourage you to bring a friend or family member to the interview?	
62	Yes	100% (2)
63	No	0% (0)

NO.	DESCRIPTION : CHOOSE ONE	RESPONSE
64	Q : Did the representative ask if you knew how to get to the campus and offer directions (if needed)?	
65	Yes	100% (2)
66	No	0% (0)

NO.	DESCRIPTION : CHOOSE ONE	RESPONSE
67	Q : How long was the inquiry conversation with the representative?	
68	1 minute	0% (0)
69	2 minutes	0% (0)
70	3 minutes	0% (0)
71	4 minutes	100% (2)
72	5 to 10 minutes	0% (0)
73	11 to 15 minutes	0% (0)
74	Over 15 minutes	0% (0)
75	I was unable to conduct an inquiry conversation or web chat.	0% (0)

## Inquiry - Program Tuition and Fees

DURING THE INQUIRY CONVERSATION, YOU MUST ASK THE REPRESENTATIVE ABOUT THE COST OF THE PROGRAM.

NO.	DESCRIPTION : CHOOSE ONE	COMPLIANT	INCOMPLETE OR POTENTIALLY MISLEADING	N/A
76	I understand the tuition and fees associated with completing my program of interest.	100% (2)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	INQUIRY REP	ADDITIONAL RESPONSE
77	Respondent (1)	COMPLIANT	Tee Samra	<p>Q : How did you ask about the cost of tuition? What did the representative say in response?</p> <p>When I asked Tee how much the program would cost, he explained that total tuition is \$31,340. He explained that this includes tuition, career services, tutoring, certificates, and parking.</p>

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NO.	RESPONDENT	SELECTION	INQUIRY REP	ADDITIONAL RESPONSE
78	Respondent (2)	COMPLIANT	Jackie Kohler	<p>Q : How did you ask about the cost of tuition? What did the representative say in response?</p> <p>I asked Jackie how much the program would cost and she told me it is \$30,175, which includes fees and state board testing, but not scrubs which cost \$25.</p>

## Inquiry - Overall Impression

NO.	DESCRIPTION : CHOOSE ONE	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
79	The representative willingly provided information to me over the phone.	100% (2)	0% (0)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	INQUIRY REP	ADDITIONAL RESPONSE
80	Respondent (1)	STRONGLY AGREE	Tee Samra	No Response Requested
81	Respondent (2)	STRONGLY AGREE	Jackie Kohler	No Response Requested

NO.	DESCRIPTION : CHOOSE ONE	YES	NO
82	At any time during your inquiry conversation, was anything said or implied that you felt was unethical or inappropriate?	0% (0)	100% (2)

NO.	DESCRIPTION : CHOOSE ONE	YES	NO
83	At any time during your inquiry conversation, did you you feel pressured or "sold" by the representative?	0% (0)	100% (2)

NO.	RESPONDENT	INQUIRY REP	DESCRIPTION
84			Q : Please provide a summary of the conversation and your inquiry experience.
85	Respondent (1)	Tee Samra	I submitted my inquiry after hours one evening and received a voicemail from Tee approximately an hour and a half after the start of business the following morning. When we connected, Tee asked about my interest in attending school and how I became interested in the criminal justice program. Tee shared a few attributes of the school, such as the small class sizes and hands-on learning opportunities. He asked if I would like to come in to set up a career action plan, and if I wanted to bring anyone else with me to the appointment, or if I knew of anyone who would benefit from the program. When I asked, Tee quoted tuition and what is included in the cost. We then scheduled my appointment for 3:30 PM on Tuesday, October 24th, and he verified that I knew how to get to their campus.
86	Respondent (2)	Jackie Kohler	Even though I was initially contacted by Mellie, I was not able to get in contact with her and ended up speaking with Jacqueline (Jackie) Kohler, who had also reached out to me. Jackie had left me a voicemail with details about the program, so when I was able to connect with her, she asked about my interest in the program. I asked her about the cost and she told me what tuition would be and what is included. She also discussed class size, the externship, and the career services offered to the students. Jackie encouraged me to come in that day to meet in person, but we scheduled an interview for the next day.

## Interview - General Information

NO.	ALIAS NAME	DATE/TIME OF INTERVIEW	ADMISSIONS REP	FINANCIAL AID REP	FRONT DESK STAFF	PROGRAM OF INTEREST
87	Philip Bradley	10/24/2017 3:30 PM	Tee Samra	N/A - No FA Meeting	Stephanie	Criminal Justice
88	Leah Toribio	10/24/2017 3:00 PM	Jacqueline Kohler	Jason Alvarez	Stephanie	Pharmacy Technician

## Interview - Program Presentation, Materials and Disclosures

NO.	DESCRIPTION : CHOOSE ALL THAT APPLY	RESPONSE
89	Q : During the admissions interview, the representative used or referenced:	
90	PowerPoint Presentation	(1)
91	Program Sheets	(2)

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NO.	DESCRIPTION : CHOOSE ALL THAT APPLY	RESPONSE
92	School Website	(0)
93	Bureau of Labor Statistics website (BLS.gov)	(1)
94	Viewbook	(0)
95	N/A - No materials were used.	(0)
96	Other - Please describe.	(2)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
97	Respondent (1)	Other - Please describe.	Tee Samra	Q : Please list any other materials used during the presentation. Career Services sheet Career Action Plan
98	Respondent (2)	Other - Please describe.	Jacqueline Kohler	Q : Please list any other materials used during the presentation. onetonline.org

NO.	DESCRIPTION : CHOOSE ALL THAT APPLY	RESPONSE
99	Q : Review the materials you were given (or instructed to save/bookmark if online) by the ADMISSIONS representative. Select all items that you received:	
100	Admissions rep's business card	(2)
101	Tuition sheet, not professionally printed	(0)
102	Tuition sheet, professionally printed	(2)
103	Program information sheet	(2)
104	Graduate performance fact sheet/brochure	(1)
105	Viewbook	(0)
106	School catalog	(0)
107	List of institutions with articulation agreements	(0)
108	Graduation rate fact sheet	(1)
109	Premium items (ex. shirt, pen, etc.)	(0)
110	Other	(2)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
111	Respondent (1)	Other	Tee Samra	Q : List any other materials, web links or collateral you received, including any document titles. Career Action Plan Career Services sheet
112	Respondent (2)	Other	Jacqueline Kohler	Q : List any other materials, web links or collateral you received, including any document titles. Career Services sheet SJVC folder

NO.	DESCRIPTION : CHOOSE ALL THAT APPLY	RESPONSE
113	Q : Review the materials you were given (or instructed to save/bookmark if online) by the FINANCIAL AID advisor. Select all items that you received:	
114	FA advisor's business card	(1)

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NO.	DESCRIPTION : CHOOSE ALL THAT APPLY	RESPONSE
115	Guide to financial aid	(1)
116	FAFSA (Free Application for Federal Student Aid)	(0)
117	IFAA (Institutional Financial Aid Application)	(0)
118	N/A (No FA meeting.)	(1)
119	Other	(1)

NO.	RESPONDENT	SELECTION	FA ADVISOR	ADDITIONAL RESPONSE
120	Respondent (2)	Other	Jason Alvarez	Q : Other material(s) received (not listed above): Financial Aid Checklist How to Create an FSA ID Four Types of Federal Financial Aid Financial Aid FAQs Federal Student Aid at a Glance Estimate Worksheet Federal Loan Calculator Worksheet Institutional Loan Calculator Worksheet

NO.	SCORE	DESCRIPTION : CHOOSE ONE	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
121	4.00	The materials I received were professionally printed and provided the information I needed to make an enrollment decision.	100% (2)	0% (0)	0% (0)	0% (0)

NO.	DESCRIPTION : CHOOSE ONE	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DID NOT MEET WITH FA
122	The financial aid officer provided a thorough explanation of financial aid information and forms OR provided me with instructions on how to obtain financial aid forms.	50% (1)	0% (0)	0% (0)	0% (0)	50% (1)

NO.	RESPONDENT	SELECTION	FA ADVISOR	ADDITIONAL RESPONSE
123	Respondent (1)	DID NOT MEET WITH FA	N/A - No FA Meeting	Q : Please explain: When I asked to meet with someone in Financial Aid, Tee said that I could, but we would need to schedule another visit because the only FA representative who was there was very busy that day. We scheduled my financial aid appointment for the next day.

NO.	DESCRIPTION : CHOOSE ONE	YES	NO
124	Did the rep use or show you the student/program disclosures section(s) of the school website?	0% (0)	100% (2)

NO.	DESCRIPTION : CHOOSE ONE	YES	NO
125	Did the rep use or show you any student/program disclosures document(s)?	100% (2)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
126	Respondent (1)	YES	Tee Samra	Q : Explain what was used or referenced, including any document names. Tee used a Consumer Information document to answer my questions regarding salary, placement and tuition. I was given the sheet to take with me.
127	Respondent (2)	YES	Jacqueline Kohler	Q : Explain what was used or referenced, including any document names. Jackie used the consumer information sheet to show me the total tuition and fees for the program.



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## Referral Request

NO.	DESCRIPTION : CHOOSE ONE	YES	NO
128	I was verbally asked to refer a friend.	50% (1)	50% (1)

  

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
129	Respondent (1)	YES	Tee Samra	<p>Q : Please summarize the way in which you were asked.</p> <p>During the inquiry call, Tee asked if I knew anyone who would benefit from the program.</p>

## Salary - QCR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	BEST PRACTICE	COMPLIANT	INCOMPLETE OR POTENTIALLY MISLEADING	UNTRUTHFUL OR UNETHICAL	N/A
130	3.00	SALARY EXPECTATION: I understand the salary I can expect when I graduate from the program or where I can obtain that information.	0% (0)	100% (2)	0% (0)	0% (0)	0% (0)

  

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
131	Respondent (1)	COMPLIANT	Tee Samra	<p>Q : Please describe how you asked about salary and the rep's response, including salary quoted. Include any numbers implied or disclosed and any information you are shown or given verbally or in writing.</p> <p>When I asked Tee what salary graduates typically make after completing the program, he referred to the Consumer Information document he had given me. He specifically referred to <a href="http://www.onetcodeconnector.org">www.onetcodeconnector.org</a>, and explained that I should enter the reference number for complete details. He also told me to do my own research and showed me how to navigate the Bureau of Labor Statistics website.</p>
132	Respondent (2)	COMPLIANT	Jacqueline Kohler	<p>Q : Please describe how you asked about salary and the rep's response, including salary quoted. Include any numbers implied or disclosed and any information you are shown or given verbally or in writing.</p> <p>I asked Jackie if she knew how much more pharmacy techs make at hospitals versus places like CVS or Walgreens. She used <a href="http://onetonline.org">onetonline.org</a> to show me that the average median hourly rate was \$14.86 in 2016 and encouraged me to research this further online. She also told me to consider benefits packages when looking at the different positions and wages.</p>

## Placement - QCR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	BEST PRACTICE	COMPLIANT	INCOMPLETE OR POTENTIALLY MISLEADING	UNTRUTHFUL OR UNETHICAL	N/A
133	4.00	PROGRAM PLACEMENT RATE: I understand the percentage of graduates from my program of interest that are employed.	50% (1)	0% (0)	0% (0)	0% (0)	50% (1)

  

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
134	Respondent (1)	BEST PRACTICE	Tee Samra	<p>Q : Explain how you asked about the program's placement rate and the rep's response. Include the rate disclosed and any information you are shown or given verbally and in writing.</p> <p>During his presentation, Tee referred to the Consumer Information sheet he had given me, and explained that because of the change in the California Bureau of Private Postsecondary Education's reporting regulations, which became effective on July 14, 2016, this institution was not required to collect the data for its 2015 and prior graduates.</p>



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NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
135	Respondent (2)	N/A	Jacqueline Kohler	<p>Q : Why were you unable to ask about the program placement rate?</p> <p>I asked Jackie if people like me who have no prior medical experience are able to get jobs. She was encouraging and told me that they cannot guarantee that everyone gets a job, but she spoke highly about the career services provided to the students. The Consumer Information section on the program sheet that she gave me stated that placement information is not available, although Jackie did not point this out.</p>

## Tuition - QCR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	BEST PRACTICE	COMPLIANT	INCOMPLETE OR POTENTIALLY MISLEADING	UNTRUTHFUL OR UNETHICAL	N/A
136	4.00	PROGRAM TUITION AND FEES: I understand the total cost of the program and what is included in the cost.	100% (2)	0% (0)	0% (0)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
137	Respondent (1)	BEST PRACTICE	Tee Samra	<p>Q : Please describe how you asked about tuition and the ADMISSIONS REPRESENTATIVE'S response, including tuition amount(s) quoted and what was included. If you received a tuition sheet, include the information here.</p> <p>Near the end of my interview, Tee showed me the tuition and fees on the Consumer Information sheet. The sheet stated that total cost of tuition and fees is \$31,340 and Tee explained that this includes any costs for supplies used in class, tutoring, parking, certificates, and all career services. The sheet also states that the estimated cost for books and supplies is \$475. Tee told me the only other things tuition does not include would be my uniform and any general supplies.</p> <p>Q : Please describe how you asked about tuition and the FINANCIAL AID REPRESENTATIVE'S response, including tuition amount(s) quoted and what was included. If you received a tuition sheet, include the information here.</p> <p>N/A - No FA Meeting</p>
138	Respondent (2)	BEST PRACTICE	Jacqueline Kohler	<p>Q : Please describe how you asked about tuition and the ADMISSIONS REPRESENTATIVE'S response, including tuition amount(s) quoted and what was included. If you received a tuition sheet, include the information here.</p> <p>Jackie used the Consumer Information sheet to explain that tuition would be \$30,000 for the degree, which includes tutoring, supplies, parking, state boards, and student services, but does not include scrubs which are \$25. She also said that books could be purchased at a discounted rate through the school for \$125 and \$150, which could be included in my financial aid package, or they can be purchased separately.</p> <p>Q : Please describe how you asked about tuition and the FINANCIAL AID REPRESENTATIVE'S response, including tuition amount(s) quoted and what was included. If you received a tuition sheet, include the information here.</p> <p>Jason told me that the total cost of tuition, including fees and books, would be \$30,325. This was included on the Estimate Worksheet I was given.</p>

## Financial Aid - QCR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	BEST PRACTICE	COMPLIANT	INCOMPLETE OR POTENTIALLY MISLEADING	UNTRUTHFUL OR UNETHICAL	N/A
139	3.50	FINANCIAL AID: I understand how to apply for financial aid, how it is awarded, and that it is available to those who qualify.	50% (1)	50% (1)	0% (0)	0% (0)	0% (0)

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NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
140	Respondent (1)	COMPLIANT	Tee Samra	<p>Q : Please describe how you asked about financial aid eligibility and what the rep said about the eligibility of financial aid. If a finance advisor or FA department is mentioned, ask if you can talk to them. Record the outcome here.</p> <p>I told Tee that I was unsure how the fact that I was in the process of going through a divorce would affect my eligibility for financial aid and he told me I would need to speak with a financial aid representative about that. When I asked to meet with someone in Financial Aid, Tee said that I could, but we would need to schedule another visit because the only FA representative who was there that day was very busy. We scheduled my financial aid appointment for the next day.</p>
141	Respondent (2)	BEST PRACTICE	Jacqueline Kohler	<p>Q : Please describe how you asked about financial aid eligibility and what the rep said about the eligibility of financial aid. If a finance advisor or FA department is mentioned, ask if you can talk to them. Record the outcome here.</p> <p>Jackie said that I would meet with Financial Aid to determine what aid I would be eligible for. I met with Jason Alvarez and he asked a series of questions, including my date of birth and marital status. When Jason asked if I had filed taxes in 2015 and I told him I hadn't because I was paid in cash, he told me that I was at risk for getting flagged by the government and encouraged me to file. He prepared an estimate of my potential financial aid and broke down the cost of tuition and books, and what I could be eligible for in grants and loans based on the answers I gave him. Jason explained the different types of aid, my balance, and repayment options. He gave me instructions on how to create an FSA ID, and said once it was generated, to come back with my proof of income. Jason gave me a copy of the estimate and then walked me back to Jackie's office.</p>

## Accreditation - QCR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	BEST PRACTICE	COMPLIANT	INCOMPLETE OR POTENTIALLY MISLEADING	UNTRUTHFUL OR UNETHICAL	N/A
142	3.00	ACCREDITATION: I understand the accrediting body that accredits this institution.	0% (0)	100% (2)	0% (0)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
143	Respondent (1)	COMPLIANT	Tee Samra	<p>Q : Please explain how you asked about accreditation and the rep's response. Include any information you are shown or given verbally or in writing.</p> <p>During his presentation, Tee explained that they are accredited by the Commission for Community and Junior Colleges, and are also WASC accredited, the Western Association of Schools and Colleges. He explained that this is an indication of the standard of quality and reputation of the education I would receive as a student.</p>
144	Respondent (2)	COMPLIANT	Jacqueline Kohler	<p>Q : Please explain how you asked about accreditation and the rep's response. Include any information you are shown or given verbally or in writing.</p> <p>Jackie said that SJVC is accredited by the Accrediting Commission for Community and Junior Colleges (ACCJC), Western Association of Schools and Colleges (WASC) and that it means SJVC is held to strict guidelines. The ACCJC website is provided under Consumer Information on the program packet, but Jackie did not point this out during my interview.</p>

# Admissions Assessment Report

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## Transfer of Credit - QCR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	BEST PRACTICE	COMPLIANT	INCOMPLETE OR POTENTIALLY MISLEADING	UNTRUTHFUL OR UNETHICAL	N/A
145	3.50	TRANSFER of CREDIT for REGIONALLY ACCREDITED INSTITUTIONS: I understand the institution is regionally accredited, but that there is no guarantee credits will transfer.	50% (1)	50% (1)	0% (0)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
146	Respondent (1)	BEST PRACTICE	Tee Samra	<p>Q : How did you ask about credit transfer and what was the rep's response? Include any information you are shown or given verbally or in writing.</p> <p>When I asked Tee if the credits earned in this program could transfer to other schools, he said that he would never recommend moving half-way through; if you start here, you need to finish here, or you would walk out without a degree. He went on to say that they are regionally accredited and they have articulation agreements with other schools, but it's always up to the school and I would need to speak with them to know for sure.</p>
147	Respondent (2)	COMPLIANT	Jacqueline Kohler	<p>Q : How did you ask about credit transfer and what was the rep's response? Include any information you are shown or given verbally or in writing.</p> <p>I asked Jackie if most students continue on to become pharmacists and she said that SJVC is not designed as a transfer school; the program is designed for students who want to get into the field quickly and work as a pharmacy technician. Jackie explained that if I chose to continue my education, I would need to take my transcript to the receiving school for evaluation.</p>

## Interview - Time Spent in Minutes

NO.	DESCRIPTION : CHOOSE ONE	RESPONSE
148	Q : Total time spent waiting in the lobby:	
149	Under 5 minutes	0% (0)
150	5 to 9 minutes	50% (1)
151	10 to 15 minutes	50% (1)
152	16 to 20 minutes	0% (0)
153	Over 20 minutes	0% (0)

NO.	DESCRIPTION : CHOOSE ONE	RESPONSE
154	Q : Time spent with the admissions representative:	
155	Under 15 minutes	0% (0)
156	15 to 30 minutes	0% (0)
157	31 to 45 minutes	50% (1)
158	46 to 60 minutes	50% (1)
159	61 to 75 minutes	0% (0)
160	76 to 90 minutes	0% (0)
161	91 to 120 minutes	0% (0)

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NO.	DESCRIPTION : CHOOSE ONE			RESPONSE	
162	Over two hours			0% (0)	
NO.	DESCRIPTION : CHOOSE ONE			RESPONSE	
163	Q : Time spent on the tour:				
164	Under 5 minutes			0% (0)	
165	5 to 10 minutes			100% (2)	
166	11 to 15 minutes			0% (0)	
167	16 to 20 minutes			0% (0)	
168	Over 20 minutes			0% (0)	
169	I was not offered a tour.			0% (0)	
NO.	DESCRIPTION : CHOOSE ONE			RESPONSE	
170	Q : Time spent with the financial aid advisor:				
171	Under 5 minutes			0% (0)	
172	6 to 10 minutes			0% (0)	
173	11 to 15 minutes			0% (0)	
174	16 to 20 minutes			0% (0)	
175	Over 20 minutes			50% (1)	
176	I did not meet or speak with a financial aid advisor.			50% (1)	
NO.	RESPONDENT	SELECTION	FA ADVISOR	ADDITIONAL RESPONSE	
177	Respondent (2)	Over 20 minutes	Jason Alvarez	Q : Please specify, in minutes, the amount of time spent: 31 minutes, but I was left alone for 5 minutes	
NO.	DESCRIPTION : CHOOSE ONE			RESPONSE	
178	Q : Total time left alone or on hold during the interview:				
179	0 minutes			0% (0)	
180	1 minute			0% (0)	
181	2 minutes			50% (1)	
182	3 minutes			0% (0)	
183	4 minutes			0% (0)	
184	5 minutes			0% (0)	
185	6 to 10 minutes			50% (1)	
186	Over 10 minutes			0% (0)	
NO.	DESCRIPTION : CHOOSE ONE	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
187	The length of time the admissions representative spent with me was appropriate.	50% (1)	0% (0)	50% (1)	0% (0)

# Admissions Assessment Report

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NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
188	Respondent (1)	SOMEWHAT DISAGREE	Tee Samra	Q : Please explain: My time with Tee felt rushed, and I was asked to wait while he met with other students or answered phone calls a number of times. Although he read me the list of courses that I would take during the program, this part of the presentation was extremely rushed and little to no details were provided.

## Interview - Student Scenario

NO.	DESCRIPTION : CHOOSE ONE	RESPONSE
189	Q : Choose the scenario you were assigned. Report how you presented it and the ADMISSIONS and FINANCIAL AID representative(s) response(s).	
190	SCENARIO 1: You are married and your spouse is paid in cash as a hairstylist, babysitter, maid, tutor or landscaper, for example. How will this impact your financial aid eligibility?	0% (0)
191	SCENARIO 2: You are unemployed and doing small jobs on the side for cash. How will that impact your financial aid?	0% (0)
192	SCENARIO 3: You are in the process of getting a divorce. How will this impact your financial aid eligibility?	50% (1)
193	SCENARIO 4: You are under 24 years of age and are estranged from your parents. Will you need to involve your parent(s) in the financial aid process or is there a way to apply alone?	0% (0)
194	SCENARIO 5: You are under 24 years of age and moved out of your parent's house two years ago. Ask why you need your parents to apply for financial aid. Can you just apply on your own?	0% (0)
195	SCENARIO 6: You've been separated for two or more years from your spouse. Do you need to include the spouse's income on your FAFSA?	0% (0)
196	SCENARIO 7: You haven't filed taxes for the last 2 or 3 years. How will this impact your financial aid eligibility?	50% (1)
197	SCENARIO 8: You are currently unemployed and live with your partner. Your partner pays the household expenses. How will this impact your financial aid eligibility?	0% (0)
198	No scenario presented	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
199	Respondent (1)	SCENARIO 3: You are in the process of getting a divorce. How will this impact your financial aid eligibility?	Tee Samra	Q : Please explain how you presented the scenario and the ADMISSIONS representative's response. I explained that I was married but in the process of getting a divorce. When I asked Tee if I would be eligible for financial aid and how this might affect my eligibility, he stated that I would have to speak with their Financial Aid department about this. Q : Please explain how you presented the scenario and the FINANCIAL AID representative's response. N/A - No FA Meeting
200	Respondent (2)	SCENARIO 7: You haven't filed taxes for the last 2 or 3 years. How will this impact your financial aid eligibility?	Jacqueline Kohler	Q : Please explain how you presented the scenario and the ADMISSIONS representative's response. I told Jackie that I worked as a private dance instructor, but we did not discuss how this would impact my financial aid. Q : Please explain how you presented the scenario and the FINANCIAL AID representative's response. Jason asked if I filed taxes in 2015 and I told him I did not because I was paid in cash. He told me that I was at risk of getting flagged by the government and he would use an estimate of my income to complete the financial aid estimate. He warned that I should file taxes and shared that his son got in trouble for not filing. He said that I should gather my proof of income to be prepared in the event that my FAFSA is flagged.

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## Initial Response Time - CSR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT	N/A
201	2.50	Initial Response Time	0% (0)	50% (1)	50% (1)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
202	Respondent (1)	BELOW REQUIREMENT	Tee Samra	Q : Please explain your rating selection, based on the CSR criteria. I submitted my inquiry after hours and received a voicemail from Tee approximately an hour and a half after the start of business the following morning.
203	Respondent (2)	MEETS REQUIREMENT	Jacqueline Kohler	Q : Please explain your rating selection, based on the CSR criteria. I received a response 16 minutes after my initial inquiry.

## Lobby Experience - CSR

PLEASE EVALUATE EACH OF THE FOLLOWING:

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
204	3.00	Lobby Experience	0% (0)	100% (2)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
205	Respondent (1)	MEETS REQUIREMENT	Tee Samra	Q : Please explain your rating selection, based on the CSR criteria. When I walked into the lobby, Stephanie was in a conversation with another front desk staff member. After only a moment, she greeted me and verified my name and phone number.
206	Respondent (2)	MEETS REQUIREMENT	Jacqueline Kohler	Q : Please explain your rating selection, based on the CSR criteria. Stephanie was on the phone when I walked in, but she smiled at me. I signed in on the clipboard while she finished the conversation. She then greeted me, asked if I had been to the campus before, and gave me a sheet to complete.

## Interview Wait Time - CSR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
207	2.50	Interview Wait Time	0% (0)	50% (1)	50% (1)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
208	Respondent (1)	BELOW REQUIREMENT	Tee Samra	Q : Please explain your rating selection, based on the CSR criteria. I waited for a total of ten minutes in the lobby, including the time I spent filling out my paperwork, before I was received by Tee for my admissions interview.
209	Respondent (2)	MEETS REQUIREMENT	Jacqueline Kohler	Q : Please explain your rating selection, based on the CSR criteria. I waited in the lobby for about eight minutes.

## Admissions Representative Competence - CSR

PLEASE EVALUATE THE COMPETENCY OF THE ADMISSIONS REPRESENTATIVE

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
210	4.00	Product Knowledge	100% (2)	0% (0)	0% (0)	0% (0)

# Admissions Assessment Report

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NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
211	Respondent (1)	EXCEEDS REQUIREMENT	Tee Samra	<p>Q : Please explain your rating selection, based on the CSR criteria.</p> <p>Tee explained that I would receive the Standards and Training for Corrections certificate and the Bureau of Security and Investigative Services certificate through the program. He quickly read through most of the material in the Criminal Justice: Corrections packet and showed me the consumer information. Tee also answered my questions regarding potential salary, placement, tuition, accreditation and credit transfer, and gave me several documents for future reference.</p>
212	Respondent (2)	EXCEEDS REQUIREMENT	Jacqueline Kohler	<p>Q : Please explain your rating selection, based on the CSR criteria.</p> <p>Jackie thoroughly explained the pharmacy technician program and included details about class time, the length, externship, and the career course. She gave me a program sheet with information about accreditation, tuition and fees, and graduate employment rates.</p>

## PLEASE EVALUATE THE COMPETENCY OF THE ADMISSIONS REPRESENTATIVE

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
213	4.00	People Skills	100% (2)	0% (0)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
214	Respondent (1)	EXCEEDS REQUIREMENT	Tee Samra	<p>Q : Please explain your rating selection, based on the CSR criteria.</p> <p>Throughout my interview, Tee was attentive, asked meaningful questions, and repeated my answers while tailoring the interview and conversation to my needs. He also asked many questions about my current situation and goals, and spent time sharing personal information in an effort to build rapport.</p>
215	Respondent (2)	EXCEEDS REQUIREMENT	Jacqueline Kohler	<p>Q : Please explain your rating selection, based on the CSR criteria.</p> <p>Jackie was friendly and personable throughout the meeting. She asked questions about my work as a private dance instructor and made comments about what she perceived as my strengths and how they would benefit me in my career.</p>

## PLEASE EVALUATE THE COMPETENCY OF THE ADMISSIONS REPRESENTATIVE

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
216	2.50	Sales Skills	0% (0)	50% (1)	50% (1)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
217	Respondent (1)	BELOW REQUIREMENT	Tee Samra	<p>Q : Please explain your rating selection, based on the CSR criteria.</p> <p>Tee spoke about the resources that are available to students, such as peer mentoring, tutoring, and career services, and how they would help me overcome obstacles while attending. He did not ask for the application during this visit and instead, said that he wanted me to be comfortable making this decision without feeling rushed.</p>
218	Respondent (2)	MEETS REQUIREMENT	Jacqueline Kohler	<p>Q : Please explain your rating selection, based on the CSR criteria.</p> <p>Jackie asked questions about my life and background to determine if I had any obstacles that could get in the way of my completing the degree. She discussed the benefits of the school and program and at the end of the interview, she asked if I wanted to schedule a follow-up appointment to enroll.</p>

## PLEASE EVALUATE THE COMPETENCY OF THE ADMISSIONS REPRESENTATIVE

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
219	4.00	Attitude	100% (2)	0% (0)	0% (0)	0% (0)

# Admissions Assessment Report

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NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
220	Respondent (1)	EXCEEDS REQUIREMENT	Tee Samra	Q : Please explain your rating selection, based on the CSR criteria. Tee spoke positively about the program, mentioning all of the certificates which students receive. He also spoke well of Don Martin, who he said was an extremely helpful resource to many students.
221	Respondent (2)	EXCEEDS REQUIREMENT	Jacqueline Kohler	Q : Please explain your rating selection, based on the CSR criteria. Jackie was very positive about the school, the programs they offer, and students' chances for success. She shared a story about how a 70-year-old woman was able to complete the business program and got along well at the school.

## Campus Aesthetics - CSR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
222	3.00	Evaluate the overall aesthetics of the campus.	0% (0)	100% (2)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
223	Respondent (1)	MEETS REQUIREMENT	Tee Samra	Q : Please explain your rating selection, based on the CSR criteria. Tee showed me various facilities such as the library, computer lab, and break rooms. All of the facilities were in a neat and orderly condition.
224	Respondent (2)	MEETS REQUIREMENT	Jacqueline Kohler	Q : Please explain your rating selection, based on the CSR criteria. The campus was immaculate, but I was not shown any advanced equipment.

## Customized Engagement - CSR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
225	3.00	Customized Engagement - On-Ground Tour	0% (0)	100% (2)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
226	Respondent (1)	MEETS REQUIREMENT	Tee Samra	Q : Please explain your rating selection, based on the CSR criteria. Tee suggested that we take a walk around the campus and said that he wanted to show me, as well as tell me, about my program of interest. My tour consisted of many facilities related and unrelated to the criminal justice program. Some things, such as pictures of the instructor, Don Martin, taking students to the gun range, and viewing the uniforms, were specific to my program, but he also pointed out a lot that was not relevant to my program of choice.
227	Respondent (2)	MEETS REQUIREMENT	Jacqueline Kohler	Q : Please explain your rating selection, based on the CSR criteria. Jackie took me on a tour of the entire campus and showed me student achievements, classrooms, Career Services, Financial Aid, the student lounge and the library. We also went inside the pharmacy lab while a class was in session so I could see the materials used in the training.

NO.	DESCRIPTION : CHOOSE ALL THAT APPLY	RESPONSE
228	Q : On my customized tour, the following stops were made:	
229	Financial Aid Office	(2)
230	Career Services Office	(2)
231	Medical Labs	(2)
232	Computer Labs	(2)



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NO.	DESCRIPTION : CHOOSE ALL THAT APPLY	RESPONSE
233	Classrooms associated with my program of interest	(2)
234	Learning Center or Library	(2)
235	Student Lounge	(2)
236	Salon or Spa	(1)
237	Career or Job Postings Board	(1)
238	N/A (No tour.)	(0)
239	Other	(0)

## Next Steps - CSR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
240	3.50	I left the interview with a clear understanding of the necessary actions or the next steps to enroll.	50% (1)	50% (1)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
241	Respondent (1)	EXCEEDS REQUIREMENT	Tee Samra	<p>Q : Explain your rating selection. Include what the representative explained regarding the next steps to enroll AND whether or not a second appointment was scheduled, as well as the appointment date and time.</p> <p>At the end of the interview, I left with a Career Action Plan and an understanding of the next steps for enrollment. We scheduled an appointment for me to meet with Financial Aid and complete the assessment for the next day, and discussed my also returning one evening to sit in on a criminal justice class.</p>
242	Respondent (2)	MEETS REQUIREMENT	Jacqueline Kohler	<p>Q : Explain your rating selection. Include what the representative explained regarding the next steps to enroll AND whether or not a second appointment was scheduled, as well as the appointment date and time.</p> <p>Jackie explained that I would need to bring a copy of my high school diploma and an ID to my next meeting. We made an appointment for Friday at 9:00 AM to allow time for my FSA ID to be generated.</p>

## Follow-up - CSR

NO.	SCORE	DESCRIPTION : CHOOSE ONE	EXCEEDS REQUIREMENT	MEETS REQUIREMENT	BELOW REQUIREMENT	DOES NOT MEET REQUIREMENT
243	3.50	You reported that a second appointment (date and time) was set. When did you first receive a voicemail or email from the school after the missed appointment?	50% (1)	50% (1)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
244	Respondent (1)	MEETS REQUIREMENT	Tee Samra	<p>Q : Please explain your rating selection, based on the CSR criteria.</p> <p>I received a voicemail from Tee 17 minutes after I missed my follow-up appointment.</p>
245	Respondent (2)	EXCEEDS REQUIREMENT	Jacqueline Kohler	<p>Q : Please explain your rating selection, based on the CSR criteria.</p> <p>I received a voicemail from Jackie one minute after the time of my follow-up appointment asking if I was on my way.</p>

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## EnrollMatch Skills

NO.	DESCRIPTION : CHOOSE ONE			YES	NO
246	Did the representative explain that you would develop a plan (Career Action Plan) to take with you after the visit?			50% (1)	50% (1)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
247	Respondent (1)	YES	Tee Samra	No Response Requested	
248	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
249	Did the representative explain that you would receive an action plan (or CAP) whether or not you chose their college?			0% (0)	100% (2)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
250	Respondent (1)	NO	Tee Samra	No Response Requested	
251	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
252	Did the representative provide an overview of what to expect from the meeting/interview?			100% (2)	0% (0)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
253	Respondent (1)	YES	Tee Samra	No Response Requested	
254	Respondent (2)	YES	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
255	Did the representative ask about your goals for the future?			50% (1)	50% (1)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
256	Respondent (1)	YES	Tee Samra	No Response Requested	
257	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
258	Did you write your goals on your action plan (CAP)?			50% (1)	50% (1)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
259	Respondent (1)	YES	Tee Samra	No Response Requested	
260	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
261	Root Question 1: Did the representative ask about your current situation?			100% (2)	0% (0)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
262	Respondent (1)	YES	Tee Samra	No Response Requested	
263	Respondent (2)	YES	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
264	Root Question 2: Did the representative ask what specifically is missing from your current situation that a college degree will provide?			100% (2)	0% (0)

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NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
265	Respondent (1)	YES	Tee Samra	No Response Requested	
266	Respondent (2)	YES	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
267	Root Question 3: Did the representative ask what might get in the way of achieving your goal?			50% (1)	50% (1)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
268	Respondent (1)	YES	Tee Samra	No Response Requested	
269	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
270	Root Question 4: Did the representative ask what specifically you can do to remove or manage any obstacles you presented?			50% (1)	50% (1)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
271	Respondent (1)	YES	Tee Samra	No Response Requested	
272	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
273	Root Question 5: Did the representative ask who else needs to be considered in your decision to attend college?			50% (1)	50% (1)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
274	Respondent (1)	YES	Tee Samra	No Response Requested	
275	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
276	Root Question 6: Did the representative ask how you will know when you've found the right college for you?			0% (0)	100% (2)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
277	Respondent (1)	NO	Tee Samra	No Response Requested	
278	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
279	Root Question 7: Did the representative ask how you will manage the change that going to college will create?			0% (0)	100% (2)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
280	Respondent (1)	NO	Tee Samra	No Response Requested	
281	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
282	Did the representative ask root questions 1 through 7 in the order listed above?			50% (1)	50% (1)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
283	Respondent (1)	YES	Tee Samra	No Response Requested	
284	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	

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NO.	DESCRIPTION : CHOOSE ONE			YES	NO
285	Did the representative ask the root questions conversationally (versus forced or rapid-fire)?			100% (2)	0% (0)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
286	Respondent (1)	YES	Tee Samra	Q : Please explain. Tee appeared genuinely concerned with my personal situation and future goals. Much of our interview was natural and conversational regarding my reasons for going to college and how it could help me succeed.	
287	Respondent (2)	YES	Jacqueline Kohler	Q : Please explain. Jackie discussed my background very casually and it felt like we were having a natural conversation.	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
288	Did the admissions representative customize the interview content based on the goals and information you discussed?			100% (2)	0% (0)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
289	Respondent (1)	YES	Tee Samra	No Response Requested	
290	Respondent (2)	YES	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
291	Were you offered a campus tour customized to your interests and needs?			100% (2)	0% (0)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
292	Respondent (1)	YES	Tee Samra	No Response Requested	
293	Respondent (2)	YES	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
294	Were you asked to apply or fill out an application?			50% (1)	50% (1)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
295	Respondent (1)	NO	Tee Samra	No Response Requested	
296	Respondent (2)	YES	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
297	Were you encouraged to write your own next steps and due dates on the action plan document (or CAP)?			0% (0)	100% (2)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
298	Respondent (1)	NO	Tee Samra	No Response Requested	
299	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
300	Do the steps written on your action plan document (or CAP) include personal steps you need to complete AND the admissions/enrollment steps?			50% (1)	50% (1)
NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE	
301	Respondent (1)	YES	Tee Samra	No Response Requested	
302	Respondent (2)	NO	Jacqueline Kohler	No Response Requested	
NO.	DESCRIPTION : CHOOSE ONE			YES	NO
303	Were you asked if you knew anyone else who would benefit from completing an action plan (or CAP)?			0% (0)	100% (2)

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NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
304	Respondent (1)	NO	Tee Samra	No Response Requested
305	Respondent (2)	NO	Jacqueline Kohler	No Response Requested

## Interview - Unethical or Inappropriate Conduct

NO.	DESCRIPTION : CHOOSE ONE	YES	NO
306	At any time during your visit was anything said or implied that you felt was unethical or inappropriate?	0% (0)	100% (2)
NO.	DESCRIPTION : CHOOSE ONE	YES	NO
307	At any time during your visit did the admissions representative strongly pressure you to enroll?	0% (0)	100% (2)

## Interview - Overall Summary

PLEASE EVALUATE THE FOLLOWING:

NO.	SCORE	DESCRIPTION : CHOOSE ONE	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
308	4.00	The admissions representative asked questions that demonstrated genuine interest in me and my background.	100% (2)	0% (0)	0% (0)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
309	Respondent (1)	STRONGLY AGREE	Tee Samra	Q : Explain your rating selection, including examples to support your choice. Tee asked questions about my current situation regarding work, school, and my family, as well as what I liked to do in my spare time.
310	Respondent (2)	STRONGLY AGREE	Jacqueline Kohler	Q : Explain your rating selection, including examples to support your choice. Jackie started my interview by asking about my current work and prior education, what had brought me to California, my family, and support system.

PLEASE EVALUATE THE FOLLOWING:

NO.	SCORE	DESCRIPTION : CHOOSE ONE	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE
311	3.00	The admissions representative took the time to understand my desired future, including my career and educational goals.	50% (1)	0% (0)	50% (1)	0% (0)

NO.	RESPONDENT	SELECTION	ADMISSIONS REP	ADDITIONAL RESPONSE
312	Respondent (1)	STRONGLY AGREE	Tee Samra	Q : Explain your rating selection, including examples to support your choice. After I completed the CAP, Tee used it to ask questions about my goals, what had motivated these goals, and if there were any obstacles to my achieving them.
313	Respondent (2)	SOMEWHAT DISAGREE	Jacqueline Kohler	Q : Explain your rating selection, including examples to support your choice. We discussed my desire to be a pharmacy technician over the phone, but Jackie did not ask additional questions about my goals during this interview.

NO.	RESPONDENT	ADMISSIONS REP	DESCRIPTION
314			Q : Provide an overall summary of your interview experience from beginning to conclusion, including any information not provided elsewhere in the report. Please include examples to support your statements wherever possible.
315	Respondent (1)	Tee Samra	I waited for about ten minutes before Tee Samra came out to get me. As we walked to his office, we chatted just a bit and then he explained what would be covered during this [...]

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NO.	RESPONDENT	ADMISSIONS REP	DESCRIPTION
[...]	Respondent (1)	Tee Samra	<p>[...] interview. We began discussing my current situation regarding work, school, and my family, as well as what I liked to do in my spare time. Tee asked me to fill out a Career Action Plan and said that we may be interrupted a few times as he was working with another student as well. He excused himself several times throughout my appointment to answer phone calls and meet with someone else. After I completed the CAP, he used it to ask questions about my goals, what had motivated these goals, and if there were any obstacles to my achieving them. Tee suggested that we take a walk around the campus and said that he wanted to show me, as well as tell me, about my program of interest. My tour consisted of many facilities related and unrelated to the criminal justice program. Some things, such as pictures of the instructor, Don Martin, taking students to the gun range, and viewing the uniforms, were specific to my program, but he also pointed out a lot that was not relevant to my program of choice. He suggested that we schedule my next visit for an evening so I could see a class in session. Tee spoke highly of resources the school offers the students, such as career services, peer mentoring, and tutoring. After the tour, Tee went over more details about the school, such as its history, accreditation, the diversity of the school, and how much support students receive from professors. Throughout this part of the interview, Tee had me look at his computer monitor with him, but this was difficult as his monitor could not turn very much to face me. Tee shared information specifically about the Criminal Justice program itself. He explained I would receive the Standards and Training for Corrections certificate and the Bureau of Security and Investigative Services certificate through the program. He quickly read through most of the material in the Criminal Justice: Corrections packet. Tee told me the cost of tuition and what it includes, and shared some of the jobs for which the program prepares students. I asked if I would be able to get financial aid and Tee said that I would need to speak with someone in their Financial Aid department. He apologized and explained that one of their FA officers was gone for the week, and since the other was busy that day, we scheduled a meeting for the next day so I could get an estimate, and I would take the assessment at the same time. He completed the rest of my Career Action Plan and gave me some documents to take home to review. During the inquiry call, I had told Tee that I was going through a divorce and he spent some time asking about this. He encouraged me to reach out with any additional questions and said that he wanted me to be comfortable making this decision without feeling rushed. As he was walking me out, I asked where the restroom was and Tee said he would rather show than tell me. He walked me there and continued to talk to me for a bit from outside of the washroom, which was a bit awkward.</p>
316	Respondent (2)	Jacqueline Kohler	<p>Jackie Kohler started my interview by asking about my current work and prior education, what had brought me to California, my family, and support system. She said she would go over the program details so I could be sure that this would be a good choice. She said that I would meet with Financial Aid to get an estimate and asked if I had ever completed the FAFSA before. Jackie explained that the pharmacy program requires one to be very detail-oriented and focused, they offer hands-on learning in smaller classes, and the externships to provide on-the-job training. Jackie gave me an overview of what I should expect working in the field and what I would be learning in the program. She told me that SJVC is considered what used to be called a vocational school, which means that they prepare you for a profession and have smaller, hands-on classes. Externships are important because of the real world experience students get while in the program and it is possible to get hired from your externship. Career Services helps prepare students for job interviews and with placement. Using a PowerPoint presentation, Jackie told me about the other programs that SJVC offers and went over the class schedule and length of the program. To be eligible for the program, I would need a high school diploma and transcript, and to pass the Wonderlic with a score of at least 12. She shared what is taught in the program and that it includes preparation for the state board exam. Jackie took me on a tour of the campus and showed me student achievements, classrooms, Career Services, Financial Aid, the student lounge, and the library. After returning to her office, Jackie went over tuition and said that Financial Aid would help me fill out the FAFSA to determine if I would be eligible for financial aid. Using the Consumer Information section of the program pamphlet, she showed me total tuition and as we waited for Jason Alvarez from Financial Aid to become available, I asked Jackie to go over the Career Services course again. She said schools like SJVC want students to get a job; it's in their best interest as well as the student's. I expressed concern about my lack of experience and she coached me on the types of experiences in my past I could draw from to build my resume. Jackie asked what in what type of job I would want to work and since she had mentioned earlier that I would make more money at a hospital than at a retail store like CVS or Walgreens, I asked if she knew how much more. She suggested that I research this using onetonline.org, and to consider benefits when looking at wages. Jackie also talked about the stability of the medical field and told me that there's a lot that can be done in the field and with my personality, such as a pharmaceutical sales representative. Jason came to say that he still needed more time, so we decided that I should go ahead and take the Wonderlic. After completing the exam, Jackie and I chatted for a bit about the Wonderlic and its history while we waited for Jason. When he was free, Jackie walked me to the Financial Aid office. Jason asked a series of questions and prepared an estimate of my potential financial aid. He broke down the cost of tuition and books, and what I could be eligible for in grants and loans based on the answers I gave him. Jason explained the different types of aid, my balance, and repayment options. He gave me instructions on how to create an FSA ID, and said once it was generated, to come back with my proof of income. Jason gave me a copy of the estimate along with several other materials and then walked me back to Jackie's office. Jackie and I scheduled an appointment for three days later and she told me to bring my high school diploma and ID. When she asked if I had any other questions, I asked if people with no medical experience enroll in this program and she told me about a woman in her 70's who had enrolled in the business program and completed it. She said that people of all backgrounds go to the school. I asked if they all get jobs and Jackie said that some people get jobs, some don't, and if a school guarantees that they will get you a job, that is a red flag. She said that employers look for people with my personality and professionalism. Jackie encouraged me to call if I thought of any additional questions.</p>

# Admissions Assessment Report

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## Post-Interview - Follow-up Tracking

IF YOU RECEIVED FOLLOW-UP FROM THE SCHOOL AFTER YOUR INTERVIEW PLEASE RECORD IT HERE.

NO.	RESPONDENT			
317	Respondent (1)			
NO.	DATE/TIME OF CONTACT	CONTACT INITIATED BY	OUTCOME	BRIEF SUMMARY
318	10/24/2017 5:37 PM	Admissions Rep	Text Message	I received a text message from Tee (559-471-3087) stating it was good talking with me and to reply to this text with any questions.
319	10/25/2017 12:17 PM	Admissions Rep	Missed call, voicemail left	I received a voicemail from Tee (209-809-2131) asking if I would still be able to make it to my appointment or if we needed to reschedule.
320	10/25/2017 12:25 PM	Admissions Rep	Text Message	I received a text message from Tee asking if I would like to reschedule my missed appointment.
321	10/25/2017 6:03 PM	Other (Describe in comments.)	Missed call, no voicemail left	I received a missed call from 209-809-2131 but no message was left.
322	10/25/2017 6:30 PM	Other (Describe in comments.)	Email	I received an automated email from admissions@sjvc.edu regarding how to pay for college.

IF YOU RECEIVED FOLLOW-UP FROM THE SCHOOL AFTER YOUR INTERVIEW PLEASE RECORD IT HERE.

NO.	RESPONDENT			
323	Respondent (2)			
NO.	DATE/TIME OF CONTACT	CONTACT INITIATED BY	OUTCOME	BRIEF SUMMARY
324	10/26/2017 4:59 PM	Other (Describe in comments.)	Missed call, no voicemail left	I received a missed call from 209-809-2146 but no message was left.
325	10/26/2017 5:07 PM	Admissions Rep	Text Message	I received a text message from 209-252-3129 asking me to confirm my follow-up appointment for the next day.
326	10/27/2017 8:59 AM	Other (Describe in comments.)	Missed call, no voicemail left	I received a missed call from 209-872-3823 but no message was left.
327	10/27/2017 9:01 AM	Admissions Rep	Missed call, voicemail left	Jackie left a message to see if I was on my way to my follow-up appointment.
328	10/27/2017 9:09 AM	Other (Describe in comments.)	Missed call, no voicemail left	I received a missed call from 209-809-2146 but no message was left.
329	10/27/2017 9:12 AM	Other (Describe in comments.)	Missed call, no voicemail left	I received a missed call from 209-809-2146 but no message was left.
330	10/27/2017 11:55 AM	Other (Describe in comments.)	Missed call, no voicemail left	I received a missed call from 209-809-2146 but no message was left.
331	10/27/2017 1:13 PM	Other (Describe in comments.)	Missed call, voicemail left	I received a missed call from 209-809-2146 and although a voicemail was left, it was blank.
332	10/30/2017 10:14 AM	Admissions Rep	Missed call, voicemail left	I received a call from Jackie's number; although a voicemail was left, I could not access it.
333	10/31/2017 10:39 AM	Admissions Rep	Missed call, voicemail left	I received a call from Jackie's number; although a voicemail was left, I could not access it.

NO.	RESPONDENT	DESCRIPTION
334		Q : Length of time the phone was tracked (e.g. 48 hours or "N/A - Walk-in"):
335	Respondent (1)	48 hours
336	Respondent (2)	48 hours