



**Program Review  
Executive Summary**

Program: Admissions and Records  
Date: April 5, 2010

**Program History/Description:**

The Admissions and Records Office serves as the primary student enrollment and information collection/dissemination point for the college. The office processes approximately 29,000 applications each year and registers 35,000 students into college programs. The office collects, processes and maintains more than 120,000 student grades and certifies program and degree completions. The staff determines student residency status, processes transcript requests, and enforces academic regulations such as academic probation and dismissal, academic renewal, and exceptional action petitions. Finally, the office is responsible for accurate attendance reporting to the state for the college's apportionment.

**Strengths/Effective Practices:**

The Admissions and Records Office has implemented many online services to students since the last comprehensive program review, including online applications, online registration, enrollment verifications, online academic history and online grades. All of these services enable students to access the college online rather than driving to campus and waiting in line in the office. The office does an excellent job of problem-solving when problems occur with BANNER or catalog/schedule issues.

**Weaknesses/Lessons Learned:**

The office surveyed students to identify areas where services could be improved. After analyzing the responses, the department has identified the following priorities: (1) update customer service training of staff to better serve students, (2) provide additional training on state and federal regulations, (3) implement remaining BANNER services to students, particularly Luminus, (4) adapt work and services to the new building layout.

**Recommendations/Next Steps:**

- Seek additional technical support to implement remaining BANNER functionality
- Provide additional customer service and federal/state regulation training

# Admissions and Records



Non-Instructional Program Review

Fall 2010



**Admissions and Records  
Non-Instructional Program Review**

**Fall 2010**

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**Prepared by**  
Lois Papner

**Admissions and Records Review Committee Members**

<b><u>Name</u></b>	<b><u>Title</u></b>
<b>Lois Papner</b>	<b>Dean of Admissions and Records</b>
<b>Judith Heinrichs</b>	<b>Registrar</b>
<b>Cathy Napoli</b>	<b>Admissions and Records Coordinator</b>
<b>Jamie Richmond</b>	<b>Administrative Secretary II</b>
<b>Lan Hao</b>	<b>Dean of Institutional Research</b>
<b>Sunny Liu</b>	<b>Research Analyst</b>
<b>Linda Welz</b>	<b>Chief Information Services Administrator</b>

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# **Admissions and Records Program Review**

## **I. Introduction**

### **A. Overview of the Program**

The Admissions and Records Office serves as the primary student enrollment and information collection or dissemination point for the college. The Admissions staff performs an impressive array of services, processing approximately 29,000 applications each year and registering nearly 35,000 students yearly while fielding a myriad of questions regarding all aspects of the college. The Admissions and Records staff focuses on the collection, processing and maintenance of more than 120,000 student grades and the certification of student academic attainment yearly. Admissions and Records is also responsible for determining residency, distributing and correction of grades, maintaining and evaluating academic records including prior credit evaluations and certifications, processing and issuing transcripts, evaluating records for graduation, and enforcing academic regulations. Admissions and Records will make the final decision on exceptional action petitions, academic renewal petitions, late add petitions and prerequisite challenge petitions that students submit asking for exceptions to be made.

#### **1. Relationship to college mission**

The Admissions and Records functions have a direct relationship with the mission of the college because the Admissions and Records Office teaches students how to successfully apply for admission to the college and to register for and complete classes in a timely manner so that they can achieve their educational goals which will allow them to compete in a global society.

#### **2. Program description, purpose, goals and objectives**

As the custodian of records, the Admissions and Records Office provides support for the faculty and administration as well as students. Accuracy of student enrollment and grading records is crucial in assisting faculty to provide quality instruction to the students and to assist the administration in enrollment management. Our goal is to provide accurate and timely service to the students, staff, faculty and administration within district financial and technological resources. The Admissions and Records Office is responsible for the state reporting and attendance accounting for the apportionment allocated to Citrus College.

#### **3. Number of staff and type**

The Admissions and Records staff is comprised of the following members:

- One Dean (100%)
- One Registrar (100%)
- One Admissions and Records Coordinator (100%)
- One Transcript Evaluator (100%)
- One Administrative Secretary II (100%)
- One Admissions and Records Specialist (100%)
- Four Admissions and Records Technician III (100%)
- One Admissions and Records Technician III (49%)
- Three Admissions and Records Technician II (100%)

- One Admissions and Records Technician II (49%)
- One Guest Relations Assistant (100%)
- Six On-Call Admissions and Records Technician
- Three Student Workers

Due to our budget cuts, several of our vacancies have remained unfilled. Currently there are three vacancies in the Admissions and Records Office.

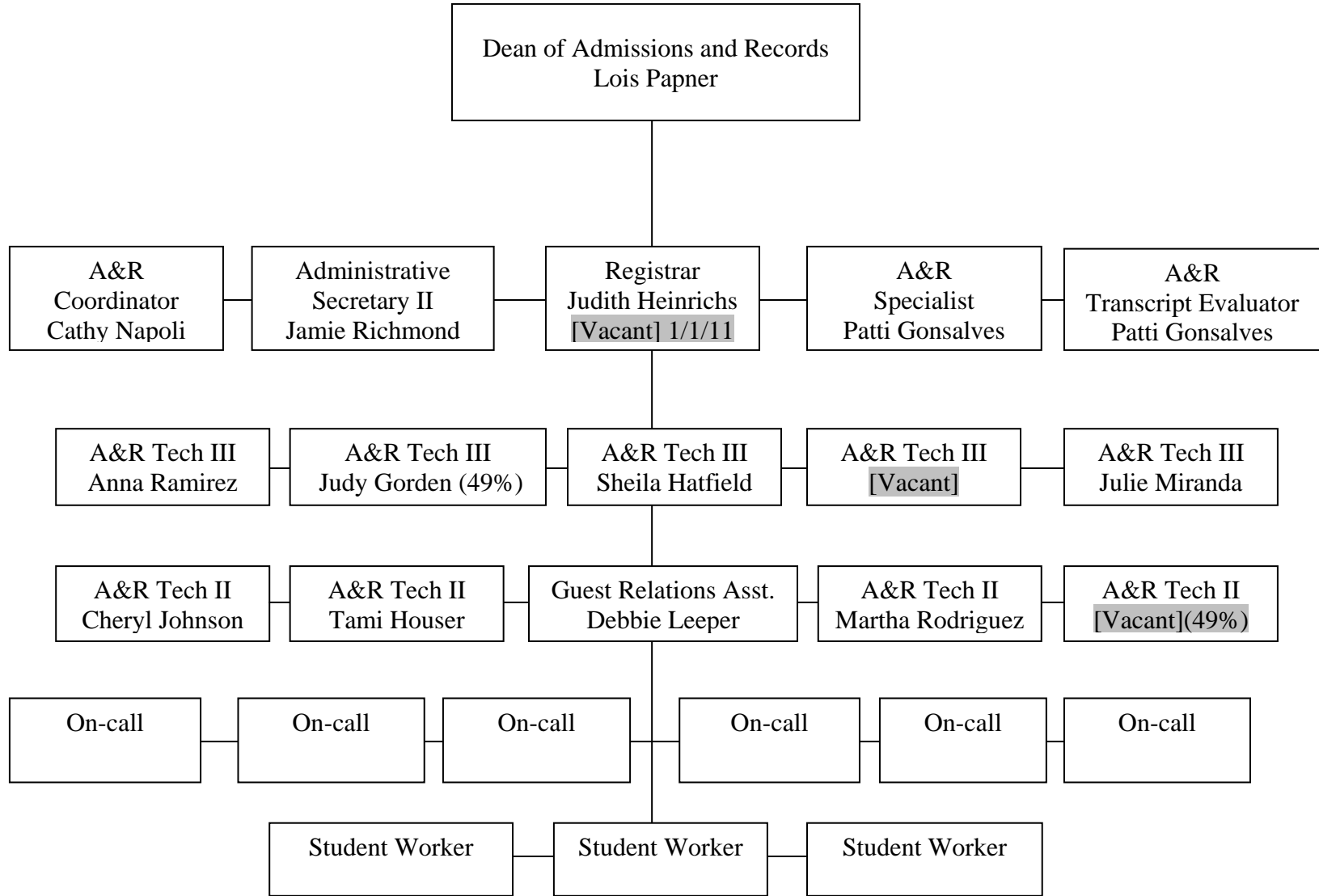
1. 49% Technician II since spring 2008
2. 100% Technician III since spring 2010
3. 100% Registrar December 2010

**a. Staff preparation and training**

The Admissions and Records staff participates in different forms of training in preparation to better serve students in the Admissions and Records Office. The staff attends electronic webinars provided by other agencies. The Dean of Admissions and Records conducts periodic staff meetings and provides additional training to staff. The Admissions and Records staff has participated in many Banner trainings. Most staff were very involved with the two years of training from SunGard consultants during the implantation phase of Banner. Since the implementation many of the Admissions and Records staff continues to have training from TeC Services and independent consultants. The Admissions and Records staff also participates in conferences when district funding permits.

**b. Organizational Chart**

**Admissions and Records Organizational Chart**



#### 4. Approximate number of students served annually

The average number of students served on an annual basis by the Admissions and Records Office staff is roughly 35,000 students. This figure is based on the last three years of credit students enrolled divided by the three years.

#### Number of credit students served annually:

Award Year	04-05	05-06	06-07	07-08	08-09	09-10
Number of Admissions Applications	16,888	16,188	12,139	28,032	26,680	30,123
Number of Credit Students Enrolled	29,125	28,572	27,191	36,181	35,425	32,051

The Admissions and Records Office did not collect statistical data on non-credit students in the same manner as credit students therefore data is not being supplied in this program review for non-credit students.

#### 5. Facilities/Location

The Admissions and Records Office is centrally located in the Administration Building on the first floor and has day and evening hours to serve all students, faculty and administration. The office will move to the new Student Services Building in spring 2011.

#### 6. Progress on prior program review recommendations

Most of our prior program review recommendations have been accomplished. The following bullets were the recommendations from our 2003 Program review.

- **Assess ways to improve public service image and provide additional training in this area.**  
Our public image has improved with the implementation of our ERP system in summer 2007. Long lines of students waiting to be served have been reduced to almost no lines for admission, registration and payments.
- **Clarify signage between the hallway and the different admissions and records stations.**  
New signage was installed in spring of 2007 which clearly identifies the entrance of offices. We no longer have stations or lines of students registering because they do all of this online.
- **Pursue implementation of a web-based application for admissions.**  
We began our web-based admissions application when we implemented Banner in summer 2007. Since Banner was plagued with problems with their admissions application we then changed to CCCApply online application in spring 2009.
- **Pursue immediate processing of PIN number reset; 24 hour delay is inconvenient.**  
With the implementation of our ERP system students receive their PIN within 24 hours of applying for admissions and we can now easily reset a PIN immediately without any delay.



- **Military programs should have their own program review.**  
Military programs are now under the Financial Aid Director and have not been identified as a separate program for having its own program review. However, this program has grown and is developing into its own department and will have its own program review.
- **Implement electronic transfer of transcripts; data exchange.**  
While we have moved to an online transcript we have not yet moved to electronically sending transcripts between schools. This may be possible in the next few years.
- **Increase communication between the Admissions and Records Office and the Academic Senate so that faculty are more informed and have more participation in departmental decisions.**  
This communication has increased through the Dean's attendance at most of the academic senate meetings, other staff presenting information through adjunct orientation meetings and department meetings that staff attend and present information on FERPA.

## II. Integration and Coordination with Other Programs

### A. Program coordination with other instructional and/or Student Services programs on campus.

In accordance with Family Educational Rights and Privacy Act (FERPA) regulations the Admissions and Records Office coordinates with the following student service programs and non-student service programs as needed.

- Assessment
- Counseling
- EOPS
- Disabled Student Program and Services
- Financial Aid
- Honors
- Athletics
- External Relations
- Fiscal Services / Bursars Office
- Foundation
- School Relations / Outreach
- Student Employment Services
- Veterans Center
- Child Development Center
- International Student Office
- Instructional Departments
- Institutional Research
- TeC Services

## **B. Program coordination with Research and TeC Services.**

Since the implementation of the Enterprise Resource Project (ERP)-Banner integrated system the Admissions and Records Office has the ability to coordinate efforts with the Institutional Research Office by sharing data from the Admissions and Records database with the assistance from TeC Services when meeting deadlines for institutional, federal and state reports and satisfaction surveys.

## **C. How is this program integrated with student equity and strategic planning?**

The Admissions and Records Office participates in meeting the goals of the student equity and strategic planning by providing students with the tools they need to apply for Admission to the college. For example;

- **Student Success:** The Admissions and Records computer center provides students with online access to complete their application for admission to the college and register for classes which contributes towards student success. Students are also able to request official transcripts and prepare themselves for transferring to other institutions.
- **Student Learning Outcomes (SLOs) and Assessment:** The Admissions and Records Office is involved with the institution in developing SLOs to better understand the needs of the students applying for Admission to the college.
- **Fiscal Transparency:** The Admissions and Records Office works closely with Fiscal Services to assure fiscal transparency in the development of the department budget and in the reporting of the apportionment.
- **Communication:** The Admissions and Records Office provides a variety of forms of communication with students and the community. For example, the college website has online services as well as the college catalog and schedule and Admissions and Records general information all of which can be found online. The “Student Portal” will be implemented during spring 2011 and will improve how we connect with our students.

## **III. Program Self-Evaluation**

Self-evaluation is based on the WASC Accreditation Standard IIB-Student Support Services

### **IIB Student Support Services**

*“The institution recruits and admits diverse students who are able to benefit from its programs, consistent with its mission. Student support services address the identified needs of students and enhance a supportive learning environment. The entire student pathway through the institutional experience is characterized by a concern for student access, progress, learning, and success. The institution systematically assesses student support services using student learning outcomes, faculty and staff input, and other appropriate measures in order to improve the effectiveness of these services”.*

## A. MIS Data Reporting

The Dean of Admissions and Records reviews Management Information System (MIS) data before it is submitted to the State Chancellor's Office. If the data is incorrect, the dean and designated staff investigate the reasons student's information for any discrepancies and make the appropriate corrections to the data to ensure it is being reported accurately. Once the Dean of Admissions and Records and the Technology and Computer Services (TeC Services) staff have fully evaluated the data, it is then submitted to the State Chancellor's Office.

### 1. Is data accurate?

The MIS data provided to the Dean of Admissions and Records in a report showing errors to be corrected is fairly accurate. However, when discrepancies occur the dean coordinates with TeC Services to correct data elements that were entered incorrectly so that our information is properly reported.

### 2. Program coordination in reporting MIS data.

TeC Services policy encourages coordination between departments to review data before submitting to the State Chancellors Office

## B. Access.

### 1. How accessible is the program?

The Admissions and Records Office makes every effort to provide students with the necessary information to successfully apply for admissions and to register for classes and complete them. The Admissions and Records information is available online, in the college catalog and class schedule. Students can apply online or any place that they have access to an internet connection as well as in person in the Admissions and Records Office. We have ADA compliant computers in our computer center.

#### a. Compare demographic data from the college to the program, including ethnicity, gender, age, students with disabilities.

Because every credit and non-credit student is served by Admissions and Records, this question is not applicable. However, to compare demographic data of the college to statewide averages, the following data is provided from the Chancellor's Office Data Mart system. The Admissions and Records Office statistics show that we served 12,710 actual credit students for spring 2010 semester.

### B1a. Table1.

Spring 2010 Data Comparisons from Citrus College to the Statewide Averages:

	Citrus College	Statewide Averages
<b>Gender</b>		
Female	54.6%	53.3%
Male	43.4%	45.5%
Unknown	2.0%	1.2%
<b>Ethnicity</b>		
Am. Indian or Alaskan Native	0.5%	0.6%
Asian or Pacific Islander	5.8%	14.4%

Black Non-Hispanic	3.8%	6.9%
Hispanic	32.3%	30.5%
Two or more races	0.5%	1.4%
White Non-Hispanic	22.9%	32.0%
Unknown	34.2%	14.1%
<b>Age</b>		
19 or Less	28.5%	22.8%
20-24	39.0%	30.7%
25-29	10.4%	13.3%
30-34	4.7%	7.7%
35-39	3.0%	5.7%
40-49	4.6%	9.0%
50 +	9.8%	10.3%
Unknown	0.02%	0.4%
<b>Disability</b>		
Yes	5.7%	6.9%
No	94.3%	93.1%
<b>Total Students</b>	<b>12,710</b>	<b>1,748,611</b>

**B1b. How effective is the program in enabling success for underprepared and underrepresented students?**

According to the data provided by the Office of Institutional Research at Citrus College, underprepared and underrepresented students are successfully maintaining a GPA that is close to the average GPA and meeting the Admissions and Records satisfactory academic progress standards. For example, see illustration below.

	<b>Citrus College</b>
Average GPA	2.24
Underprepared	2.01
Underrepresented	2.14

**C. Success.**

**1. Review how well your students are completing their educational goals compared to the total college population, if appropriate.**

**(See C2a Table)**

**2. Include (where applicable)**

**a. Number of degrees and certificates awarded. (See C2a Table)**

**b. Number of transfer-prepared students. (See C2b Table)**

The data obtained is from the Transfer Velocity Cohort from the chancellor's Office. This data is created by evaluating all first time freshmen six years after their entry. Those students who have completed twelve credit units and attempted a transfer level math or English course are included.

**c. Number of transfers.**

This program is in the process of collecting this data.

**d. Achievements of non-credit educational goals.**

This program is in the process of collecting this data.

**C2a. Table - Number of degrees and certificates awarded for award year 2009-2010**

	<b>Citrus College</b>	<b>Statewide Averages</b>
Associate of Arts (A.A.) degree	34.3%	45.2%
Associate of Science (A.S.) degree	31.8%	17.7%
Certificate 18 to < 30 units	13.3%	7.5%
Certificate 30 to < 60 units	17.1%	13.4%
Certificate 6 to < 18 units	3.5%	7.8%
Total Awards	<b>1,509</b>	<b>134,588</b>

**C2b. Table - Number of transfer-prepared students**

	<b>Citrus College</b>	<b>Statewide Averages</b>
Transfer-Prepared	13% (158 out of 1,230)	15% (18,603 out of 124,462)

**D. Student Learning Outcomes**

**1. Describe your progress in the development and implementation of Program's Student Learning Outcomes (SLOs).**

**a. List the program's SLOs**

(See attachment # 1-3 pgs. 22-27 for SLOs for 08-09, 09-10 and 10-11).

- **What process was used to develop the SLOs?**

The Dean of Admissions and Records attended meetings and workshops held by campus committees as well as regional meetings on developing SLOs. Discussions were held within the department to brainstorm and discuss department SLOs. In addition, the Vice President of Student Services held meetings to develop and refine SLOs.

- **What activities are used to achieve the SLOs?**

One form of assessing the Admissions and Records SLOs was through a voluntary satisfaction survey. The first survey was obtained in fall 2008 through distributing them to random students and faculty giving them to their students in classes. The second survey was sent fall 2010 in the form of an email blast to all currently enrolled students. Students completed this survey through the Survey Monkey program.

## **2. How are you assessing the outcomes?**

(See attachment # 4 pgs. 28-38 for survey results).

The Admissions and Records Office conducted a satisfaction student survey in fall 2010 as one of the methods to assess the student learning outcomes (SLOs). The survey concluded that ninety eight percent of the students own a computer at home and eighty seven percent found the WingSpan application instructions easy to understand when applying through our online process. Nearly eighty percent of the students understood that their welcome letter contained their Citrus ID number and pin number. Eighty seven percent of students knew where to view their appointment online. Eighty three percent knew that they would be dropped from classes if they did not pay their fees by the indicated deadline.

The satisfaction survey also gave a clear indication of areas where the Admissions and Records office and staff need to make improvements, as indicated below. However, based on the survey results, it conclusively provided the Admissions and Records Office with the means of assessing our number one student leaning outcome goal, which was to assess if students had gained the knowledge and ability to complete the online application process and register for classes.

## **3. How is the assessment information used to improve services?**

Based on the results of the initial assessment some of the recommendations to improve services in the Admissions and Records Office are as follows:

- **Need to improve customer service through workshops, conferences, staff development and staff meetings.**
- **Need to improve Admissions and Records Banner functionality to provide students with clearer error messages.**
- **Need to improve on sending emails to students for reminders to pay. Only 44% stated they received a reminder.**
- **Need to improve on the communication to students regarding the fact that if classes were added after the semester begins, they would not be dropped for non-payment.**
- **Implement the waitlist process in WingSpan.**
- **Increase our email message reminders for when to view appointments and when registration begins.**
- **Possibly move the VATEA survey to the end of the registration process.**

- **Resolve issues with WingSpan during high peak times at registration where the website often freezes or crashes.**

## **E. Compliance (if applicable)**

### **1. Provide an overview of how this program meets applicable minimum requirements of law.**

The institution must be approved by the Western Association of Schools and Colleges. The Admissions and Records programs must adhere to federal and state regulations in order for the institution to maintain its accreditation. We must adhere to the Family Educational Rights and Privacy Act (FERPA), attendance accounting procedures for completing and sending the apportionment report to the state and internal auditors who audit the records each year.

## **F. Student Eligibility (if applicable)**

### **1. Describe eligibility requirements for participation in your program.**

- Citrus College is an open access institution, offering admission to high school graduates or person who are at least 18 years of age and possess a high school diploma, GED, certificate of proficiency, or the equivalent.
- Citrus College offers selected programs and classes for high school students who are in the 11<sup>th</sup> and 12<sup>th</sup> grades. These students must be enrolled concurrently at their high schools and at Citrus College. They are required to complete and submit an admission application and a high school registration authorization form. This form, which requires signatures from a parent and from a counselor or principal, is available online at [www.citruscollege.edu/ar](http://www.citruscollege.edu/ar).

## **G. Program Services**

### **1. List and describe the services/components offered by your program.**

The Admissions and Records Office provides the following services:

- **Assistance to students when completing their admissions application, registration and requesting transcripts:** The Admissions and Records Office provide personalized assistance in English and Spanish to students applying for Admissions, registering for classes and requesting transcripts in person or over the phone.
- **Computer Center:** The Admissions and Records Office has a computer center to assist students with their online application process, registration or obtaining academic transcripts.
- **Admissions and Records Counter:** The Admissions and Records Office provides assistance over the counter regarding grading questions, transcript requests, petitions for exceptional action, information on deadlines and withdrawing from classes.

- **Documentation Process:** The Admissions and Records Office provides assistance to students in gathering the appropriate documentation to complete the admissions application process.
- **Study Abroad:** The Admissions and Records Office coordinates with the institutional Study Abroad program and Financial Aid by providing assistance to students with their admissions application, registration and transcripts. This enriches the student's educational experience in a global setting.

**a. Include numbers of students in each component, if available.**

Our program does not compile this type of data statistics.

**2. Describe how it compares to similar programs at other community colleges in services area (if applicable)**

The only comparison that can be done in this program is to show statistical data among other colleges similar in size and statewide averages for credit, non-credit and distance education students. The following G2 table depicts this data.

**G2. Table -Comparison of Admissions and Records Programs between Surrounding Community Colleges [Based on 2009-2010 Data]**

COLLEGE	CREDIT FTES	NON-CREDIT FTES	%OF NON-CREDIT	DIST. ED FTES	% OF DIST. ED
CITRUS	11,082	769	6.9%	1,165	10.5%
ANTELOPE VALLEY	10,595	69	0.7%	794	7.5%
CHAFFEY	15,891	499	3.1%	945	5.9%
GLENDALE	14,139	3,477	24.6%	1,066	7.5%
<b>Overall Averages 4 Colleges</b>	12,926	1,029	8.8%	992	7.9%
<b>[Statewide Averages]</b>	10,673	719	6.7%	2,206	20.6%

Therefore, based on the comparison made, it appears that Citrus is above average in distance education FTES among the four colleges listed but considerably under the statewide averages.



## **H. Funding, Expenditures & Accountability (if applicable)**

### **1. How does this program work with the Business Office to monitor expenditures and fiscal reporting?**

Admissions and Records Office works closely with the Business Office to maintain proper spending in the Department's budget and in completing the attendance apportionment report.

### **2. WSCH/FTES generated by each program.**

This program does not generate WSCH/FTES but is the department responsible for completing the attendance apportionment report that is sent to the Chancellor's office that reports our WSCH/FTES figures.

### **3. Census & FTE trend.**

This program does monitor WSCH/FTES from semester to semester and gives updated reports to the President's cabinet.

## **I. Advancement of green environment**

### **1. How has your program contributed to a greener environment (i.e. increase awareness, energy savings, recycling, paperless).**

The Admissions and Records Office makes every effort to comply with the Department of Education Paperwork Reduction Act of 1995. One of the methods in which the Admissions and Records Office contributes to a greener environment is to go paperless. Most documents received in person, by mail or FAX is scanned into the Banner Admissions and Records database. Also, the Admissions and Records Office participates in the district wide process of shredding documents for the purpose of recycling paper therefore contributing to a greener environment. This office is also moving to an online noncredit application, online transcript ordering request, online attendance rosters, online positive attendance rosters, online faculty drop rosters to record census data, online BOGG application. All of these processes once implemented will reduce paper.

## **J. Technology needs**

### **1. What technology needs currently exist in your program (include justification)?**

The Admissions and Records Office will need to continue using Banner baseline. Baseline means that we are not modifying the basic delivered product from SunGard, therefore we need to adapt some of our procedures to the program. This will require that we continue to work closely with the Chief Information System Officer (CISO) and staff, to make sure all Admissions and Records program needs are met to assure we are in compliance and meet federal and state agency reporting requirements.

### **2. Given your plans for future growth and development, what technology needs do you anticipate in the future?**

The Admissions and Records Office will need to work closely with the CISO and staff to anticipate any future technological changes with the Banner system, in addition to any or all technological system upgrades. This may require upgrading system hardware and software programs. Currently, the Admissions and Office will be implementing an online noncredit application, online transcript request and online drop rosters for faculty to drop students electronically.

Moreover, the Admissions and Records Office will need to expand the computer center to accommodate the increase in students that will apply for Admissions and Records online in the future. The Admissions and Records Office will also need to continue to depend on consultants to assist with the ongoing development of the Banner baseline integrated system.

#### **IV. Effective Practices**

##### **A. Describe what is working well.**

###### **1. Include awards and special recognitions.**

The Admissions and Records Office has made remarkable strides in the past six years. The following reflects some of those accomplishments.

- Online processes implemented to become more efficient and cost effective—Web Registration, view appointments, enrollment verifications, apply for admissions and register through Banner, final grades posted, unofficial transcripts by students, CCCApply implemented
- Summer no-shows were given appointments automatically
- The TeleReg operators were reduced from 12 to 8 to 6 to 4 and then it became the help desk.
- In summer 2007 with the implementation of Banner the office had 4 part-timers on the help desk. By summer 2009 the help desk was eliminated.
- Reminder notice sent the week before WebReg to notify students about viewing their appointment and giving dates for scheduled registration.
- 15 computer stations available in A & R
- Student workers helped students register
- Students applied online at <https://wingspan.citruscollege.edu>
- Students registered online at <https://wingspan.citruscollege.edu>
- Class Schedule had complete instructions on using wingspan

- Summer 2007 through winter 2008, students who had not paid before the beginning of class did NOT get rolled-out for Non-Payment
- The college moved to the 16 week flex calendar, however cosmetology stayed on the 18 weeks
- Veterans services moved to Financial Aid
- Citrus did not dismiss students from Fall 2007 until Fall 2009 who would have normally been dismissed. This Banner process was not working properly.
- Several positions vacated through resignations and retirement not filled at this time.
- Athletic Eligibility process moved to the Admissions and Records Office.
- Weekly Roll-Out for non-payment began spring 2009.
- Summer 2009 Class Schedule offered online only. Few copies were printed for staff.
- Work began on NCPACE student migration into Banner.
- The non-credit application was updated to include Matriculation information such as High School Education and Educational Goal and questions added to determine residency.
- Citrus budget cuts caused reduction of nearly all part-time workers in fall 2009.

**B. What exemplary practices and services do you offer that could be shared with other departments or other campuses.**

According to Education Code Section 68040, Title 5 Section 54010 regulations and the Student Attendance Accounting Manual page 2.01 “General”), students who apply for non-credit classes must have their residency determined by answering the same questions as credit students do on their admissions application. These questions were added to the non-credit application in summer 2009 as well as some information regarding matriculation.

**C. What successful pilot projects have been implemented by your program?**

The computer center stationed in Admissions and Records consists of fifteen computers, of which two are ADA compliant. The computer center has been utilized heavily on a constant basis by our students, which allows them to apply for admission, register for classes, request enrollment verification, and request transcripts.

**D. How do faculty, administrators, staff and students participate in improving the effectiveness of this program?**

One of the ways in which students participated in improving the effectiveness of Admissions and Records was through a satisfaction survey in where they made recommendations and suggestions. Through open dialog with faculty, staff and administrators students are encouraged to make contact with the Admissions and Records staff when having difficulties with the many processes.

**V. Opportunities for Improvement, Recommendations and Needs Identification**

**A. Identify areas where you may need to make adjustments or changes in order to better serve students.**

**1. Use data and previous discussions as foundation for recommendations.**

Based on the satisfaction survey responses the following areas have been identified as areas that need improvement. Below are strategies to improve Admissions and Records services:

- **Customer Service:** Provide customer service training to the Admissions and Records staff to better serve students.
- **Training:** Provide staff trainings to update federal and state regulations.
- **Increase Student Online Services:** Utilize Banner baseline online self-services for students. This would include implementing Luminus.
- **Technical Support:** Continue to get support from TeC Services and outside consultant to better utilize Banner baseline.
- **New Student Services Building:** When construction is done the new building will include a new Admissions and Records Office which will improve services by providing more space to house staff and students.
- **Fill Vacancies:** In an effort to provide better customer service to students and the general public, it is essential that the Admissions and Records Office have sufficient staff.

**2. Consider needs for data, staffing, program growth and/or restructuring.**

**a. Include plans, timelines, resources needed, and person(s) responsible for implementing the plans.**

To meet the needs for program staffing, growth and restructuring, the institution is in the process of constructing a new Student Services One Stop Center. The vice president of student services is the responsible person for implementing the plans for the new Student Services Building. The building is scheduled to be occupied by summer 2011.

The Admissions and Records Office will continue to move processes to online as much as possible. This will allow the staff to be most efficient therefore not requiring additional staff as the number of students increase. As the program grows, so does the need for more technology to help the staff perform their duties. The Admissions and Records

Office has been restructuring the office since fall 2003. We had sixteen staff members then and we still currently have sixteen in the budget with three vacancies.

### **3. Technology needs.**

#### **a. What Technology needs currently exist in your program (include justification).**

It is essential that the Admissions and Records Office continue to rely on the institution's integrated system to better serve students. Therefore, in coordination with TeC Services we will continue to utilize the Banner system to provide students with the most effective online services. These efforts would reduce paper and long lines.

#### **b. Given your plans for future growth and development, what technology needs do you anticipate in the future?**

Currently the Admissions and Records Office relies on an outside consultant to assist with the progress and expansion of the Banner baseline integrated system. This type of specialized assistance and/or consultation will need to continue in order for the Admissions and Records Office to provide quality service to students.

## **VI. Technical Assistance /Training needs**

### **A. Is there any training or technical assistance that you believe would improve the effectiveness of your program? Be specific as possible.**

The Admissions and Records Office would improve its effectiveness if technical assistance was provided on a daily basis to expand the functionality of the Banner student module. Therefore, a fulltime technical assistant position would assist with the day to day trouble shooting which would improve the Admissions and Records process within the Banner student module.

## **VII. Supplemental Information**

### **Provide copies of materials that you provide to students in your program.**

- Admissions and Records welcome letter (see attachment # 5 pg. 39).
- New Student Orientation flyer information (see attachment # 6 pg. 40).
- Campus map (see attachment # 7 pg. 41).
- Various forms (see attachment # 8 pgs. 42-50).

- **Describe any additional reports your program provides to regulatory bodies, if appropriate.**

Integrated Postsecondary Education Data System (IPEDS) is a Federal data collection of all statistical data on our college. The input of most of this data is the responsibility of the Admissions and Records Office.

Attendance Apportionment reports are submitted three times a year to the Chancellor's Office and reports the college's WSCH/FTES for the college to receive state funds.

Independent surveys from various agencies request data from the Admissions and Records Office and publish this data for students to gain knowledge about Citrus College.

The Admissions and Records Office coordinates with Fiscal Services in yearly audits conducted by the district auditors. To this day the state audits have been very successful with only one negative finding in the past six years.

## **VIII. Addenda (as applicable)**

### **A. Catalog pages pertaining to program.**

(See attachment # 9 pgs. 51-65).

### **B. Program data.** Additional program information provided to students:


- Admissions and Records information in class schedule (see attachment # 10 pgs. 66-72).
- Admissions and Records information on online process (see attachment # 11 pgs. 73-74).

## NON-INSTRUCTIONAL PROGRAM REVIEW Admissions and Records

The final summary of the program review process for the Admissions and Records is attached to this page.

I affirm that this program has been reviewed according to the accepted District procedures for program review and that the final summary accurately reflects the consensus of the members of the review committee.

 _____ Lois Papner, Program Coordinator	12/13/10 _____ date
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 _____ Lois Papner, Dean of Program	12/13/10 _____ date
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 _____ Dr. Jeanne Hamilton, Vice President of Student Services	12/13/10 _____ date
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It will be the department's responsibility to communicate review recommendations with additional offices and services.