



## ADMISSIONS AND RECORDS STUDENT SERVICES ANNUAL PROGRAM REVIEW 2013-2014 AND PLAN 2014-2015

### Committee Members: (Alphabetized by last name)

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### 1. Program Mission/Description:

#### Program Mission:

The Admissions and Records Office (A&R) at Citrus College, a College of Completion, ensures student success by purposely delivering outstanding service, with every effort, to every student, every time.

#### Program Description:

The Admissions and Records Office serves as the primary student enrollment service provider and official custodian of student records for the College. The office processes approximately 30,000 applications each year and registers over 16,000 students. The office collects, processes, and maintains student grades, certificates, and degree completions. The staff processes residency redeterminations, processes transcript requests, and enforces academic regulations such as course repetition, academic renewal, and enrollment priority. The office works with many offices on campus to serve students, for example, by helping to develop the academic calendar, submitting MIS data, and submitting the state apportionment report.

### 2. Key Functions/Goals:

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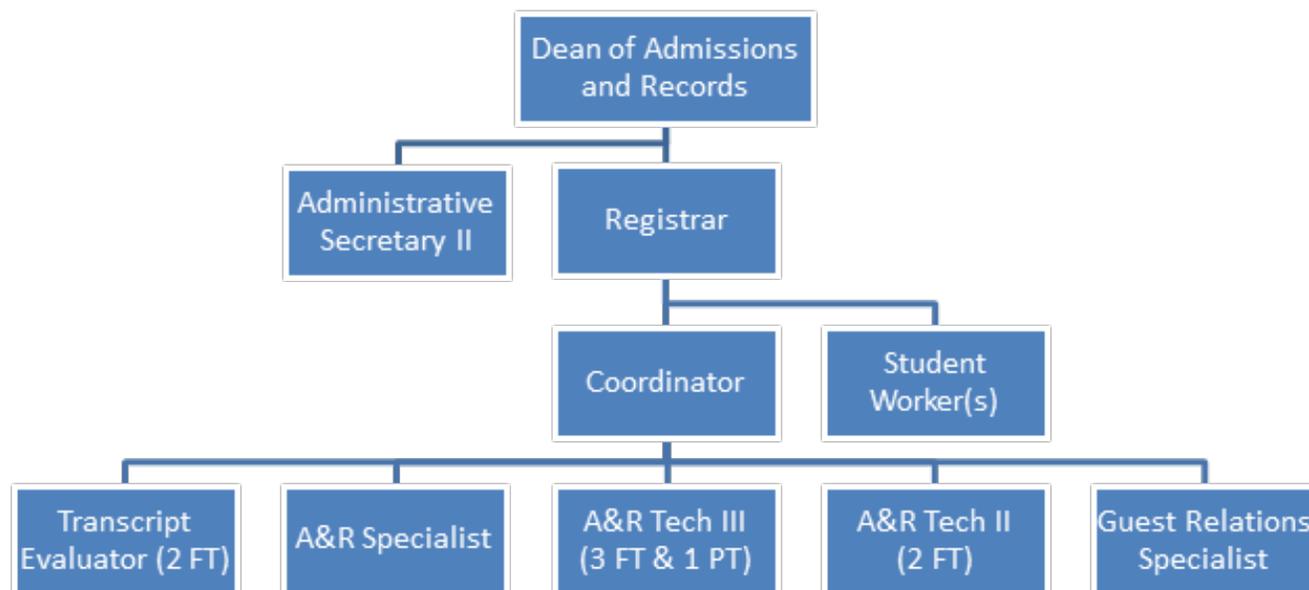
The Admissions and Records Office works with all students and instructors at Citrus College.

- Academic renewals and student petitions
- Admissions applications and registration services
- Athletic eligibility
- Credit by exam
- Degree audit scribing
- Evaluating degrees, certificates, and certifications
- Instructor drops, reinstatements, census reports, and final grade processing
- Local, state and federal reporting
- Maintaining student records and scanning of student records
- Residency reclassifications
- Transcript and verification requests
- Veteran student certification

#### Key Goal:

The goal of the office is to provide services for students, instructors and staff so that Citrus College achieves its mission and goals to help the District become a College of Completion.

## Organization Chart



### 3. Assessment of Outcomes:

Assessment: *How did you assess the outcomes? What method did you use?*

Result: *What was the product or consequence of your assessment?*

Change: *What will you do differently as a result of what you learned from the assessment?*

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (ARCC/Scoreboard and CCSSE surveys) to address this topic. Use existing data and/or document with a survey.

Populate with the existing Unit Outcomes			
Outcome	Assessment	Result	Change
1. Students will be able to utilize technology to accurately and successfully apply online.	Survey tied to online CCCApply application.	CCCApply has technical issues that do not allow extracting of SLO data. Because the application was significantly overhauled last academic (2013-2014) year, the SLO will be evaluated once data is received from the Chancellor's Office Technology Center.	Pending review.
2. Students will be able to successfully utilize the online transcript request process.	Online survey of all Citrus College students and alumni who order transcripts in 2013-2014 academic year.	Survey results were very positive, with 622 responding, but not as positive as the committee projected. Sixty four percent of respondents indicated that they were very knowledgeable or somewhat knowledgeable of the transcript ordering process, a 1% drop from prior year. However, 83% agree or strongly agree that they were successful in ordering their transcripts, a 1% increase over prior year. Seventy nine percent of respondents said	Second year of SLO evaluation. The results were strikingly similar both years, which will help the group set more realistic measures. The results were significantly positive overall and illustrated a picture of a successful service for students and alumni. The department will forward the survey results to the vendor to inform them of users experience and suggested improvements. The plan is to edit the transcript website page to make the process clear for

		they would be able to teach another person how to order transcripts, an increase of 2%. Only 63% agreed that the online manual provided clear instructions, a drop of 9% from the prior year.	students.
3. Students will be able to successfully apply to Citrus College by using the noncredit application.	Online survey of noncredit applicants conducted in fall 2014.	Applications went live on April 28, 2014, for summer applicants.	Survey in fall 2014. Results will be evaluated in spring 2015. Changes implemented during 2015-2016 based on the outcomes.

#### 4. Recommendations/Next Steps:

Prompt: Provide an outline of the previous recommendations. Insert title of person(s) responsible. Status should be Completed or In Progress. If goal is in progress, explain why under status. Indicate completion date by Month/Year.

	Previous Recommendations/Goals 2013-2014	Person(s) Responsible	Status/Progress	Completed
1	Obtain additional human resources for department by: <ol style="list-style-type: none"> <li>Hiring one additional evaluator.</li> <li>Filling Vacant Tech III position.</li> <li>Hiring part time on call during peak registration.</li> </ol>	Dean of Admissions and Records	<ol style="list-style-type: none"> <li>Evaluator position hired June 2014.</li> <li>Position not filled.</li> <li>Part time on-call hired to help during peak registration.</li> </ol>	<ol style="list-style-type: none"> <li>June 2014</li> <li>Postponed</li> <li>January 2014</li> </ol>
2	Use outside resources and/or technology to increase employee productivity. <ol style="list-style-type: none"> <li>Develop online processes for noncredit application and registration.</li> <li>Print transcript offsite.</li> <li>Hire vendor to print diplomas.</li> <li>Join to E-Transcript California.</li> </ol> CCSP 5.1.3 EFMP pg. 329	Dean of Admissions and Records	<ol style="list-style-type: none"> <li>Noncredit application implemented April 2014, registration May 2014.</li> <li>Two vendors presented solutions.</li> <li>Vendor hired to print diplomas starting with summer 2014 graduates.</li> <li>Hosted E-Transcript California Workshop in April 2014. Plan to join 2014-2015 academic year.</li> </ol>	<ol style="list-style-type: none"> <li>May 2014</li> <li>Postponed</li> <li>June 2014</li> <li>Postponed</li> </ol>
3	Implement new priority registration. CCSP 2.3.5 EFMP pg. 329	Dean of Admissions and Records, Registrar and TeCServices	Completed. New priority registration debuted winter 2014.	January 2014
4	Assist in rollout of degree audit system. CCSP 2.3.3 & 5.1.3 EFMP pg. 329	Dean of Admissions and Records, Registrar, Counseling and TeCServices	In progress. Degree audit in pilot mode. The online Student Educational Plan (SEP) expected to roll out as a pilot in Fall 2014.	Postponed
5	Cross training of employees.	Registrar	Ongoing. Staff cross trained on application processing, high school partnership enrollment, processing petitions, noncredit applications/registration and residency.	June 2014
6	Develop an Admissions and Records faculty handbook.	Registrar	Postponed. Some documentation was gathered and a draft was started.	December 2014

7	Install desk scanners at each front counter station.	Registrar	Completed. Scanners were installed.	June 2014
8	Scan all transcripts prior to 1980. CCSP 5.1.3	Dean of Admissions and Records	Postponed. No funds allocated	Postponed

### 5. New Recommendations:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable, reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals, using the following format. Example: **CCSP 2.3.2 / EFMP pg. 361**

	<b>New Recommendations/Goals 2014-2015</b>	<b>Person(s) Responsible</b>	<b>Estimated Completion</b>	<b>Budget Priority</b>
1 <sup>st</sup>	Use outside resources and/or technology to increase employee productivity. a. Print transcript offsite. b. Join E-Transcript California and implement electronic transcripts. c. Receive electronic transcripts into Banner and imaging system and articulate transcripts from top five receiving institutions. d. Use SARS for staff schedule and student appointments. e. Automate student welcome email. CCSP 2.3.3 & 5.1.3 EFMP pg. 329	Dean of Admissions and Records	June 2015	2
2 <sup>nd</sup>	Obtain additional human resources for department by: a. Hiring a full time Tech III employee. b. Hiring a full time Tech II employee.	Dean of Admissions and Records	June 2015	2
3 <sup>rd</sup>	Cross train employees.	Registrar	June 2015	3
4 <sup>th</sup>	Improve department technical and computer needs. a. Purchase scanners for each workstation. b. Purchase dual monitors. c. Replace old computers. d. Update software on all computers.	Registrar	June 2015	2

<b>Program Projections contained in the Educational &amp; Facilities Master Plan: 2011-2020</b>	<b>Progress toward completion: (please check one)</b>		
<b>Admissions and Records</b>	<b>Completed</b>	<b>In Progress</b>	<b>Not yet begun</b>
EFMP 1 – Expand the Admissions and Records computer center.	X		
EFMP 2 – Expand online services for faculty to include attendance and positive attendance rosters.	X		
EFMP 3 – Expand online services for non-credit applications and transcript requests.	X		
EFMP 4 – Collaborate with the technology department to more efficiently rectify errors and incorporate Banner updates.		X	

**6. Resources Requested:**

Prompt: All requests should be linked to new recommendations in section 5 (above).

**Admissions and Records****Certificated Personnel (FNIC)**

Position	Discuss impact on goals / SLOs	Cost	Priority
N/A			

**Classified Personnel**

Position	Discuss impact on goals / SLOs	Cost	Priority
A&R Technician II - 100%	<p>Goal: Hire Admissions and Records Technician II position.</p> <p>Impact: Position addresses 2<sup>nd</sup> goal and provides critical front counter coverage, record scanning and data processing for the office. Tech II is responsible for transcript processing and verifications. Due to reduction in large part time on call population, Tech employees absorbed most of the counter duties for the office.</p>	<p>Salary \$34,712            Benefits \$7,304            Health \$21,909            Total: \$63,925</p>	2
A&R Technician III - 100%	<p>Goal: Hire Admissions and Records Technician III position.</p> <p>Impact: Position addresses 2<sup>nd</sup> goal and provides critical front counter coverage, record scanning and data processing for the office. Additionally, Tech III process residency and other troubleshoot applications. Due to reduction in large part time on call population, Tech employees absorbed most of the counter duties for the office.</p>	<p>Salary \$39,273            Benefits \$8,264            Health \$21,909            Total: \$69,446</p>	2

**Staff Development (Division)**

Item	Discuss impact on goals / SLOs	Cost	Priority
California Association of Community College Registrars and Admissions Officers (CACCRAO) Regional Workshop <a href="#">CCSP 2.2.2</a>	<p>Goal: Design professional development workshops specifically for admissions and records staff.</p> <p>Impact: to keep staff current on state policies and procedures and for cross training purposes.</p>	Free	3
CACCRAO Annual Conference	<p>Goal: Attendance at professional development conference by Dean of Admissions and Records and Registrar.</p> <p>Impact: Stay up to date on state mandates, policies and procedures.</p>	\$2,000	1

**Facilities (Facilities)**

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
N/A			

**Computers / Software (TeCS)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
Automation of Application CCSP 5.1.3 EFMP pg. 329	Goal: Automate sending of welcome email with identification. Automate downloads every two or four hours. Review application download matching rules.  Impact: Improve productivity and efficiency of Admissions and Records operations.	Free	1
Electronic Transcript CCSP 5.1.3 EFMP pg. 329	Goal: Join E-Transcript California and be able to submit and receive transcripts electronically.  Impact: Provide electronic transcripts to students in a timely manner.	\$30,000 implementation cost	2

**Equipment**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
Dual monitors and replacement monitors	Goal: Install six new dual monitors and replace nine outdated monitors (screens date back to 2006).  Impact: To improve employee efficiency.	\$13,834	2
Computer stations	Goal: Replace 15 old computers installed in 2006.  Impact: To improve employee efficiency.	\$12,198	2

**Supplies (Division)**

<b>Item</b>	<b>Discuss impact on goals / SLOs</b>	<b>Cost</b>	<b>Priority</b>
N/A			