



## ADMISSIONS AND RECORDS STUDENT SERVICES ANNUAL PROGRAM REVIEW 2015-2016 AND PLAN 2016-2017

### Committee Members:

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### 1. Program Mission/Description:

#### **Program Mission and Relationship to College 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 20,000 applications each year and registers over 19,000 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 by helping to develop the academic calendar, submitting MIS data, and submitting the state apportionment report, to name a few.

### 2. Key Functions/Goals:

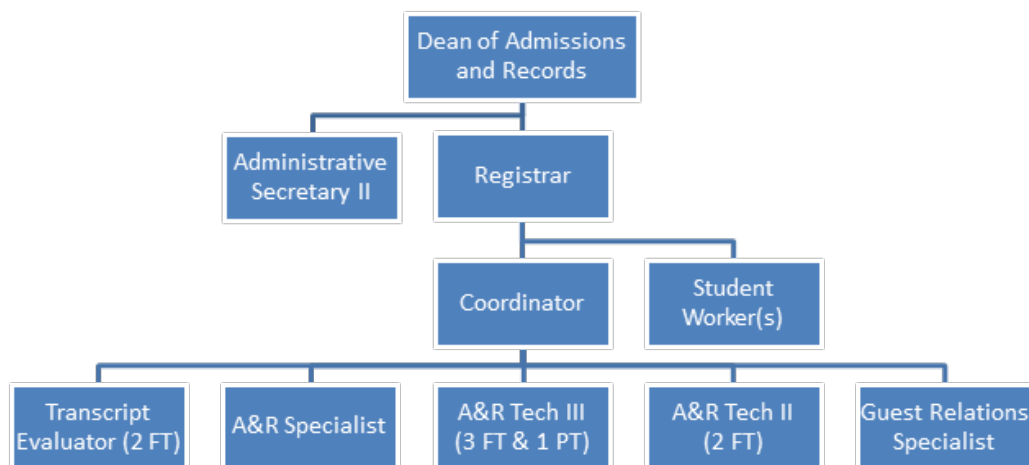
The Admissions and Records Office works with all students and instructors at Citrus College.

- 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
- State 320 apportionment report
- Transcript and verification requests
- Veteran student certification

**Key Goal:**

The goal of the office is to provide services for students, instructors and staff to support Citrus College's mission as 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.

<i>Populate with the existing Unit Outcomes</i>				
	<b>Outcome</b>	<b>Assessment</b>	<b>Result</b>	<b>Change</b>
1	Students will successfully apply online.	Survey tied to online CCCApply application.	CCCApply was significantly overhauled during the 2013-2014 academic year and this was the first year in which survey data was available. Out of 21,030 applications submitted thus far for the 2015-2016 academic year, 15,017 students completed the survey. 96.9% of respondents would recommend the online application to other students and 89.6% of respondents were satisfied or very satisfied with their experience. 1,219 respondents left comments. The word "easy" came first in an analysis of the most frequent words used in the comment section.	The office will continue to monitor applications and send requests for changes to the CCCApply steering committee. The office will work with TeC Services (TeCS) to implement the new CCCApply international application and assess the comparison between the domestic and international application.
2	Students understand the process of requesting transcripts.	Online survey of all Citrus College students and alumni who order transcripts during the 2015-2016 academic year.	643 responses were submitted, 21 more than the prior year. The results were very positive, but not as positive as the committee had hoped. 62% of respondents indicated that they were very knowledgeable or somewhat knowledgeable of the transcript	This was the third year evaluating the same SLO. The results have been strikingly similar all three years despite considerable changes. Changes implemented last year include a new FAQ

			ordering process a drop of 2% from the prior year. However, 84% agree or strongly agree that they were successful in ordering their transcripts an increase of 1% over prior year. 78% of respondents said they would be able to teach another person how to order transcripts a jump of 1%.	webpage with 29 questions and a complete rewording of the main transcript request webpage. Because the college uses a vendor to provide the online service, we will again forward the survey results to them so that they are made aware of what users think and how they suggest making improvements. A link from the student portal to the transcript webpage and FAQ webpage will also be added.
3	High School students will successfully apply, submit the concurrent enrollment form, and enroll at the college.	Online survey sent to all High School students who applied for Summer 2014, Fall 2014, Winter 2015 and Spring 2015.	A total of 59 students responded to the survey. Because the number of respondents was very small, it is difficult to draw conclusions. However, only 29% of students described the process as easy and 20% did not complete the concurrent enrollment process. Students comments indicated a frustration with being last to register and, consequently, with having few registration options.	The committee thought the number of respondents was low and needed to refine the questions for a subsequent survey. The committee intends to make some changes to the website to make the process clearer for high school students.

#### 4. Previous Recommendations/Goals:

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 Recommendation/ Goals 2015-2016	Person(s) Responsible	Status/ Progress	Completed
1	Obtain additional staff/resources for office by: a. Hiring a full-time Transcript Evaluator. b. Hiring a full-time Tech II. c. Assign technology staff resources to address A&R office technology needs.	Dean	a. Completed b. Position not funded c. TeCS not able to dedicate resources to office	a. January 2016 b. N/A c. N/A
2	Improve employee productivity and services to the college by: a. Receiving electronic transcripts into Banner, image incoming transcripts, and populate articulation tables in Banner. b. Printing transcripts offsite. c. Using SARS for staff schedules and student appointments. d. Using the National Student Clearinghouse to verify student athletes' prior enrollment. e. Using Banner athletic eligibility screens. f. Automating student welcome email. g. Sending and receiving transcripts electronically in the E-Transcript California format. CCSP 2.3.3 & 5.1.3 EFMP pg. 329 (bullet 4)	Dean	a. Not completed b. Completed c. eSARS not installed d. Studied with consultant and abandoned e. Studied with consultant and abandoned f. Not completed g. Not completed	a. N/A b. July 2016 c. N/A d. Abandoned e. Abandoned f. N/A g. N/A

3	<p>Improve productivity, communication and training through:</p> <ul style="list-style-type: none"> <li>a. Participation in professional development activities</li> <li>b. Development of the following office manuals: <ul style="list-style-type: none"> <li>i. Faculty A&amp;R Handbook</li> <li>ii. A&amp;R Staff Counter Manual</li> </ul> </li> <li>c. Upgrading office information technology</li> </ul>	Dean and Registrar	<ul style="list-style-type: none"> <li>a. Completed</li> <li>b. Completed</li> <li>c. Completed</li> </ul>	<ul style="list-style-type: none"> <li>a. May 2016</li> <li>b. October 2015</li> <li>c. June 2016</li> </ul>
4	<p>Improve access, retention, and success that lead to student completion by:</p> <ul style="list-style-type: none"> <li>a. Providing students with scheduled A&amp;R assistance appointments</li> <li>b. Translating select webpages to Spanish</li> <li>c. Allowing students to change major through student portal</li> </ul> <p>CCSP 2.3.3</p>	Dean and Registrar	<ul style="list-style-type: none"> <li>a. Not completed</li> <li>b. Not completed</li> <li>c. Not completed</li> </ul>	<ul style="list-style-type: none"> <li>a. N/A</li> <li>b. N/A</li> <li>c. N/A</li> </ul>

## 5. New Recommendations/Goals:

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), CCSP Annual Implementation Plan (AIP) item, and/or the Educational Facilities Master Plan (EFMP) goal, using the following format.

**Examples: CCSP 5.3, AIP 5.1.2, and/or EFMP pg. 361**

	<b>New Recommendation/ Goals 2016-2017</b>	<b>Person(s) Responsible</b>	<b>Estimated Completion</b>	<b>Budget Priority</b>
1 <sup>st</sup>	<p>Improve services to students by hiring additional staff and by providing additional staff resources for office:</p> <ul style="list-style-type: none"> <li>a. Hiring a full-time Transcript Evaluator</li> <li>b. Replace full-time Tech II</li> <li>c. Hire IT programmer who is assigned to work for A&amp;R office</li> </ul> <p>CCSP 5.3</p>	Dean	June 2017	2
2 <sup>nd</sup>	<p>Improve productivity and services by:</p> <ul style="list-style-type: none"> <li>a. Printing transcripts offsite</li> <li>b. Automating student Welcome Email</li> <li>c. Sending and receiving transcripts electronically in the E-Transcript California format</li> <li>d. Receiving electronic transcripts into Banner, imaging incoming transcripts, and populating articulation tables in Banner</li> <li>e. Adding three new offices to the A&amp;R Office</li> <li>f. Enabling students to update their course of study online</li> </ul> <p>AIP 5.1.2, 5.1.4, 5.1.5 EFMP pg. 329</p>	Dean and Registrar	June 2017	2
3 <sup>rd</sup>	<p>Improve access, retention, and success that leads to student completion by:</p> <ul style="list-style-type: none"> <li>a. Participating in professional development activities</li> <li>b. Reviewing drop for nonpayment process</li> <li>c. Upgrading office information technology</li> <li>d. Increasing awareness of student services</li> <li>e. Implement messaging through the student portal</li> <li>f. Implement new student portal</li> <li>g. Introduce a mobile application for registration</li> </ul> <p>AIP 2.1.2, 2.4.2, 5.6.1, 8.3.1, 8.3.2</p>	Dean and Registrar	June 2017	2

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
Admissions and Records	Completed	In Progress	Not yet begun
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 (above). Include the reference number in the “Discuss impact on goals / SLOs” field below. Use the Link to Planning Key found on the General Budget Guidelines page to complete the Link to Planning column.

## Admissions and Records

### Certificated Personnel (FNIC)

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

### Classified Personnel

Position	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Transcript Evaluator – 100%	<p>Goal: Hire full-time A&amp;R Transcript Evaluator</p> <p>Impact: Position addresses goal 1.a by providing incoming transcript evaluation and maintenance of articulation tables in Banner. Depending on workload, this position will also assist other Transcript Evaluators in fulfilling their responsibilities. Funding is available for this position through SSSP funds.</p> <p>New Recommendation #1.a</p>	Salary \$44,434 Benefits \$9,496 Health \$21,909 <hr/> Total: \$75,839	2	CCSP 5.3
A&R Technician II – 100%	<p>Goal: Hire full-time A&amp;R Tech II position</p> <p>Impact: Position addresses goal 1.b by providing critical front counter coverage, record scanning and data processing for the office. Tech II employees are responsible for transcript processing and verifications. Due to a reduction in the large part-time on call staff, Tech I and Tech II employees absorbed most of the counter duties for the office. In addition, the number of application and students registered has continued to increase as well as the office's support of other programs.</p> <p>New Recommendation #1.b</p>	Salary \$34,712 Benefits \$7,418 Health \$21,909 <hr/> Total: \$64,039	2	CCSP 5.3

**Staff Development (Division)**

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
California Association of Community College Registrars and Admissions Officers (CACCRAO) Regional Workshop	<p>Goal: Participate in professional development activities.</p> <p>Impact: Staff receives professional development specifically designed for A&amp;R personnel. Staff has the opportunity to interact with staff from other campuses.</p> <p>New Recommendation # 3.a</p>	Free	3	<a href="#">CCSP 3.3</a>
CACCRAO Annual Conference	<p>Goal: Participate in professional development activities</p> <p>Impact: Attendance by the Dean of A&amp;R and by the Registrar helps the office stay current on regulatory changes and to learn best practices from the statewide professional development group.</p> <p>New Recommendation # 3.a</p>	\$2,000	1	<a href="#">CCSP 3.3</a>

**Facilities (Facilities)**

Describe repairs or modifications needed and location	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Add three new offices	<p>Goal: Add three new offices along western end of the A&amp;R Office</p> <p>Impact: Cubicle space inadequate to house new evaluator and additional evaluator that is being requested. Administrative assistant needs an office where she may concentrate on her work without constant interruptions.</p> <p>New Recommendation # 2.e</p>	Pending bid from purchasing	2	

**Computers / Software (TeCS)**

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
Computer Stations	<p>Goal: Replace three computers</p> <p>Impact: The existing computer hardware does not support current available software. The operating system is not compatible with today's technology.</p> <p>Some software cannot be installed on existing computers and this makes it difficult for staff to do their work.</p> <p>New recommendation #3.c</p>	\$3,400	2	<a href="#">CCSP 5.1</a>

**Equipment**

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				

**Supplies (Division)**

Item	Discuss impact on goals/SLOs	Cost	Priority 1,2 or 3	Link to Planning
N/A				