



ADMISSIONS AND RECORDS NON-INSTRUCTIONAL ANNUAL PROGRAM REVIEW and PLAN 2012

1. Program Description/Mission:

Mission:

The Admissions and Records Office 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 29,000 applications each year and registers 35,000 students into college programs. The office collects, processes, and maintains student grades, certificate, and degree completions. The staff determines student residency status, 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, submit MIS data, and submit the state apportionment report.

2. Key functions/goals of this Department/Program:

The Admissions and Records Office touches all students and instructors at Citrus College. Key functions include:

- Evaluating degrees, certificates, and certifications
- Evaluating transcripts
- Maintaining student records
- Preparing local, state and federal statistical reports
- Processing admissions application
- Processing final grades
- Processing instructor drops, reinstatements, and census reports
- Processing residency reclassifications
- Processing student petitions

- Processing transcript requests
- Processing verification requests
- Providing registration services
- Scanning of student records

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

- **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?*

Populate with the existing Unit Outcomes			
<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
1. Students will be able to utilize technology to accurately and successfully apply online.	Survey tied to online CCCApply application.		

3. Recommendations/Next Steps:

	Previous Recommendation	Progress/ Persons Responsible	Status	Est. completion
1	Implement the waitlist process in WingSpan by Winter 2012.	Waitlist was rolled out in Summer of 2012. Evaluating first use of waitlist. Some concerns that emerged include the inability to purge the waitlist of early starting classes after the add deadline. Also, some instructors do not use the waitlist to add students into their classes. For the most part, however, the waitlist allowed for a more orderly process for students to gain access to full classes.	Completed	
2	Implement the online drop roster process in WingSpan by Winter 2012.	Online drop for rosters was rolled out in Winter 2012. Less paper drops have been collected as a result. The office is beginning to collect data on online submission in order to track and improve usage. The process has identified that faculty and students are sometimes not often aware of add deadlines.	Completed	
3	Develop online processes for non-credit	Not completed. Will be addressing in	Not	Winter 2013

	admissions, registration and positive attendance recording.	next year's plan.	Achieved	
4	Expand the Admissions and Records computer center. Both Financial Aid and A&R are currently using the 12 computers in the lobby. Between the two of us we had 22 computers when we were housed in our old locations.	Currently there are 13 lobby computers. Approximately 90% of the time the lobby computers meet demand. During peak periods, overflow is sent to the vacant testing center next door or to the library. It might be the case that when the use of the testing center is not available, demand for lobby computers could have dropped off so that the need for additional computers might not be necessary.	Abandoned	
5	Expand online services for faculty which include positive attendance rosters.	Partially Completed. Online faculty drop roster as well as waitlist for students was rolled out. Positive attendance rosters were not rolled out and will be made into a goal for next year.	Partially Completed	Summer 2013

	New Recommendation	Progress/ Persons Responsible	Status	Est. completion
1	Hire one additional evaluator.	Rapid completion growth has put a strain in the evaluating resources of the college. Gerald Sequeira	In progress	Fall 2013
2	Develop online processes for non-credit admissions, registration and positive attendance recording.	Working with distance education and TeCs to develop a solution starting in Winter 2013. Gerald Sequeira	In progress	Winter 2013
3	Scan all transcripts prior to 1980.	Transcripts prior to 1980 exist only in a single paper format. Some of those original and unique paper transcripts are close to 100 years old. Currently the transcripts are housed in a storage room in the testing center. The storage room is not fire proof. Gerald Sequeira	In progress	Fall 2013
4	Cross training of employees.	Continue the cross training employee program begun in Spring 2012. Kristina Spalding	In progress	Summer 2013
5	Hire part-time on call during peak registration.	Part-time on call should be hired to help during peak periods so that	In progress	Spring 2013

		services do not become bogged down during peak registration. Gerald Sequeira		
6	Degree audit rollout.	Work with TeCs on rollout of degree audit system. Gerald Sequeira	In progress	Summer 2013
7	Implement Open CCCApply.	Work with TeCs on rollout of the new Open CCCApply. Gerald Sequeira and Kristina Spalding	In progress	Summer 2013
8	Develop an A&R faculty handbook.	Develop a faculty handbook that will provide instructors key A&R information. Provide faculty training on handbook during flex day. Kristina Spalding	In progress	Spring 2013
9	Deadline dates on portal and roster.	Work with TeCs so that deadline dates are posted on the student portal and on the faculty roster. Gerald Sequeira and Kristina Spalding	In progress	Spring 2013
10	Install desk scanners at each front counter station.	Improve access to records by placing desk scanner at each front counter location. Records would be scanned at the counter as they are submitted, reducing behind the scenes work. Kristina Spalding	In progress	Summer 2013
11	Join to E-Transcript California.	Work with TeCs on having the college join the E-Transcript California service. Gerald Sequeira	In progress	Fall 2014
12	Online submission of forms.	Work with TeCs on online form submission using the student portal. Gerald Sequeira	In progress	Summer 2013
13	Hire vendor to print diplomas.	Currently diplomas are printed in house. However, as the number of degrees awarded has grown to close to 2,000, diploma storage space is very limited and the physical work of printing diplomas takes time away from the evaluator to perform her growing workload. Gerald Sequeira	In progress	Summer 2013
14	Expand online services for faculty, including positive attendance rosters.	Continue to expand online services for faculty, including use of positive attendance rosters. Gerald Sequeira and Kristina Spalding	In progress	Summer 2013

4. Resources requested**Admissions and Records****Certificated Personnel (FNIC)**

Position	Discuss impact on goals / SLOs	Priority

Classified Personnel

Position	Discuss impact on goals / SLOs	Priority
Evaluator	Evaluator would allow for increase capacity to do evaluations as well as help implement degree audit system.	1

Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Customer Service Training	Work toward mission of providing the best possible service for students, faculty and staff.	Free	6
CACCRAO Regional Workshop	Professional development workshop that will help staff provide better customer service as well as increase knowledge of upcoming A&R issues.	Free	2

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
Building Exit Door	Install emergency exit door that would provide the ability for staff to exit the building without having to do so through the lobby. Currently A&R and Financial Aid do not have a way to exit the building in case of an emergency.	Student Services/ Admissions and Records, Financial Aid	3

Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
Snag it Software	Creates fluid booklets and training materials.	\$210	5

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
Desk Scanners	Install desk scanners at each counter station so that documents are scanned as they are brought in by students.		4

Supplies (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Booklet Binding	Office will be able to bind together booklets, including the faculty handbook.		7