Citrus Community College Student Services Annual Program Review 2017

Admissions and Records

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General Information (Citrus Community College Student Services Annual Program Review 2017)

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Standing Requirements

Program Mission/Description (Who are we?) (Mission Statement)

Program Mission and Relationship to College Mission:

The Admissions and Records Office (A&R Office) at Citrus College provides quality customer service to current and prospective students, faculty and alumni with respect to admissions, registration, maintenance of student records, and access to student records.

Program Description:

The Admissions and Records Office serves as the primary admission and enrollment service provider for the college and as the official custodian of student records. The office processes approximately 20,000 applications each year and facilitates the enrollment of over 20,000 students each year. The office collects, processes, and maintains student grades, certificates, and degrees. The staff processes residency redeterminations, transcript requests, and enforces academic regulations such as course repetition, academic renewal, and enrollment priority. The office collaborates with many offices on campus to set registration dates, submit data for federal and state reporting, and submit the state apportionment report.

Committee Members

Brian Dean	Jared Farrar	Patti Gonsalves
Judy Gorden	Sheila Hatfield	Tami Houser
Barry Kuan	Deborah Leeper	Sujae Lopez
Julianne Miranda	Cathy Napoli	Anna Ramirez
Jamie Richmond	Ryon Rogers	Martha Rodriguez
Gerald Sequeira		

Organization Chart

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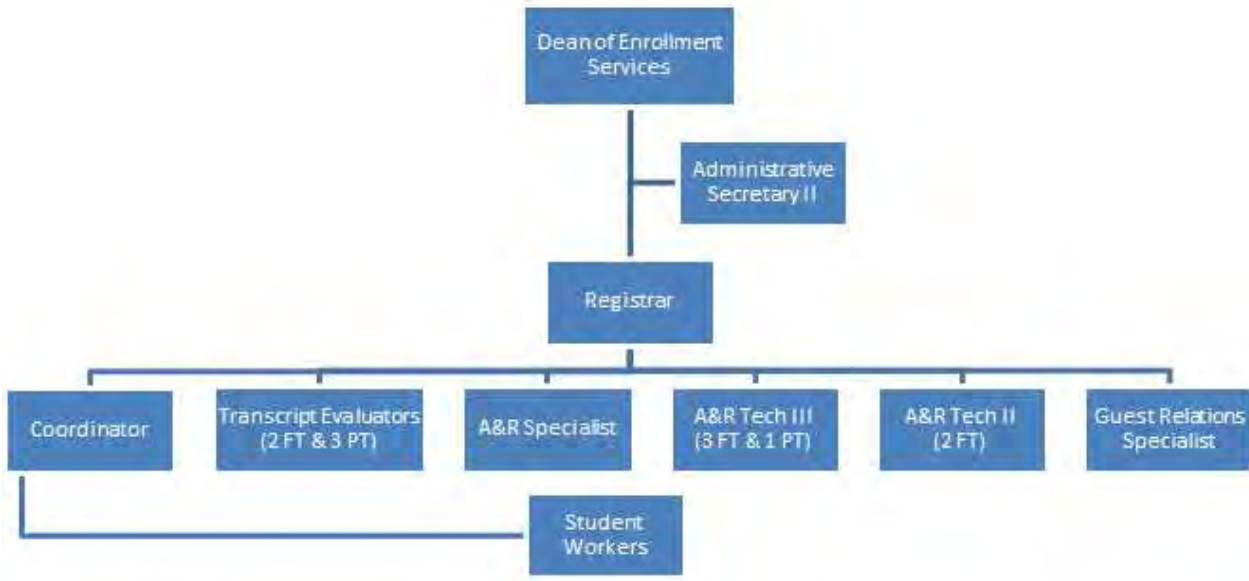
Key Functions (What do we do?)

The Admissions and Records Office works with prospective students, students, instructors, and alumni to provide admission and records services. Admission services range from processing applications, facilitating registration, and processing petitions such as the course repetition petition and prerequisite challenge petition. Records services include enrollment verifications, Citrus College transcript requests, recording grades, and awarding of degrees and certificates. The office assists faculty with enrollment and grades. Key services include:

- Academic renewal
- Admissions application
- Athletic eligibility
- Credit by exam
- Degree audit scribing
- Enrollment verification
- Evaluation of degrees, certificates, and certifications
- External transcript evaluation
- Instructor drops, reinstatements, census reports, and final grade processing
- Local, state and federal reporting
- Maintenance and access to student records
- Registration services
- Residency reclassifications
- State CCSF-320 apportionment report
- Student petitions
- Transcript requests
- Veteran student certification

Program Student Learning Outcomes

Admissions and Records SLO Set

Outcome

Outcome	Mapping
Admissions and Records SLO 1: Students will successfully apply and register at Citrus College.	**Strategic Plan Focus Areas:** 2.2 Recruitment, admissions, and enrollment
Admissions and Records SLO 2: Students will successfully access student records maintained by the Admissions and Records Office.	**Strategic Plan Focus Areas:** 5.2 Service environment, 5.3 Effective student support services
Admissions and Records SLO 3: Students will successfully navigate through the enrollment process and the degree evaluation process.	**Strategic Plan Focus Areas:** 2.2 Recruitment, admissions, and enrollment
Admissions and Records SLO 4: Faculty will successfully navigate the registration and grade submission processes administered by the Admissions and Records Office.	**Strategic Plan Focus Areas:** 3.3 Professional development opportunities and resources

2016-2017 Assessment Cycle/2017-2018 Planning Cycle

✎ **Previous Recommendations/Goals (What have we done?)**

	Previous Recommendation/ Goals 2016-2017	Person(s) Responsible	Status/ Progress	Completed
1	Improve services to students by hiring additional staff and by providing additional staff resources for office: a. Fill full-time Transcript Evaluator position b. Replace full-time Tech II c. Hire IT programmer who is assigned to work for A&R office CCSP 5.3; AIP 5.1.2	Dean	a. Competed b. Not Completed c. Not Completed	a. January 2017 b. N/A c. N/A
2	Improve productivity and services by: a. Printing transcripts offsite b. Automating student Welcome email c. Sending and receiving transcripts electronically in the E-Transcript California format d. Receiving electronic transcripts into Banner, imaging incoming transcripts, and populating articulation tables in Banner e. Adding three new offices to the A&R Office f. Enabling students to update their course of study online AIP 5.1.2, 5.1.4, 5.1.5; EFMP pg. 329 (bullet 4)	Dean and Registrar	a. Completed b. In Progress c. In Progress d. In Progress e. Abandoned f. Completed	a. August 2017 b. N/A c. N/A d. N/A e. N/A f. July 2017
3	Improve access, retention, and success that leads to student completion by: a. Participating in professional development activities b. Reviewing drop for nonpayment process c. Upgrading office information technology d. Increasing awareness of student services e. Implement messaging through the student portal f. Implement new student portal	Dean and Registrar	a. Completed b. Completed c. Completed d. Completed e. In Progress f. In Progress g. Completed	a. May 2017 b. January 2017 c. June 2017 d. June 2017 e. N/A f. N/A g. May 2017

g. Introduce a mobile application for registration AIP 2.1.2, 2.4.2, 5.6.1, 8.3.1, 8.3.2			

Student Learning Outcome and Assessment (SLOA) - 2016-2017

Measures

Admissions and Records SLO Set

Outcome

Outcome : Admissions and Records SLO 1:
Students will successfully apply and register at Citrus College.

Measure : CCCApply Survey

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

Survey at the end of the online CCCApply application.

Measure : K12 Student Application and Registration

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

Reviewed data from CCCApply, Xtender, and Banner to see how many students applied, submitted K-12 form, and registered for spring 2017.

Outcome : Admissions and Records SLO 2:

Students will successfully access student records maintained by the Admissions and Records Office.

Measure : Ordering Transcripts Online

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

Online survey of Citrus College students and alumni who order transcripts online.

Learning Outcome and Assessment (SLOA) Findings 2016-2017 (What were our results?)

Finding per Measure

Admissions and Records SLO Set

Outcome

Outcome : Admissions and Records SLO 1:
Students will successfully apply and register at Citrus College.

Measure : CCCApply Survey

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

Survey at the end of the online CCCApply application.

Findings for CCCApply Survey

Summary of Findings :

25,808 students submitted an application for 2016-2017. Of those, 15,537 answered

the brief survey at the end of the application. 88.7% of respondents said they were satisfied with their experience applying online. A drop of 0.9% from the previous year survey. 96.1% of respondents said they would recommend the application to other prospective students, a drop of 0.8%. Overall the results are in line from previous years showing strong positive experience applying online. 1,168 students left comment, in line with the 1,219 comments left the year before. The most common adjectives used were easy, simple, fast, quick, and good.

Change: What will you do differently as a result of what you learned from the assessment? :	The survey shows consistent results two years in a row with well over 30,000 combined responses. Because the results are very positive, there is no need to assess the application next year. When the new online international student application is implemented, the office plans to review that application. No change was needed as a result of the assessment.

▼ **Measure :** K12 Student Application and Registration

Assessment: How did you assess the outcomes? What method did you use? :	Reviewed data from CCCApply, Xtender, and Banner to see how many students applied, submitted K-12 form, and registered for spring 2017.

Findings for K12 Student Application and Registration

Summary of Findings :	1,358 concurrent enrollment students submitted an online application in the 2016-2017 academic year. Of those, 632 submitted a survey response to the application. 80% of respondents were satisfied with their experience applying online. A lower rate than the overall rate of 88.7% of all applicants who answered that question in the general student application. In addition, 92.2% of concurrent enrollment respondents would recommend the application process to other applicants, also lower than the overall rate of 96.1% who answered that question in the general student application. The number of K-12 students who enrolled in all four terms rose substantially from 340 in 2015-2016 to 1,011 in 2016-2017. The dramatic increase is the result of expansion of the College and Career Access Pathways (CCAP) population.
Change: What will you do differently as a result of what you learned from the assessment? :	Applications and registrations by concurrent enrollment students grew dramatically in the last year. The growth is the result of expanded programs targeted toward concurrent enrollment students (i.e. CCAP and Early College). Students gave the online application high marks. Last year's SLO assessment led to the revamping of the concurrent enrollment form and presentations to counselors on the process. Results of this year's assessment show that concurrent enrollment students are successfully navigating through the application and enrollment process. The results validate the changes made and provide no need for further changes.

Outcome : Admissions and Records SLO 2:
Students will successfully access student records maintained by the Admissions and Records Office.

▼   **Measure :** Ordering Transcripts Online

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

Online survey of Citrus College students and alumni who order transcripts online.

Findings for Ordering Transcripts Online

Summary of Findings :

The online transcript process was assessed for a second time. A total of 1,738 responses were given. 93.2% of respondent understood the process based on the information provided by the online transcript ordering service and the Citrus College transcript website. 84% of respondents were successful in requesting their official transcript. 79.9% said they would be able to explain the process to another person, a high mark. Respondents gave the lowest mark 39.7% to understanding that they could request a CSU GE or IGETC certification as part of the transcript request process. The next lowest

response at 51.1% was given to tracking the order online. 335 respondents left comments. The comments were a mix of good and bad reviews with complaints about the cost, transaction fee, and lack of electronic delivery options, and positive comments on the ease of requesting transcripts online.

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

The office will make improvements to the webpage to make more students aware of the tracking functionality, availability of free (no handling fee) requests via mail, what are the IGTEC and CSU GE certifications, and who would need to request them.

In addition, survey results were shared with the third party service provider so that they can review the results and make improvements.

Substantiating Evidence :

2017 Transcript Request Survey.pdf (Adobe Acrobat Document)

Overall Recommendations

The assessments revealed the need to once more revamp the transcript request webpage. Assessment results confirm that the online application process is highly successful. With new services coming online this year, the office will assess other areas to look for ways of making program improvements.

Overall Reflection

The three assessments for 2016-2017 were also assessed in prior years. Two assessments confirmed the changes made the prior year were successful and the third assessment provided some areas of improvement. Next year three new assessments will be done and will include program SLOs that have not been assessed.

Student Learning Outcomes Plan for 2017-2018

	Measure	Assessment	Program SLO
1	Students understand that all fees are due upon registration via Self-Service WingSpan or they will be subject to the drop for nonpayment policy.	Review drop for nonpayment data in the spring 2018 semester and survey students who are dropped for nonpayment.	Admissions and Records SLO 1
2	Students successfully submit online forms.	Survey students in the spring 2018 semester on their experience submitting office forms online.	Admissions and Records SLO 3
3	Students know how to find registration deadline dates on the Admission and Records page.	Survey students in the spring 2018 semester.	Admissions and Records SLO 3

Recommendations/Goals for 2017-2018 (What do we want to achieve?)

2018-2019 Admissions and Records Goals

Outcome

Outcome	Mapping
Goal 1. Hire Additional Staff: Improve services to students by hiring additional staff: a. Fill vacant full-time Transcript Evaluator b. Hire new full time A&R Tech II	**Strategic Plan Focus Areas:** 5.3 Effective student support services
Goal 2. Improve Services to Students: Change internal process to	**Strategic Plan Focus Areas:** 5.1 Enhance services through technology

improve services for students by:
a. Automating student Welcome Email
b. Sending and receiving transcripts electronically in the E-Transcript California format
c. Receiving electronic transcripts into Banner, imaging incoming transcripts, and populating articulation tables in Banner
d. Building transcript articulation tables and evaluating incoming transcripts
e. Scribing 2018-2019 catalog for DegreeWorks
f. Using Banner baseline transcript
g. Using messaging through new student portal to contact students

Goal 3. Professional Development and Physical Space Improvements:
Improve physical space and staff professional development by:
a. Participating in professional development activities
b. Placing a locking mechanism on entrance door to A&R work area

Strategic Plan Focus Areas: 2.1 Scheduling, 2.4 Marketing and promotion plan, 5.6 Diversify methods to connect with students, 8.3 Leveraging technologies that support success

2017-2018 Resource Requests (What do we need to achieve our goals?)

✎ **Certificated Personnel (FNIC) Resources Requested**

✎ **Certificated Personnel (FNIC) Status Report**

✎ **Classified Personnel Resources Requested**

Actions

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 1. Hire Additional Staff:
Improve services to students by hiring additional staff:
a. Fill vacant full-time Transcript Evaluator
b. Hire new full time A&R Tech II

▼**Action :** Fill Vacant Transcript Evaluator – 100%

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

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. The person holding this position retired.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Salary $44,434 Benefits $9,496 Health $21,909 Total: $75,839
Budget request amount :	$75,839.00

| Priority : | Medium |

▾**Action :** Hire New A&R Technician II – 100%

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

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.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Salary $34,712 Benefits $7,418 Health $21,909 Total: $64,039
Budget request amount :	$64,039.00
Priority :	Medium

🖋 Classified Personnel Status Report

Action Statuses

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 1. Hire Additional Staff:

Improve services to students by hiring additional staff:
a. Fill vacant full-time Transcript Evaluator
b. Hire new full time A&R Tech II

▼**Action :** Fill Vacant Transcript Evaluator – 100%

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. The person holding this position retired.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Salary $44,434 Benefits $9,496 Health $21,909 Total: $75,839
Budget request amount :	$75,839.00
Priority :	Medium

Status for Fill Vacant Transcript Evaluator – 100%

Current Status :	Completed
Budget Status :	Approved
Reviewed - Explanation/Rationale :	Position was filled October 9, 2017.
Next Steps :	

▼**Action :** Hire New A&R Technician II – 100%

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.

Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Salary $34,712 Benefits $7,418 Health $21,909 Total: $64,039
Budget request amount :	$64,039.00
Priority :	Medium

Status for Hire New A&R Technician II – 100%

Current Status :	Not started
Budget Status :	Not approved
Reviewed - Explanation/Rationale :	Position was ranked low in the division. No funding was allocated for the position.
Next Steps :	Staff decided to to pursue position in the next program review.

Staff Development (Division) Resources Requested

Actions

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 3. Professional Development and Physical Space Improvements:
Improve physical space and staff professional development by:
a. Participating in professional development activities
b. Placing a locking mechanism on entrance door to A&R work area

No actions specified

✎ Staff Development (Division) Status Report

Action Statuses

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 3. Professional Development and Physical Space Improvements:
Improve physical space and staff professional development by:
a. Participating in professional development activities
b. Placing a locking mechanism on entrance door to A&R work area

No actions specified

✎ Facilities (Facilities) Resources Requested

Actions

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 3. Professional Development and Physical Space Improvements:
Improve physical space and staff professional development by:
a. Participating in professional development activities
b. Placing a locking mechanism on entrance door to A&R work area

▼**Action :** Secure A&R entrance door

> **This Action is associated with the following Findings**
>
> No supporting Findings have been linked to this Action .

Impact :	Securing entrance door to the A&R back office will prevent non staff members from walking to restricted area. Currently anybody can walk in to the A&R back area, which compromises student records and staff safety. On several occasions unauthorized visitors were found walking around in the A&R work area.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	$2,000 for buzz door locking mechanism and installation.
Budget request amount :	$2,000.00
Priority :	Medium

Facilities (Facilities) Status Report

Action Statuses

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 3. Professional Development and Physical Space Improvements:
Improve physical space and staff professional development by:
a. Participating in professional development activities
b. Placing a locking mechanism on entrance door to A&R work area

▼**Action :** Secure A&R entrance door

Impact :	Securing entrance door to the A&R back office will prevent non staff members from walking to restricted area. Currently anybody can walk in to the A&R back area, which compromises student records and staff safety. On several occasions unauthorized visitors were found walking around in the A&R work area.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	$2,000 for buzz door locking mechanism and installation.
Budget request amount :	$2,000.00
Priority :	Medium

Status for Secure A&R entrance door

Current Status :	Not Implemented
Budget Status :	Not approved
Reviewed - Explanation/Rationale :	Student Services area submitted request to Physical Resources Committee and the item was not approved for funding.
Next Steps :	Will pursue in future program review.

Computers / Software (TeCS) Resources Requested

Actions

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 2. Improve Services to Students:
Change internal process to improve services for students by:

a. Automating student Welcome Email
b. Sending and receiving transcripts electronically in the E-Transcript California format
c. Receiving electronic transcripts into Banner, imaging incoming transcripts, and populating articulation tables in Banner
d. Building transcript articulation tables and evaluating incoming transcripts
e. Scribing 2018-2019 catalog for DegreeWorks
f. Using Banner baseline transcript
g. Using messaging through new student portal to contact students

▼**Action :** Automating student Welcome Email

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

Impact :	Students will be able to receive welcome email promptly after download of application. Eliminated manual work to mail merge Welcome Letter.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	To be completed by existing TeCS staff.
Budget request amount :	$0.00
Priority :	Medium

▼**Action :** SARS software for messaging and appointments

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

Impact :	Use SARS to send text messages to students and schedule residency appointments for students. SARS messaging will improve communication for students.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	College already pays for license agreement.

Budget request amount : $0.00

Priority : Low

Action : Send and receive transcripts electronically in the E-Transcript California format

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

Impact :	Electronic transcripts will facilitate evaluations of Citrus College college coursework at transfer institutions and will speed up the admissions process of Citrus College students. Receiving electronic transcripts will likewise improve the processing of outside transcripts.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Currently reviewing process for cost.
Budget request amount :	$0.00
Priority :	Medium

Computers / Software (TeCS) Status Report

Action Statuses

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 2. Improve Services to Students:
Change internal process to improve services for students by:
a. Automating student Welcome Email

b. Sending and receiving transcripts electronically in the E-Transcript California format
c. Receiving electronic transcripts into Banner, imaging incoming transcripts, and populating articulation tables in Banner
d. Building transcript articulation tables and evaluating incoming transcripts
e. Scribing 2018-2019 catalog for DegreeWorks
f. Using Banner baseline transcript
g. Using messaging through new student portal to contact students

▼**Action :** Automating student Welcome Email

Impact :	Students will be able to receive welcome email promptly after download of application. Eliminated manual work to mail merge Welcome Letter.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	To be completed by existing TeCS staff.
Budget request amount :	$0.00
Priority :	Medium

Status for Automating student Welcome Email

Current Status :	Completed
Budget Status :	Not approved
Reviewed - Explanation/Rationale :	completed
Next Steps :	no further action required

▼**Action :** SARS software for messaging and appointments

Impact :	Use SARS to send text messages to students and schedule residency appointments for students. SARS messaging will improve communication for students.

Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	College already pays for license agreement.
Budget request amount :	$0.00
Priority :	Low

Status for SARS software for messaging and appointments

Current Status :	Not started
Budget Status :	Other
Reviewed - Explanation/Rationale :	SARS software is primarily used by Counseling Services appointments. Existing licensing permits the use of this feature; however logistics of deploying devices to the classroom exists. TeCS has current capabilities with RAVE Alert for non emergency communications.
Next Steps :	Add to 18-19 Goals

Action : Send and receive transcripts electronically in the E-Transcript California format

Impact :	Electronic transcripts will facilitate evaluations of Citrus College college coursework at transfer institutions and will speed up the admissions process of Citrus College students. Receiving electronic transcripts will likewise improve the processing of outside transcripts.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Currently reviewing process for cost.
Budget request amount :	$0.00
Priority :	Medium

> Status for Send and receive transcripts electronically in the E-Transcript California
> format

Current Status :	Not started
Budget Status :	Other
Reviewed - Explanation/Rationale :	Project is underway with Xap Corporation. TeCS and Admissions and Records engaged in Beta implementation requirements.
Next Steps :	

Equipment Resources Requested

> **Actions**

2018-2019 Admissions and Records Goals

Outcome

> **Outcome : Goal 2. Improve Services to Students:**
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> Change internal process to improve services for students by:
> a. Automating student Welcome Email
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> e. Scribing 2018-2019 catalog for DegreeWorks
> f. Using Banner baseline transcript
> g. Using messaging through new student portal to contact students

▼**Action :** Automating student Welcome Email

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

Impact :	Students will be able to receive welcome email promptly after download of application.

Eliminated manual work to mail merge Welcome Letter.

Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	To be completed by existing TeCS staff.
Budget request amount :	$0.00
Priority :	Medium

▼**Action :** SARS software for messaging and appointments

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

Impact :	Use SARS to send text messages to students and schedule residency appointments for students. SARS messaging will improve communication for students.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	College already pays for license agreement.
Budget request amount :	$0.00
Priority :	Low

▼**Action :** Send and receive transcripts electronically in the E-Transcript California format

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

Impact :	Electronic transcripts will facilitate evaluations of Citrus College college coursework at transfer institutions and will speed up the admissions process of Citrus College students. Receiving

electronic transcripts will likewise improve the processing of outside transcripts.

Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Currently reviewing process for cost.
Budget request amount :	$0.00
Priority :	Medium

Equipment Status Report

Action Statuses

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 2. Improve Services to Students:

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Action : Automating student Welcome Email

Impact :	Students will be able to receive welcome email promptly after download of application. Eliminated manual work to mail merge Welcome Letter.
Cost* (Salary, Benefits, and Health Breakdown	To be completed by existing TeCS staff.

if appropriate) :

Budget request amount
: $0.00

Priority :   Medium

Status for Automating student Welcome Email

No Status Added

▼**Action :** SARS software for messaging and appointments

Impact :	Use SARS to send text messages to students and schedule residency appointments for students. SARS messaging will improve communication for students.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	College already pays for license agreement.
Budget request amount :	$0.00
Priority :	Low

Status for SARS software for messaging and appointments

No Status Added

▼**Action :** Send and receive transcripts electronically in the E-Transcript California format

Impact :	Electronic transcripts will facilitate evaluations of Citrus College college coursework at transfer institutions and will speed up the admissions process of Citrus College students. Receiving electronic transcripts will likewise improve the processing of outside transcripts.

Cost* (Salary, Benefits, and Health Breakdown if appropriate) : | Currently reviewing process for cost.

Budget request amount : | $0.00

Priority : | Medium

Status for Send and receive transcripts electronically in the E-Transcript California format

No Status Added

Supplies (Division) Resources Requested

Actions

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 1. Hire Additional Staff:
Improve services to students by hiring additional staff:
a. Fill vacant full-time Transcript Evaluator
b. Hire new full time A&R Tech II

▼**Action :** Fill Vacant Transcript Evaluator – 100%

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

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. The person holding this position retired.

Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Salary $44,434 Benefits $9,496 Health $21,909 Total: $75,839
Budget request amount :	$75,839.00
Priority :	Medium

▼**Action :** Hire New A&R Technician II – 100%

This Action is associated with the following Findings

No supporting Findings have been linked to this Action .

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.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Salary $34,712 Benefits $7,418 Health $21,909 Total: $64,039
Budget request amount :	$64,039.00
Priority :	Medium

Supplies (Division) Status Report

Action Statuses

2018-2019 Admissions and Records Goals

Outcome

Outcome : Goal 1. Hire Additional Staff:
Improve services to students by hiring additional staff:
a. Fill vacant full-time Transcript Evaluator
b. Hire new full time A&R Tech II

▼**Action :** Fill Vacant Transcript Evaluator – 100%

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Budget request amount :	$75,839.00
Priority :	Medium

Status for Fill Vacant Transcript Evaluator – 100%

No Status Added

▼**Action :** Hire New A&R Technician II – 100%

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.
Cost* (Salary, Benefits, and Health Breakdown if appropriate) :	Salary $34,712 Benefits $7,418 Health $21,909 Total: $64,039
Budget request amount :	$64,039.00
Priority :	Medium

Status for Hire New A&R Technician II – 100%

No Status Added

🍃 **Review Summary**