



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

### 1. Program Mission/Description:

**Mission:**

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

**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 and 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.

### 3. Assessment of Outcomes:

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

### 4. Recommendations/Next Steps:

	<b>Previous Recommendation</b>	<b>Progress / Persons Responsible</b>	<b>Status</b>	<b>Est. Completion</b>
1	Implement the waitlist process in WingSpan by Winter 2013.	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	Winter 2013
2	Implement the online drop roster process in WingSpan by Winter 2013.	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	Winter 2013
3	Develop online processes for non-credit admissions, registration and positive attendance recording.	Not completed. Will be addressing in next year's plan.	Not Achieved	Winter 2013
4	In the previous building there were 22 available student computers in the lobby. Now Admissions and Records (A&R) and Financial Aid provide access to just 12 student computers in the Student Services building lobby. Plan to expand computer center for student accessibility.	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	Winter 2013
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

	<b>New Recommendation</b>	<b>Progress / Persons Responsible</b>	<b>Status</b>	<b>Est. Completion</b>
1	Hire one additional evaluator.	Dean of Admissions and Records/Financial Aid	Rapid completion growth has put a strain in the evaluating resources of the college.	Fall 2013
2	Develop online processes for noncredit admissions, registration and positive attendance recording.	Dean of Admissions and Records/Financial Aid	Working with TeCServices to develop a solution.	Winter 2013
3	Scan all transcripts prior to 1980.	Dean of Admissions and Records/Financial Aid	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.	Fall 2013
4	Cross training of employees.	Registrar	Continue the cross training employee program begun in spring 2012.	Summer 2013
5	Hire part-time on call during peak registration.	Dean of Admissions and Records/Financial Aid	Part-time on call should be hired to help during peak periods so that services do not become bogged down during peak registration.	Spring 2013
6	Degree audit rollout.	Dean of Admissions and Records/Financial Aid	Work with TeCServices on rollout of degree audit system.	Summer 2013
7	Implement Open CCCApply.	Dean of Admissions and Records/Financial Aid and Registrar	Work with TeCServices on rollout of the new Open CCCApply.	Summer 2013
8	Develop an A&R faculty handbook.	Registrar	Develop a faculty handbook that will provide instructors key A&R information. Provide faculty training on handbook during flex day.	Spring 2013
9	Deadline dates on portal and roster.	Dean of Admissions and Records/Financial Aid and Registrar	Work with TeCServices so that deadline dates are posted on the student portal and on the faculty roster.	Spring 2013
10	Install desk scanners at each front counter station.	Registrar	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.	Summer 2013
11	Join to E-Transcript California.	Dean of Admissions and Records/Financial Aid	Work with TeCServices on having the college join the E-Transcript California service.	Fall 2014
12	Online submission of forms.	Dean of Admissions and Records/Financial Aid	Work with TeCServices on online form submission using the student portal.	Summer 2013
13	Hire vendor to print diplomas.	Dean of Admissions and Records/Financial Aid	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.	Summer 2013

14	Expand online services for faculty, including positive attendance rosters.	Dean of Admissions and Records/Financial Aid and Registrar	Continue to expand online services for faculty, including use of positive attendance rosters.	Summer 2013
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## 5. Resources requested:

### 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
Evaluator – 100%	Evaluator would allow for increase capacity to do evaluations as well as help implement degree audit system.	\$65,000	2

#### 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	3
California Association of Community College Registrars and Admissions Officers (CACCRAO) Workshop	Attend the annual professional development workshop to 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 Admissions and Records (A&R) and Financial Aid do not have a way to exit the building in case of an emergency.	A&R and Financial Aid	3

#### Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
Snag it Software	Creates fluid booklets and training materials.	\$210	3

#### Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
Desk Scanners	Install desk scanners at the two front counter station so that documents are scanned as they are brought in by students.	\$2,596	3

#### Supplies (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Booklet Binding	Office will be able to bind together booklets, including the faculty handbook.	Reprographics	3