Citrus College

ADMISSIONS AND RECORDS
NON-INSTRUCTINAL
ANNUAL PROGRAM REVIEW and PLAN
2013-2014

Committee Members:		
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Kristina Hannon	Jamie Richmond	

1. Program Mission/Description:

Program 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 30,000 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.
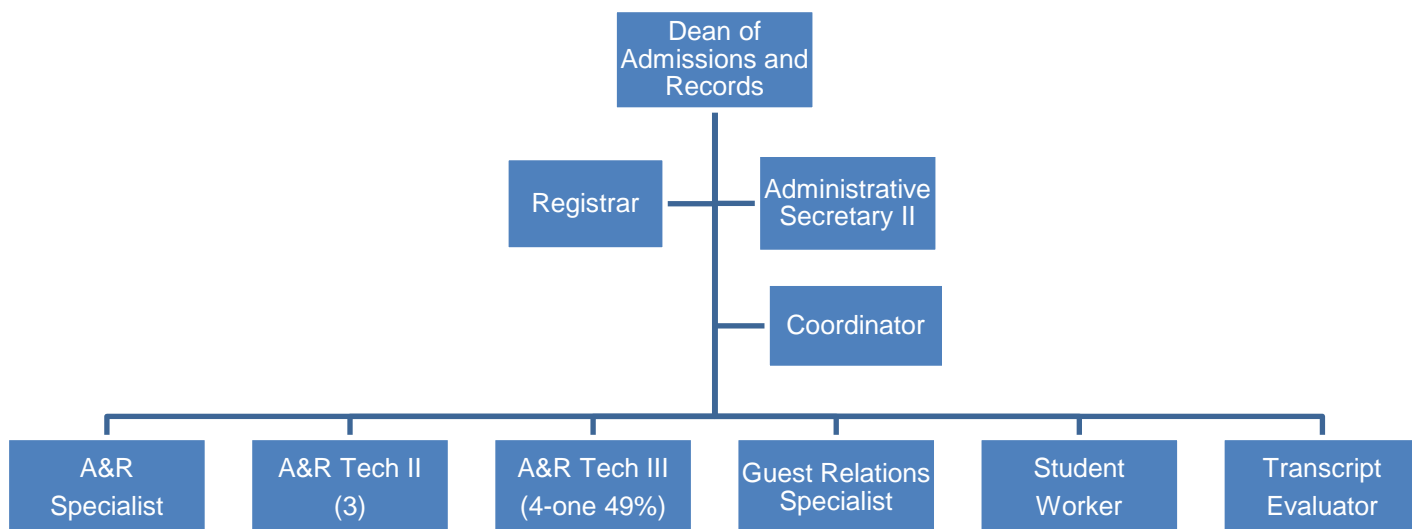
2. Key functions/goals of this Department/Program:

Key functions include:
- Evaluating degrees, certificates, and certifications
- Maintain and scan 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

Key goal: The Admissions and Records Office is the only program that has direct contact with all students and instructors at Citrus College. Our goal is to provide services for students, instructors and staff that will help Citrus College achieve its mission and goal of becoming a College of Completion.

Organizational Chart

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                    │    Dean of       │
                    │  Admissions and  │
                    │     Records      │
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     ┌───────────┐                      ┌──────────────────┐
     │ Registrar │                      │  Administrative  │
     └───────────┘                      │   Secretary II   │
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                                        │   Coordinator    │
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A&R Specialist	A&R Tech II (3)	A&R Tech III (4-one 49%)	Guest Relations Specialist	Student Worker	Transcript Evaluator

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?*

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.	From July 1, 2012 to June 30, 2013 a total of 28,500 students submitted an online application. After applying, students were asked three questions. Out of 25,518 students that replied to the first question, 90.9% indicated that they were very satisfied with the online application and only 7.1% indicated that they were very dissatisfied with the online application. The second question asked students whether they would recommend the online application to others. Out of 23,543 respondents, 99.4% said that they would recommend the application. The third question was an open ended question regarding the online survey and 505 students submitted a written response. The majority of answers were very positive. The survey results were almost identical to the prior year.	The College unveiled a new version of CCCApply online application on June 28, 2013. Therefore, it is important to continue to assess so as to monitor any changes in student satisfaction compared to the prior application.
2. Students will be able to successfully utilize the waitlist process.	Email survey of registered Citrus College students during the Fall term.	A total of 758 students that used the waitlist completed the waitlist survey conducted in Fall 2012. Ninety-three percent of students that responded had some level of knowledge of the waitlist process. Only 7% reported no knowledge of the waitlist process. The majority of responders (56%) reported that they were successful in adding	The "How to Waitlist for a Closed Class" manual will be rewritten so that a higher percentage of students find it effective including adding language about how to check for waitlist placement and how to add the class from the waitlist. The committee revised the waitlist webpages and the

		themselves to the waitlist. In addition, 60% of responders reported that they would be able to teach another student how to add themselves to the waitlist. However, almost one in five responders (19%) felt that the online manual did not provide clear instruction on the waitlist process. The waitlist process began in the summer of 2012. Very likely, more than half the students in the Fall term had not used the waitlist process before. The survey responses indicate a high level of understanding of the process by students. The responders that learned the process had no difficulty using it.	waitlist flyer to make them more effective and to similarly improve the waitlist language in the schedule of classes.
3. 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 spring 2013.	A survey at the end of the online transcript request process collected between May 8, 2013 and July 10, 2013 yielded 160 responses. The results were very positive, 65% of respondents indicated that they were very knowledgeable or somewhat knowledgeable of the transcript ordering process. Additionally, 82% agree or strongly agree that they were successful in ordering their transcripts, 77% would be able to teach another person how to order transcripts, and 72% found that the online manual provided clear instructions. Questions regarding knowledge of the transcript process yielded lower results. For example, only 49% of respondents knew they could track their transcript orders online whereas as 77% of respondents knew they were ordering an official sealed transcript. Respondents left 37 comments. Some comments suggested that the cost should be stated up front in the transcript request process and that the website should more clearly state that although the first two transcripts are free, if ordered online a service charge would be assessed. Other respondents asked for better instructions or additional information on the website. The most common comment was one of praise for the online process.	The results were very positive overall and paint a picture of a very successful service to students and alumni that request transcripts. Because the College uses a vendor to provide the online service, the office will forward the survey results to them so that they are aware of what users think and how they suggest making improvements. We will review the process and once more measure the outcome.

4. Recommendations/Next Steps:

	Previous Recommendation and / or Goals	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	Not Achieved	Will submit again.
2	Develop online processes for non-credit admissions, registration and positive attendance recording. CCSP 5.1.3 EFMP pg. 329	Went live with Open CCCApply on June 28, 2013. Online solution for non-credit application placed on hold pending completion of new Open CCCApply. Gerald Sequeira	In Progress	Fall 2013
3	Scan all transcripts prior to 1980. CCSP 5.1.3	No funds allocated for this process. Will try once more to submit. Gerald Sequeira	Not Achieved	Summer 2014
4	Cross training of employees.	Many employees received cross training and were assigned new joint responsibilities. Will continue to cross train staff in the coming year. Kristina Spalding	Achieved	Summer 2013
5	Hire part-time on call during peak registration.	Project was not approved for funding. Will try to resubmit. Gerald Sequeira	Not Achieved	Summer 2014
6	Degree audit rollout. CCSP 2.3.3 EFMP pg. 329	Working with Counseling and TeCS to roll out program. Gerald Sequeira	In progress	Fall 2013
7	Implement Open CCCApply. CCSP 5.1.3 EFMP pg. 329	Worked with TeCS on rollout of the new Open CCCApply. Gerald Sequeira and Kristina Spalding	Completed	Summer 2013
8	Develop an A&R faculty handbook.	In beginning stages. Hoping to complete by next Spring. Kristina Spalding	In progress	Spring 2014
9	Deadline dates on portal and roster. EFMP pg. 329	Banner does not have ability to post to portal. Gerald Sequeira and Kristina Spalding	Abandoned	N/A
10	Install desk scanners at each front counter station.	Scanners purchased. Software installation pending. Kristina Spalding	In progress	Summer 2013
11	Join to E-Transcript California. CCSP 5.1.3 EFMP pg. 329	Waiting to see how SSSP funds for technology are spent by the Chancellor's Office. Gerald Sequeira	In progress	Summer 2014
12	Online submission of forms. CCSP 5.1.3 EFMP pg. 329	Banner does not have ability to post to portal. Gerald Sequeira	Abandoned	N/A
13	Hire vendor to print diplomas. CCSP 5.1.3	CSW submitted. Hope to have process approved for Summer or Fall 2013. Gerald Sequeira	In progress	Fall 2013
14	Expand online services for faculty, including positive attendance rosters. CCSP 5.1.3 EFMP pg. 329	Dr. Sam Lee created a roster in LiveOak to help faculty calculate hours. Gerald Sequeira and Kristina Spalding	Completed	Winter 2013

	New Recommendation	Persons Responsible	Est. completion	Priority
1	Obtain additional human resources for department by: • Hiring one additional evaluator; • Filling Vacant Tech III position; and • Hiring part-time on call during peak registration.	Gerald Sequeira	Fall 2013	2
2	Use outside resources and/or technology to increase employee productivity. • Develop online processes for non-credit application and registration. • Print transcript offsite. • Hire vendor to print diplomas. • Join to E-Transcript California. CCSP 5.1.3 EFMP pg. 329	Gerald Sequeira	Fall 2013	2
3	Implement new priority registration. CCSP 2.3.5 EFMP pg. 329	Work with TeCS in rolling out new priority registration process.	Winter 2014	1
4	Assist in rollout of degree audit system. CCSP 2.3.3 & 5.1.3 EFMP pg. 329	Counseling and TeCS on rollout of degree audit system. Gerald Sequeira	Fall 2014	1
5	Cross training of employees.	Kristina Spalding	Summer 2014	3
6	Develop an A&R faculty handbook.	Kristina Spalding	Summer 2014	3
7	Install desk scanners at each front counter station.	Scanners purchased. Waiting for installation. Kristina Spalding	Summer 2013	2
8	Scan all transcripts prior to 1980. CCSP 5.1.3	No funds allocated for this process. Will try once more to submit. Gerald Sequeira	Summer 2014	2

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 CCSP 2.3.3	Evaluator would allow for increase capacity to do evaluations as well as help implement degree audit system. This year we needed assistance from Counseling Department in order to finish degree check.	$66,277	1
Vacant Tech III	Vacant Tech III position provides critical front counter coverage, record scanning and data processing for the office. Due to reduction in large part-time on call population, Tech IIIs absorbed most of the counter duties for the office.	$54,962 (funds available due to retirement)	2

Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
CACCRAO Regional Workshop CCSP 2.2.2	Professional development workshop designed specifically for admissions and records staff.	Free	3

Facilities (Facilities)

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

Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
Automation of Application CCSP 5.1.3 EFMP pg. 329	Automatic sending of welcome email with ID. Automatic downloads every two or four hours. Review application download matching rules.	Free	1
Electronic Transcript CCSP 5.1.3 EFMP pg. 329	Join E-transcript California and be able to submit and receive transcripts electronically.	$12,000	2
Getting Change of Address Online CCSP 5.1.3 EFMP pg. 329	Allow students to update their address online through WingSpan.	Free	3
Noncredit Application CCSP 5.1.3 EFMP pg. 329	Work with TeCS and Noncredit Department on development of an online noncredit application process.	Free	1
Noncredit Transcript EFMP pg. 329	Work with TeCS and Counseling Department on development of a noncredit transcript.	Free	1
Priority Registration CCSP 2.3.5 EFMP pg. 329	Work with TeCS in implementing changes to priority registration.	Free	1
Reports CCSP 5.1.3 EFMP pg. 329	Work with TeCS on creation of various reports including reports on student that change education goals and programs of study, SAP reports for Feds, and faculty who submit online drops.	Free	1
SARS Implementation	Implement SARS for residency appointments.	Free	2
Separate No Show, Census and Active Enrollment CCSP 5.1.3 EFMP pg. 329	Currently there is only one report that faculty have to submit before census (no show), during census (census), and to drop faculty thereafter (active enrollment). Would like to differentiate so that we are able to keep track of submission.	Free	1
Transcript Changes EFMP pg. 329	1. Fix Credit by Exam 2. Create a Noncredit Transcript 3. Correct Probation/Dismissal Notation 4. Correct rounding of GPA 5. Create Old Courses in Banner	Free	2
Unit Evaluation/Transfer Course Articulation CCSP 2.3.3 & 5.1.3	Allow for receipt of electronic transcript so that we may quickly articulate classes for Financial Aid eligibility, degree audit, and graduation.	$100,000	2

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
Dual Monitors	Install dual monitors at multiple work stations in the office.	$6,800	2

Supplies (Division)

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