

Program Area: Admissions & Records

Program Philosophy

The Admissions and Records (A&R) Office is the primary contact area for students, faculty and administration with regard to student enrollment, grades, graduation eligibility, and attendance accounting.

The A&R staff recognizes the importance of a welcoming atmosphere to a growing, diverse campus community. The A&R Office works to respond in a sensitive, friendly, and helpful manner to all students and faculty they serve. The A&R Office is vital to overall student access and success and strives to remain as technologically current, innovative, and flexible as possible.

A&R is committed to maintaining and protecting student records in a manner consistent with federal and state regulations. The A&R Office strives to ensure that the information it produces is clear, accurate, and consistent.

Goals/Objectives

1. Facilitate access to admissions, registration and records information by providing sufficient hours of operation.
2. Provide clear, accurate, and consistent program information in all publications as well as online or in-person.
3. Ensure delivery systems that are timely and efficient in responding to all student requests concerning student records information.
4. Maintain the confidentiality, accuracy, and security of student records and reports.
5. Maintain accurate accounting of census, attendance, and grade reports in compliance with college, state, and federal regulations.
6. Serve as a primary resource for faculty in matters related to attendance accounting, registration, admissions, evaluations, and student records analysis.
7. Collect and reconcile all fee transactions in an accurate and timely manner.
8. Work collaboratively with other Student Services areas to enhance communication to effectively inform student of available services and programs.
9. Continuously review current and/or proposed technological software and hardware programs that will improve efficiency of admissions and records delivery systems.
10. Efficiently process student requests concerning awarding of specific degrees, certificates, and general education breadth/IGETC transfer certification.
11. Promote a “user-friendly” office environment that is oriented to assisting the campus community and the general public.
12. Continue to implement and improve technology such as Class-Web to enhance a “user-friendly” environment for students, staff, and faculty for access to student data.

Program Area: Admissions & Records

Program Information

Staffing:

Sylvia Rodriguez, Assistant Dean
Cheryl Rothman, Administrative Assistant (.50)
John Armstrong, Student Records Evaluator (75%) Outreach Specialist (25%)
Janice Cantua, Admissions & Records Assistant III
Debbie Earney, Admissions & Records Assistant II
Jeff Lawes, Admissions & Records Assistant II
Jocelyn Santos, Admissions & Records Assistant II
Christine Capriotti, Admissions & Records Assistant I
Maria Harrison, Admissions & Records Assistant I (.50)
Student Records Evaluator (vacant) (.50)

Location: Building 700

Hours: Monday to Thursday 9:00 a.m. - 7:00 p.m.*
Friday 9:00 a.m. - 1:00 p.m.*
**subject to change*

Online Services: Class-Web is available for submitting applications for admission, registration, fee payment, unofficial transcripts and student information related to other student support services. For faculty and staff, the system also provides access to reports such as class rosters, course deadline dates, benefits, room availability, etc. Beginning Fall 2007, faculty will have access to submitting attendance rosters and grade reports online.

Hours: Monday to Friday 7:00 a.m. - 11:00 p.m.*
Saturday & Sunday 7:00 a.m. - 12:00 midnight*
**subject to change*

Program Components

Admissions

- Residency

Registration

Transcripts

Verifications (student enrollment status)

Cashiering/Accounting

- Student Account Reconciliation
- FACTS – student payment plan account maintenance

Third Party Billing

- payment by a third party for student enrollment fees

Refund processing

Attendance Accounting

- census
- positive attendance
- reconcile attendance data for state reporting

Attendance Reporting

- 320 Report (State mandated)

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Student Records Maintenance

- grade changes
- academic renewal
- academic standing

Evaluations

- incoming transcripts
- graduation (degree/certificate)
- IGETC
- General Education Breadth
- course equivalencies

Technology

- ATI Filer – (image scanning system)
- Banner upgrades & testing
- CCC Apply Maintenance

Records Retention and Disposal

Outreach

Concurrent Enrollment

Cross Registration

Staff Requests

Future Additional Needs

Classified Positions

- 1 FTE – Coordinator
- 1 FTE – Technical Support Specialist
- .5 Administrative Assistant (increase current position to full-time)
- .5 Student Records Evaluator (increase current position to full-time)
- 1 FTE – A&R Assistant II
- 2.5 FTE – A&R Assistant I
- 1 FTE – A&R Accountant
- 2 full-time or part-time (day & eve) to staff information booth/counter
- 1 full-time or 2 part-time (day & eve) to staff on-line student center

A&R Technical Support Specialist

Position would provide technical expertise for Banner upgrades, applications, and training. In addition, this position would oversee the various student service application systems such as ATI Filer (Image Scanning System), STARS (attendance accounting), and the Admissions & Records on-line student service center. Position would also be responsible for updating the A & R Banner procedures manual.

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Administrative Assistant Position

Increase current .5 position to 1.0. Position would provide administrative support to the Assistant Dean of Admissions & Records/International Student Program/Financial Aid Office. In addition to duties normally assigned to an administrative assistant, the position would provide needed support to projects such as the schedule of classes, CCC Apply, the online service center and other programs which require special handling.

Student Records Evaluator

Increase current part-time evaluator position to full-time to expand on evaluation services provided to a growing student population.

Admissions & Records Coordinator

Hire a lead position to assist the Assistant Dean in the daily operation of the Admissions and Records office. Position will be responsible for CCC Apply, FACTS, 3rd party products, online service center, and other duties that support the Assistant Dean.

Admissions & Records Assistant II

Hire a full-time position to adequately address the records maintenance (scanning, cataloging, and indexing) functions required for proper retention and/or disposal of student records.

Admissions & Records Assistant I (2.5 positions)

Hire two (2) full-time positions to support the daily functions of a comprehensive Admissions and Records operation. Increase current part-time evening position to full-time. (.50)

Admissions & Records Accountant

Position would be responsible for the daily accounting of monies, third party billing, reconciling student accounts, refunds, and FACTS payment plan.

Facilities

The following specifications are essential to address the anticipated student population growth:

- Space to accommodate 15-20 staff cubicles/workstations with necessary equipment such as computers, printers, and file cabinets.
- Workstations to accommodate 4-6 student assistants
- Mandatory record retention requires adequate ventilated storage room space for fire-proof file cabinets to store required records, documents, and forms distributed and received from students, staff, faculty, and administrators.
- Design a front one-stop service/counter area to allow for more workable space and privacy. Increase the distance between service counter area and the next student waiting in line.

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- Increase the number of telephones available for staff use (particularly in the front service area).
- Implement security measures to allow direct College employee access to campus safety (e.g., emergency button).
- Design an office space to be utilized for services that require more in depth explanation/discussion (located at the front access area).
- Establish an on-line student service center where students can conduct admissions, registration, records, and financial aid transactions.
- Establish an information booth/kiosk which would be the first access/greeting area to the campus community. Staff would be familiar with basic knowledge of Admissions & Records, Financial Aid, and matriculation components.
- Establish a designated space for faculty. In addition, space could be utilized as an area to finalize cashier sessions and also for annual audit preparations.
- Area for cashiering functions.
- LPC Screen Reader Board strategically set up to promote programs and/or events.

1. **What is the program's relationship to the College's mission?**

The Admissions & Records office supports the College's mission of providing a high quality; service-oriented program that is dedicated to fulfilling program goals and objectives that foster student access and success.

2. **How does the program help fulfill the College's mission?**

The services provided by the Admissions and Records Office helps fulfill the College's mission through the following: a) promoting a "user-friendly" office environment that is oriented to assisting the campus community and the general public b) providing students and staff with clear and accurate information about admissions, registration, graduation, attendance accounting, and student records c) regularly reviewing technology to ensure student ease of system (admissions, registration, payments, student records) navigation as well as to enhance program processes.

3. **What is the program's connection/dialogue to other programs?**

Admissions & Records works in collaboration with all student services programs as well as Academic Services to provide comprehensive and seamless referrals and services for students and for planning. This effort enhances overall efforts to effectively inform students, faculty, and staff of available services and programs.

4. **Please describe the status of Student Learning Outcomes (SLO) in your program.**

Currently gathering samples from other colleges, in progress.

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Program Strengths Identified

1. Sufficient/convenient hours of operation allowing access to A&R information and easy to navigate CLASS-WEB online system.
2. Outstanding office environment, which is oriented to assisting campus community and the general public.
3. Collaborative relationships with other Student Services areas to communicate available services and programs to students.
4. Awarding of specific degrees, certificates, and general education transfer certification efficiently processed.
5. Fee transactions are collected and reconciled in an accurate and timely manner.
6. Primary resource for faculty in attendance accounting matters, registration, admissions, evaluations, and student record analysis.

Program Weaknesses Identified

1. Lack of clear understanding of banner system capabilities for all A&R functions.
2. Low satisfaction rate with the “wait-time for service” in A&R.
3. Inconsistent use of email communication to students alerting them to important information.

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Program Implications

1. Continue to develop new methods of encouraging students to explore/utilize CLASS-WEB.
2. Focus promotion of A&R “FAQs” to promote enhanced service to students.
3. Increase awareness of payment plan option to promote access and retention.
4. Develop specific training sessions with ITS Department to more fully understand system capabilities.
5. Analyze front-counter coverage to decrease “wait time for service”.
6. Incorporate a more effective method of email communication that utilizes CCC Apply and Banner functionality.

Data

Number of students: 8,200

Budget \$650,000

Technology Needs

Online Service Center

Online Transcript Request

Non-Credit Data Conversion from manual to Banner

Degree Audit

Committees and Collaboration

Enrollment Management Committee

Calendar Committee

Banner Student User Group

Banner Student Chairs Committee

Outreach Committee

Institutional Planning Committee

Curriculum Committee

Classified Senate

California Association of Community College Registrars and Admissions Officers

PROGRAM ACTIVITY PLAN

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Targets	Activities	Person(s) Responsible	Timeline	Measurable Objectives
<p>Develop and implement a plan for an updated document imaging system that will allow shared access to LPC and Chabot College student records.</p>	<p>1.1 Examine current use of the product. Identify capabilities and limitations. 1.2 Research document imaging systems to meet new specifications. 1.3 Invite prospective vendors on-campus for product demonstrations. 1.4 Obtain list of current clients and very satisfaction levels. 1.5 Include appropriate departments interested in document imaging. 1.6 Establish training schedule. 1.7 Pilot the document imaging system in select areas. 1.8 College-wide implementation.</p>	<p>Assistant Dean, A&R A&R Staff Dean of Technology ITS Counseling Campus Departments (TBA)</p>	<p>An upgraded document imaging system has been identified as one of the tope 10 ITS priorities scheduled for development and implementation.</p> <p>Ongoing</p>	<p>Increased access to complete records for those students with both LPC and Chabot academic history.</p>
<p>Develop a comprehensive records management process for the storage, retrieval and destruction of records.</p>	<p>1.1 Review and itemize current A&R forms/documents. 1.2 Research recommended (Title V) timeline for retention and disposal of records. 1.3 Analyze current staff levels and budget to determine short- and long-term strategies. 1.4 Develop a realistic management plan and consistent timeline. 1.5 Prioritize projects based on A&R tasks, workload and budget. 1.6 Implement</p>	<p>Asst. Dean, A&R A&R Staff</p>	<p>Ongoing</p>	<p>Increased staff awareness of records maintenance (retention and disposal of records) requirements.</p>

PROGRAM ACTIVITY PLAN

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Targets	Activities	Person(s) Responsible	Timeline	Measurable Objectives
<p>Pilot Banner Faculty Web. Among the benefits and features:</p> <ul style="list-style-type: none"> • Ability for faculty to review their class schedules online (detail and “at-a-glance”) • Ability for faculty to review class rosters online • Ability for faculty to enter grades online • Ability for faculty to submit census and “w” attendance rosters online 	<ol style="list-style-type: none"> 1.1 Visit community colleges that have implemented the Banner Faculty Web system. 1.2 Establish faculty sub-group. These individuals will serve as liaisons to divisions and actually help to promote the benefits of the system to all faculty. 1.3 Establish faculty training sessions. 1.4 Pilot online grade submission for test group to identify any software glitches. 1.5 Implementation 	<p>Assistant Dean, A&R Dean of Technology A&R Assistant III A&R Staff</p> <p>Academic Services ITS</p>	<p>Faculty Web has been identified as one of the top 10 ITS priorities scheduled for development and implementation.</p> <p>Ongoing</p>	<p>Increased efficiency in data collection. Increased faculty access to grade and attendance records online. Reduce manual data collection. Improved archived system for maintaining faculty grade reports and attendance rosters. Reduced grade processing timeline. Convenient.</p>
<p>Advance the development of the Banner Student Degree Audit system. The system will provide electronic student degree evaluation for counseling, evaluators, and students.</p>	<ol style="list-style-type: none"> 1.1 Develop the specification (parameters) that will address student, counseling, and evaluation needs. 1.2 Identify project responsibilities from initial implementation to ongoing maintenance. 1.3 Analyze impact on counselor and evaluator service areas. 1.4 Hire a consultant for initial data set-up. 1.5 Establish training timeline. 1.6 Pilot project 1.7 Implementation 	<p>Assistant Dean, A&R Evaluator Counseling ITS Chabot College</p>	<p>Banner Student Degree Audit system has been identified as one of the top 10 ITS priorities scheduled for development and implementation.</p> <p>Ongoing</p>	<p>Students will be able to verify progress toward their degree/certificate objective.</p> <p>Streamline evaluation process – evaluator time/efforts will be directed fully to the actual evaluation, research and analysis of records.</p> <p>Reduces the manual compilation of student records (transcripts, PRC’s, etc.), needed to initiate evaluation process.</p> <p>Access to student completed requirements is available to all student services (Financial Aid, Veterans, EOPs, etc.).</p>

PROGRAM ACTIVITY PLAN

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Targets	Activities	Person(s) Responsible	Timeline	Measurable Objectives
Collaborate with the VP of Student Services and the Dean of Student Services in designing a student services building that will accommodate future growth (staff, office space, storage) and promote more cohesive, comprehensive student support services.	<p>Participate in the Student Services planning committee.</p> <p>Visit local community colleges that have recently completed student services building renovations.</p> <p>Identify and propose configuration options for A&R program area. Ensure options adequately address critical A&R needs: office and storage space, online service area, etc.</p>	<p>VP Student Services Dean of Student Services Assistant Dean, A&R A&R Staff</p>	07-08 Ongoing	A&R office space, work areas, and technology will adequately address the needs of a growing institution.
Incorporate a more effective method of email communication, which utilizes CCC Apply and Banner functionality.	Analyze tasks involved with programming.	Assistant Dean, A&R ITS	07-08 Ongoing	Will be able to automatically communicate with students electronically equivalent to letter generation.
<i>FACTs</i> payment plan option to promote access and retention.	<p>Assess <i>FACTs</i> program implications for staff.</p> <p>Provide on-going training to understand Banner and <i>FACTs</i> interface.</p>	Assistant Dean, A&R A&R Staff	07-08 Ongoing	Decreased number of students dropped for nonpayment.
Assess front counter coverage to decrease “wait time for service”.	<p>Develop internal student survey to obtain feedback on “why they choose to wait in line”.</p> <p>Incorporate more effective use of lobby computers.</p>	Assistant Dean, A&R A&R Staff	07-08 Ongoing	Improved satisfaction rate
Establish and assess student learning outcomes	<p>Work collaboratively with other student services programs to align outcomes</p> <p>Participate in learning outcomes workshops</p> <p>Investigate assessment tools</p>	Program Administrator Program Coordinator Staff	2007-2008	Learning outcomes established One cycle of assessment completed

STUDENT SERVICES PROGRAM REVIEW: SATISFACTION/USAGE DATA

Service Area: **ADMISSIONS AND RECORDS**

Data Source: Student Services Program Review Student Evaluation Survey (Spring 2006)

Sample Size: (n= 74)

Response Analysis

<u>Question #1</u>						<u>Mean Rating Score</u>	<u>Grade</u>	
Did the program staff answer you questions adequately and completely?								
Not Answered Adequately/Completely	0	1	2	3	4	Answered Adequately/Completely	3.93	A
	<----->							
<u>Question #2</u>								
Do you understand services and resources available to you in this service area?								
Do Not Understand	0	1	2	3	4	Completely Understand	3.81	A
	<----->							
<u>Question #3</u>								
Was the service you received was provided in a professional and efficient manner?								
Not Efficiently Provided	0	1	2	3	4	Service Efficiently Provided	3.93	A
	<----->							
Was the service you received helpful and responsive to your needs?								
Not Helpful or Responsive	0	1	2	3	4	Very Helpful and Responsive	3.94	A
	<----->							
Was the basic service area environment welcoming and "user-friendly?"								
Not User-Friendly	0	1	2	3	4	Very User-Friendly	3.89	A
	<----->							
Were you satisfied with overall quality of the service you received?								
Not Satisfied	0	1	2	3	4	Very Satisfied	3.94	A
	<----->							
Would you recommend this service to other students?								
Not Recommend	0	1	2	3	4	Highly Recommend	3.91	A
	<----->							
Do you use the Las Positas College web site to access information about this service area or program?								
Never Use Web Site	0	1	2	3	4	Frequently Use Web Site	3.18	B
	<----->							

Service Area: **ADMISSIONS AND RECORDS OFFICE**
INTERNAL EVALUATION ANALYSIS: Service Area Goals
 Completed: Spring 2006
 Sample Size: (n= 11)

<u>Overall Goals</u>	<u>Current Level of Effectiveness</u>		
	<u>Mean Rating Score</u>	<u>Variance Factor</u>	<u>Grade</u>
<u>Goal #1</u> Facilitate access to admissions, registration and records information by providing sufficient hours of operation and a convenient, easy to navigate Class-Web online system.	3.54	0.47	A -
<u>Goal #2</u> Promote a delivery system that is timely and efficient in responding to all student requests concerning student records information.	3.00	0.44	B
<u>Goal #3</u> Maintain the confidentiality, accuracy, and security of student records and reports.	3.45	0.27	B +
<u>Goal #4</u> Maintain accurate accounting of census, attendance, and grade reports.	3.00	0.42	B
<u>Goal #5</u> Serve as a key resource for faculty in matters related to attendance accounting, registration, admissions, evaluations, and student records analysis.	3.73	0.21	A -
<u>Goal #6</u> Collect and reconcile all fee transactions in an accurate and timely manner.	3.60	0.48	A -
<u>Goal #7</u> Work collaboratively with other Student Services areas to enhance communication to effectively inform students of available services and programs.	3.70	0.45	A -
<u>Goal #8</u> Continuously review current and/or proposed technological software and hardware programs that will improve efficiency of admissions and records delivery system.	2.90	0.29	B
<u>Goal #9</u> Efficiently process student requests concerning awarding of specific degrees, certificates, and general education transfer certification.	3.80	0.17	A
<u>Goal #10</u> Promote a "user-friendly" office environment that is oriented to assisting the campus community and the general public.	3.63	0.25	A-

Comments: Suggested Changes/Improvements

Goal #1
Hours of operation are more than sufficient.
Students need to be encouraged to utilize class-web

Goal # 2
During peak times have A&R "FAQ's prominently posted on website. Most questions can be answered that way and maybe telephone calls can be reduced.

Goal # 3
No adequate storage.

Goal # 4

Already being addressed.

Goal # 6

Fee collection is accurate, but too many students do not pay. Implementing plans (third party) is a good idea.

Goal # 8

Need more understanding of Banner capability.