



Admissions & Records Annual Unit Plan

STEP I: DESCRIBE YOUR DEPARTMENT/UNIT

a. Mission

The mission statement was developed during a previous A&R Director's tenure, following at that time the mission statement of the College. With the development of a predominant online environment, the statement process is, currently, being revamped between all of the sites to try to incorporate these changes and a perspective that looks at the customer's expectations and, not necessarily, the College's adaptation.

The mission of Admissions and Records (A&R) is to provide excellent quality service to our customers; students, faculty, staff, and the community. This service is characterized by friendliness, problem solving, accuracy, efficiency, fairness, and effective communication.

b. Program Applicability

A&R, in close concert with other departments within student services, is organized around a one-stop mindset. In other words, even though counseling and financial aid are not within a proximate area, we attempt to facilitate each other's processes so that students are served more completely and efficiently. A&R supports all instructional programs in the areas of registration, student record changes, processing waitlist adjustments and transcripts, and administering the proper submission of grades earned.

c. Partnerships

A&R maintains a close partnership with community colleges within the state of California, as it relates to California Association of Community College Registrars and Admissions Officers (CACCRAO) and within the Kern Community College District (KCCD). In addition, partnering with Edwards Air Force Base and the Weapons Division at China Lake, A&R maintains third-party contracts which allow active duty military to take advantage of tuition-free education. In like manner, the Owens Valley Career Development Center, through the reservation in Bishop, has developed a close working relationship to allow their citizens a college education.

c. Distance Education

In 2007, Cerro Coso eliminated paper applications, utilizing only online web applications. A&R supports all online issues that can arise because of this capability, namely, online registration, wait listing, pin/password reset, automatic notification of registration into a class, and the resulting email clarifications. Electronic communication is the primary means of communicating with distance-ed. students who are also supported at all five sites (Indian Wells Valley [IWV], Kern River Valley [KRV], South Kern, Bishop and Mammoth campuses).



STEP 2: EXPLAIN YOUR PLANNING

a. Review of Past Goals

- **Keeping staff informed of emerging A&R issues and best practices through attendance at CACCRAO conferences, monthly A&R meetings, and the state-wide A&R list serve.** This is an ongoing endeavor. CACCRAO highlights new changes in best practices and Title 5 issues that are being discussed; namely, discussion on residency issues, requiring Form 1 forms for student athletes during audits, and the forthcoming changes in repeatability. Staff is able to discuss confusion about the handling of FERPA related issues concerning subpoenas and how to properly handle, among other things, class repeats and the impact of overriding certain coding on a student's record
- **There is an ongoing effort to continuously improve communication and relationships within A&R [at the sites] and other departments within IWV, especially counseling and other student services offices.** Counseling participates in District A&R Directors' meetings to facilitate the incorporation of certain programs in Banner (Degree Works) and the impact that certain changes in Title 5 (e.g., repeatability) will have on counselors and students. In addition, A&R is pleased to share with other segments of student services (Counseling, Associated Students of Cerro Coso [ASCC], and Special Services) when there are all-staff retreats and in the planning of student services strategies when Student Services Executive Council [SSEC] meets (generally twice a month).
- **Luminis and Banner 8.3 were launched during calendar 2011; Banner 8.4 is being tested during the last quarter of calendar 2011.** The testing for implementing new phases of Banner Upgrades crosses between departments, as all student services departments are affected either by forms or in learning how to enter data when the upgrade involves changes. Currently (Fall 2011), Porterville College is beginning testing for implementing Degree Works, while the lessons learned and the required questions to ask are being shared between the three colleges of the KCCD.



b. Review of Overall Department/Unit

[What needs/opportunities did your last program review reveal? Did your most recent SLO assessments demonstrate gaps to be addressed? What is working with your unit? What improvements need to be made?]

The 2009 SLO postulated that 90% of students would not have difficulty in processing transcripts. The survey determined that there is always room to improve communication effectiveness. A continuous improvement objective reminds us to seek clearer explanations for the processing of transcripts, irrespective of how we view the procedure.

In addition, electronic transcripts were a new addition for the 2010 education year; there is an ongoing move to educate students of the availability of this form of transmission. The processing of this form of transcript has certainly expedited A&R's responsiveness for student requests and the department has had to work through some processing techniques so that Banner can read the request that comes in from Credentials Inc. (the College's online provider for transcripts).

The KCCD will be initiating Degree Works during the 2011/12 education year. Porterville College will be initiating the program first, followed by Cerro Coso. Scribing only two years of the College's catalog has necessitated a review of how to include more catalog information and whether this will necessitate additional staffing in not only the scribing of catalogs but also the transfer articulation of new transcripts into the database.

The graduation evaluation process will need to be streamlined if the College expects to see the goal of 90% of the students not having a problem with this process; some internal communication between A&R and Counseling have been identified to facilitate the process through mutual expectation. During 2010, timeliness of graduation evaluation submissions created some un-needed stress to ensure that students' names would be included on the commencement bulletin. It was also noted that the instructions for graduation information on the College's website was not updated or complete. This shortfall is being worked during the 2011/2012 education year through a series of written changes and a collaborative assessment through SSEC's roundtable discussions. In addition, there is an active discussion of reconciling the degrees and certificates that are offered at the three colleges within the KCCD with the offerings that are posted on the state Chancellor's website

c. Current Year Goals:

Goal 1 Increase responsiveness to customer requests from the customer expectation perspective

Connection to College Strategic Goals: Through regularly scheduled A&R meetings, to keep all A&R personnel informed of changes occurring in Banner, namely wait listing, Flex. Reg. [community education registration format], and Banner 8.4 upgrades [Goal 2, Obj. 2.2] This effort will enable the sites to become knowledgeable of changes and, at the same time, to develop a uniformity of technique of entering/reviewing data.

Specific internal* or external** condition(s) the goal is a response to Using updated information and techniques in the processing of student records is an ongoing endeavor; codifying processes and disseminating of information will increase customer satisfaction with A&R's processes [Goal 4, Obj. 4.2]. There is also a need to be able to be responsive students' needs when it comes to responding to telephone calls, requests for transcripts, and graduation evaluations. Timeliness to these efforts is at the crux of complaints that are being addressed [Goal 6, Obj. 6.1]

Action Plan: Conduct monthly A&R meetings through interactive TV with the other sites. In order to respond to the timeliness of response issues, A&R



will be closed, during the day, for about an hour to be devoted to returning phone calls.

An awareness survey will be conducted by A&R to try to facilitate the understanding of the availability of different transcript transmission capabilities (electronic and paper). In addition, through collaboration with counseling, graduation timelines and suggestions will be enumerated to help students in their graduation decisions.

Measure of Success: *Follow-up surveys will be utilized to determine the effectiveness of changes that will result from the above-mentioned action plans. In addition, students will be queried randomly to get a feeling of changes that were enacted and whether these changes were effective in their desired results.*

Goal 2 Implement process improvements in Banner, the College's website, and facilitate the understanding of Family Education Rights and Privacy Act (FERPA) for the faculty and staff.

Connection to College Strategic Goals: *There are two primary Banner upgrades, Flex. Reg. and Degree Works, planned for 2011-2012 that will be a dynamic improvement for Cerro Coso's education public. These process improvements will improve a student's readiness for transferring to a four year college and Flex. Reg. will ease the application process for community education (Goal 4, Obj. 4.2; Goal 6, Obj. 6.1).*

The College website is undergoing continuous improvement in order to make the information more user-friendly. Currently, SSEC with inputs from A&R and Counseling, is implementing changes to website in the area of graduation timelines/transfer/application procedures (Goal 2, Obj. 2.2) FERPA understanding and awareness is of profound importance in this litigious society. (Goal 4, Obj. 4.2)

Specific internal* or external condition(s) the goal is a response to:** *Community Education students are now required to pay for classes in the Business Office and the registration is maintained on a spreadsheet. Flex. Reg. will enable students to register in A&R while Banner will supply the necessary reports to substantiate and verify attendance for the community education program.*

Students, currently, are unable to initiate "what if" scenarios with their degree programs and Degree Works will facilitate these experiments easily to ensure that students feel satisfied in the route that they are pursuing with their education.

The Cerro Coso website needs to undergo a facelift to facilitate changes necessitated by Inside CC and other requirements to keep the website looking fresh and inviting.

FERPA training is an ongoing requirement that will help keep the College safer from inadvertent violations that can happen because of a lack of awareness.

Action Plan: *Degree Works and Flex. Reg. have been purchased by the District; Degree Works, initially, is being inputted and installed at Porterville College and Flex. Reg. is being tested at the District.*

For the Cerro Coso website, a web content editor has been hired to aid in the design and changes to the website and through collaboration with SSEC and other users; the website is being refurbished.



FERPA training will be implemented during the 2011/12 education year.

Measure of Success: *Seek feedback when completing cycles of review, to continuously improve the communication or processing of required transactions, i.e., transcripts, graduation, or other student-driven requirements.*

Implementing Degree Works will reveal a gradual success, as it will take students a period of time to fully utilize all aspects of this program. Flex. Reg. will reflect an immediate benefit to the payment and processing of applications for community education.

The website improvements and FERPA counseling will reflect tangible and intangible benefits as they are ongoing endeavors.

STEP 3: SUBSTANTIATE REQUESTED RESOURCES (Note: All items must be prioritized. Please see the attached Criteria for Prioritization of Resource Requests chart for a complete list of codes and explanations for prioritization.)

The following attempts to address a need in implementing Degree Works at Cerro Coso, which may or may not be the charge of the A&R department:

CRITERIA:

RATING:

Program Effectiveness (A)

Hire a scribe clerk (at least part time) for inputting articulated transcripts into a database, so that what-if scenarios can be built

To help students to self-actualize the steps needed in fulfilling their degree requirements (**High Priority 1A**)

Strategic Plan/Goal (B)

Strengthen Instructional Programs and Services (Goal 1A)

Students will have to take their degree dreams and perform the due diligence needed to successfully complete their goals (**2B Substantively**)

Expand the scope and quality of Student Services college-wide (Goal 1D)

This will be an amazing tool that will allow students to focus on achievement methods (**2B Substantively**)

Urgency or Compliance (C)

This effort must be accomplished while Degree Works is being implemented

This is an immediate compliance issue for the successful implementation of the program (**1C**).



Cost Effectiveness/Revenue Generation (D)

Will make the student counseling time a more effective practice; able to concentrate on degree and transfer issues

Benefits are more subjective for student success and more visioning potentialities **(2D)**

Meets Student, Institutional or Community Needs (E)

Degree Works and this scribing effort will foster the use of another tool in the student and counselor's arsenal

Because of the infinite possibilities this program and this effort will have a high impact **(1E)**.



a. Classified Staffing

Position Title	Position Description	Priority	Strategic Plan goal addressed by this position	Provide a detailed rationale for the requested position. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Salary Grade	Number of Months	Number of Hours per Week	Salary Amount	Funding Source: G=General Fund R=Restricted (be specific)
Dept. Asst. II	Scribe Technician and Imaging Specialist	1A	Goal 1 (A&D)		DA II	12	19-40		G
a1.				See substantiated resources above					
a2.									

Classified Staffing: Explain why the work of this position cannot be assigned to current staff

Ensuring the accuracy of transfer articulated transcripts, so that Degree Works will be successful is beyond time allotted for the existing three A&R technicians

Classified Staffing: Describe impact on the college if the position is not filled

Degree Works and the capability of students to individually design and take responsibility for fulfilling their degree desires may be lost.

b. Full-Time Faculty Staffing - N/A

Position	Department	Location	Priority	Strategic Plan goal addressed by this position	Enrollment Data/Growth Trends	Full-time/Part-time Faculty Ratio	Productivity	Funding Source: G=General Fund R=Restricted (be specific)
b1.								
b2.								

Full-Time Faculty Staffing: Provide a detailed rationale for the requested position

[Your rationale should substantiate the priority you have placed on this request and should refer to such things as department's mission and goals, recent program review, SLO assessment results, external needs assessment, planning assumptions, College's Strategic Goals, etc.]



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c. Supplies (per unit cost less than \$500). Enter requests on lines below.

Resource	Describe resource requested	Priority	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source: G=General Fund R=Restricted (be specific)
c1.	Non-Inst Supplies & Materials	1A	4, Obj. 4.2	Maintain department supplies	2000	Ongoing	G
c2.	Paper	1A	4, Obj. 4.2	Transcript Paper, Diploma Covers/Paper	3200	Ongoing	G
c3.	CACCRAO Membership	1A	4, Obj. 4.2	Professional Development Membership	200	Ongoing	G
c4.	Software Licensing/Maintenance	1A	4, Obj. 4.2	Precision Imaging: Diplomas on Demand	1400	Ongoing	G
c5.	Cash Over/Short	1A	4, Obj. 4.2	Register over/short estimate	100	Ongoing	G

d. Non-Technology Equipment (per unit cost greater than \$500). Enter requests on lines below.

Resource	Describe resource requested	Priority	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source: G=General Fund R=Restricted (be specific)
d1.							
d2.							
d3.							
d4.							

e. Technology Equipment (computers, data projectors, document readers, etc.). Enter requests on lines below.

Resource	Describe resource requested	Priority	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source: G=General Fund R=Restricted (be specific)



Resource	Describe resource requested	Priority	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source: G=General Fund R=Restricted (be specific)
e1.	Computer for Technician	1A	4, Obj. 4.2	If the need for continuous upgrade for Degree Works is valid then a computer is needed	\$3000-\$4000	One time	G
e2.	Imaging System for Transcripts	1A	4, Obj. 4.2	Capability to image incoming transcripts will be needed	Unknown	One Time plus Maintenance	G
e3.							
e4.							

f. Facilities. Enter requests on lines below.

Resource	Describe resource requested	Priority	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source: G=General Fund R=Restricted (be specific)
f1.							
f2.							

g. Travel (inter-campus, intra-district, conferences, etc.). Enter requests on lines below.

Resource	Describe resource requested	Priority	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source: G=General Fund R=Restricted (be specific)
g.1	Employee Travel - DO	1A	4, Obj. 4.2	Contingency travel for training at DO; to include travel to Porterville College for implementing Degree Works	400	Ongoing	G
g2.	CACCRAO Conference – 2 people + travel/hotel	1A	4, Obj. 4.2	Professional Development/Networking with Peers Conference	1500	Ongoing	G
g3.	Regional CACCRAO Workshops	1A	4, Obj. 4.2	Prof. Dev. workshops at diff. colleges	250	Ongoing	G



Resource	Describe resource requested	Priority	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source: G=General Fund R=Restricted (be specific)
g4.							
g5.							

h. Marketing (brochures, radio spots, promotional travel, etc.). *Enter requests on lines below.*

Resource	Describe resource requested	Priority	Strategic Plan goal addressed by this resource	Provide a detailed rationale for the requested resource. The rationale should refer to your unit's mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College's Strategic Plan	Estimated amount of funding requested	Will this be one-time or on-going funding?	Funding Source: G=General Fund R=Restricted (be specific)
h1.							
h2.							
h3.							

STEP 4: ATTACH LAST YEAR'S SLO ASSESSMENT DATA