

Admissions and Records Department
Annual Unit Plan for Academic Year 2017-2018
November 2016

Describe Department/Unit

Mission/Connection to College Mission

The Admissions and Records Office supports the mission of Cerro Coso Community College by providing comprehensive service to our customers; students, faculty, staff, and the community. Services include helping student's complete their application and registration, maintaining student records and implementing processes that adhere to Kern Community College District (KCCD) Board Policy and best practices. This service is characterized as respectful, accurate, efficient, equitable, and effective.

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity

Persistence rate- Completing classes from the first Fall enrollment to the next Spring and the first Fall to the following Fall.

Population:

Ethnicity: African American

Analysis and Plan:

According to the "Elements of Student Success" data 34% of African American students persist by completing at least one class in the Spring after the first Fall of enrollment and 17% persist to the following Fall. This is lower than all students at 53.9% and 35.8% prospectively. An increase in communication and assistance to first years students through programs like "Navigate" will increase opportunities to provide assistance to African American students.

Success Rate- Successful course completion over a one year period

Population:

Socioeconomic Status: Economically Disadvantaged

Analysis and Plan:

Students receiving financial aid have lower success rates compared to students not receiving financial aid by 10% according to the data in the 2015 "Elements of Student Success." Students on financial aid maximize the amount of aid received by taking full time units. Implementing programs such as Navigate and Degree Works will help guide students to successful completion of their program.

Outcomes Assessment: Overall Report

The Spring 2015 Student Experience Survey shows an increase in student satisfaction with services received in the Admissions and Records Office. Over 90% of students that indicated they used Admissions and Records services were satisfied to very satisfied.

One strategy was to increase efficiency by developing automated processes for manual tasks. One process that has become automated is the class grade roll. Past practice included each instructor contacting an Admissions & Records Technician when

grades were input at which time the Technician would manually roll the grades for that class. This process was time consuming and had a great margin of error or missed classes. Beginning Fall 2015, grades were automatically rolled at the end of the semester and several times after the semester as requested. There continues to be classes that are missed in this process when grade input is late. This automatic process will improve with BANNER updates that will increase automatic grade rolls throughout the semester so students can see their grades.

One day parking permits stations were placed in the parking lots. This decreased the Admissions & Records walk in traffic during peak times significantly relieving time used for assisting students who are requesting class information.

Another strategy was to increase assistance to students upon initial contact and during the first year to improve student retention and increase student satisfaction with the application/registration process. The target of over 80% satisfied was met as stated above. Guides for applying and registering were put on the web page to assist students. Two videos, "How to Apply" and "How to Register", have been completed. The "How to Register" video was put on the web site for Spring 2016 enrollment. With the implementation CCCApply, additional guides have been created since the Spring 2015 survey. There is a need for a CCCApply how to video. The process of applying for CCCApply and Cerro Coso causes confusion with students and could potentially increase students not following through with registration.

Navigate was implemented to help lead first time students through the college environment including services offered. This will be implemented to include service to continuing students. This will increase the assistance given to populations with gaps in success such as African American students and students that receive financial aid.

Outreach efforts implemented include identifying students that applied to Cerro Coso but did not follow through with registration. The Admissions & Records Office has worked collaboratively with the Counseling Office in providing a list of students for counseling to contact for assistance in intentional registration. Outreach efforts will increase by identifying students that have completed a CCCApply application but have not completed the Cerro Coso application. An Admissions & Records Technician will call students to provide assistance with the complicated application process.

The Admissions and Records Office will continue implementing strategies to improve efficiencies and provide timely services to increase access to education for all students.

Outcomes Assessment: Gaps Identified in Prior Year's Assessments

Type:

AUO

Target Missed/Gap Detected:

Type of Gap:

Analysis and Plan:

Progress Made on Program Review

Admissions and Records

Year of Last Program Review:

2015

Progress in the last year on two-year strategies:

I.) Increase degrees and certificates awarded to students,

Scribing is up to date in Degree Works. To complete this strategy, BANNER process of Catalog Rights and Academic Progress has to be corrected

Opt out of degree policy is dependent on the accuracy of Degree Works to identify completed programs.

2.) Increase the number of students that follow through with enrollment after submitting an application

Navigate was implemented to new users Fall 2016

Reports that identify students that had applied for Spring 16 but not enrolled was given to the counseling office who contacted students. This process will be completed for Spring 17.

Progress in the last year on five-year strategies:

1.) Written policies and procedures

Written policies and procedures was started and compiled with the BANNER instruction book in Admissions and Records. This will be continued with the new staff. Technician that had oversight is no longer in the Admissions and Records Office. This will be reassigned to a new Technician.

Progress Made on Prior Year Initiatives

Initial Contact and First Year Student Assistance

1.) Help guides have been updated for CCCApply, CC Applications, Veterans process and setting up college emails, etc. Guides have not been translated to Spanish.

2.) EAD "Navigate" was implemented for first time students. This navigational tool will be broadened to include continued guidance for continuing students.

3.) Live chat was implemented but had low usage by students and limited in information given due to security and FERPA guidelines. This has been withdrawn from this initiative.

Measure of Success: Students indicated over 90% satisfied to very satisfied on 2015 student experience survey. the retention rate for 1516 is not yet available. These strategies need to be measured over a longer period of time.

Develop efficiencies and opportunities for automation of manual task to increase staff time for student contacts

The A&R Office implemented end of term processing. This has freed up time for the A&R Technician. The process has to be run several times due to Faculty submitting late grades. Another concern is early ending classes have to wait to end of term for their grades to show on their account.

The students taking in-service Administration of Justice classes continue having duplicate classes each semester. The A&R Technician has to register students in multiple classes throughout each semester due to different topics having the same class title. Solutions are being considered such as having a module of combined classes each semester or using a letter system to identify different topics.

Degree Works scribe is complete but there are issues matching students to the correct programs. Program changes without changing the catalog year has been a practice district wide over several years. This now prevents Degree Works to find the program for the student according to the students catalog right preventing using Degree Works for an audit or graduation evaluation. District IT is working on a fix to this data and catalog rights are changed with program changes as of Fall 2016.

Measure of Success: The manual grade roll has decreased in Summer 16 decreased to under 10 classes. When classes are reported with late grades, the A&R Technician contacts District IT to complete an additional grade roll.

Since Degree Works implementation is delayed, graduation evaluations continue to be a long manual process.

The number of parking permits has drastically decreased with the daily parking permit machines in the parking lots. A&R no longer

issues semester parking permits. All students receive their permit by mail and confirmation by email. This deters students from coming to the office for permits with the incentive of receiving the permit immediately no longer available.

A&R Technicians continue to have a large quantity of manual registrations in restricted classes each semester. Solutions are being considered such as a letter system differentiating between class topics or modules including several topics.

Student Input

Live chat was not effective communication for our students. Most students had more involved questions that required a call to the student. Another concern was having to wait for someone to chat and no availability after hours.

The comment box was not implemented and may still be considered at a later time. A&R has had a turn over of staff and adding more time at the window or on the phone for students and staff would not be effective. Consideration of other avenues, such as all student surveys or automatic surveys to students served will be considered.

The long waiting after an orientation class is no longer an issue. With the change in facilities, orientations are on the other side of campus by the LRC with a computer lab. Students are accessing the computer lab for registrations.

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Policies and Procedure Manual

Action Plan:

- 1.) Fall 17- Policy and Procedure manual will be complete
- 2.) Annual review plan will be in place
- 3.) Technician will be assigned to oversee process

Measure of Success:

The A&R Office will have an updated policy and procedure manual for all A&R staff. The manual will be go through an annual review to ensure accuracy.

Person Responsible:

A&R Director, A&R Technician

It addresses a program review strategy

The policy and procedure manual will increase efficiency of the Admissions and Records Office providing consistency with processes.

Transcripts on student records when received

Action Plan:

Action Plan:

- 1.) Fall 2017- Incoming Transcripts will be processed by articulating units to students records
- 2.) Degree Works will be used for graduation evaluations

Measure of Success:

Transfer units will be on students record as transcripts are received. Students will have accurate information when using Degree Works regarding their program completion.

Person Responsible:

Director of Admissions and Records, A & R Technician

It addresses a program review strategy

Improve Student Services

INCREASE ACCESS TO NAVIGATE**Action Plan:**

- 1.) Increase information regarding admissions on the navigate links
- 2.) Fall 17- Increase the use of Navigate for all students

Measure of Success:

The gap between students applying to Cerro Coso Community College and follow through with registration will decrease.

Person Responsible:

Director Admissions and Records

It directly addresses a college Strategic Goal or Objective

Strategic Goal 3.1- Access- Optimize Student Enrollments

Evaluate Resource Needs

Facilities

With the temporary facilities, there is a need for partitions to act as sound barriers. The open office of Financial Aid, Admissions and Records and Business Office creates a less than idea working environment with the noise level hindering concentration.

Information Technology

2 Lap Tops for assisting students with registration in workshops away from the A&R Office.

Marketing

Professional Development

With Banner process changes and upgrades, the annual Ellucian conference is essential for the Admissions & Records Director to attend. This conference provides up to date information and hands on training with Degree Works and Banner processes. This conference is attended by Directors and District IT and has been the avenue to set annual goals.

Staffing Requests

1000 Category - Certificated Positions

N/A

Location:

Justification:

2000 Category - Classified Staff

N/A

Location:

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification: