

Admissions and Records Department

AUP for Academic Year 2023-2024

October 2022

Describe Department/Unit

Connection to College Mission

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

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity

1. Increase quality of output by maintaining consistent policies and procedures.
2. Move to a paperless system with BDM (Banner Document Management)

1. Increase admissions application and registration rates with more hands-on, equitable support. This gap should focus primarily on our underrepresented equity groups such as undocumented/Dreamer students and female-identified students.

The number of female-identified students, between the ages of 18 and 34, has drastically declined since the start of the COVID-19 pandemic. In the Fall 2020 term, 563 verified female-identified students in this age range applied to Cerro Coso, but only 300 of those students enrolled into courses for that term.

Additionally, Cerro Coso has seen a decline in the number of students with citizenship statuses other than U.S. citizen, Permanent Resident, Refugee/Asylee, Student Visa (F1/M1). In the Fall 2018 term, Cerro Coso received verified applications for 49 students with temporary residency statuses or undocumented statuses. In Fall 2020, Cerro Coso only received 20 verified applicants with these residency statuses and only 11 of those applicants enrolled into courses.

2. Increase the number of veteran and veteran dependent students.

Historically, it has been a challenge to identify all student veterans in our population as many veterans don't self-identify on the CCCApply application. Many of them don't wish to use their benefits, or are unaware of their benefits at the time of application. In the Fall 2020 term, Cerro Coso had 59 verified veteran applicants and out of the 59 applicants, 37 enrolled into courses for Fall 2020. Of those 37 students enrolled, 36 were certified for GI Bill benefits.

Veteran dependents are another identified population that does not always self-identify on their admissions application. In the Fall 2020 term, Cerro Coso had 176 verified applicants that stated they were a dependent of an active-duty military servicemember or veteran. Of those students, 121 enrolled in the Fall 2020 term. This student population has several benefits available to them based on their veteran dependent status and many are unaware of these benefits. In the Fall 2020 term, only 30 veteran dependents were certified for the Dependents GI Bill (Ch. 35).

Outcomes Assessment: Loop-Back Improvements Made

Actions taken in the prior academic year

Due to COVID, the A&R office was able to shift our services online and host a variety of support workshops for students virtually. With Zoom, we are able to meet with students virtually, if needed, to assist with the admissions application, veterans questions, etc. We have also shifted to a nearly paperless system with the use of BDM and we are currently about 95% paperless.

Outcomes Assessment: Results of Last Year's Assessments

Articulation of outside transcripts.

T

Target Met?

No

Increase undocumented and dreamer student populations.

Target Met?

Did Not Assess

Articulation of outside transcripts.

T

Target Met?

Did Not Assess

Increase undocumented and dreamer student populations.

Target Met?

No

Outcomes Assessment: Missed Targets

Transcript Articulation

Type:

AUO

Target Missed/Gap Detected:

Unable to establish process, policy, and procedure for articulation of outside transcripts.

Type of Gap:

Need to improve customer service. Need to improve operational processes.

Analysis and Plan for Improvement:

A&R is currently working with BC and PC A&R offices to gain working knowledge and training on the data entry component to transcript articulation. A&R can extract the data from TES to begin building the articulation repository. A&R will also be working laterally with other departments such as Counseling to establish a process and procedure for articulation that will allow outside coursework to be evaluated and entered on the front end versus at the time of graduation. This will allow Counseling to better advise students on unit completion and see what courses still need to be taken.

Anticipated Semester for Implementing Planned Improvements:

Fall 2023

Anticipated Semester of Next Assessment:

Spring 2024

Dreamer and Undocumented Student Applications

Type:

AUO

Target Missed/Gap Detected:

Outcome was not assessed.

Type of Gap:

Need to improve customer service. Other (explain in Analysis).

Analysis and Plan for Improvement:

This outcome was listed for the 2022-23 AUP and over the course of the year, this outcome was not tracked or assessed.

To improve, A&R will work to increase admissions applications for all students, however, we will focus on more hands-on, equitable workshops that target Dreamer and undocumented students and women.

Anticipated Semester for Implementing Planned Improvements:

Fall 2023

Anticipated Semester of Next Assessment:

Spring 2024

Outcomes Assessment: Schedule of This Year's Assessments

Continue to improve admissions process by providing more outreach-oriented support services - target incomplete admissions applications and reach out to students.

Streamline veterans certification processes through Dynamic Forms.

Program Review

Admissions & Records

Year of Last Program Review:

2015/2021

Actions Taken in the Prior Year to Address Strategies:

[Note: Last published Program Review was in 2015; 2021 Program Review in progress.]

1. Implemented Parchment Award in Spring 2022 to allow students to receive their awards faster and in additional modalities such as approved, secure, electronic versions that can be shared on multiple social media platforms.
2. Increased translated admissions materials for Spanish-speaking students; hosted workshops with Spanish-speaking translator to narrow the gaps in access for Dreamer and undocumented students.

Strategies Still to be Addressed:

1. Increase degrees/certificates awarded to students by providing more real-time information to students regarding their progress.
2. Articulation of transfer coursework within one semester after receiving transcripts.
3. Increase the number of applicants to registered students.

Last Year's Initiatives

Optimize Student Enrollment

1. Policy surrounding drop for non-payment was updated, however, with current enrollment trends, Cerro Coso has not dropped students for non-payment. Additionally, A&R will be revising student communication on the Schedule/Bill to remove outdated drop for non-payment information.
2. Banner 9 Baseline is still in progress and will need continuous work and updates on the waitlist features.

Roll out Banner SSB.

Banner SSB has rolled out and has been successful in some areas; there are still some areas of improvement. A&R does provide student support and assistance with student registration and troubleshoots with students, if needed.

Transcript Matriculation

The transcript articulation project has not been started. See 2023-24 year initiatives.

Develop registration process for Sheriff's Academy

A&R has not been able to collaborate with KCSO and other appropriate parties to develop and refine a streamlined enrollment process for KCSO students.

Reminder of Initiatives for the Current Year

Reminder of Initiatives for the Current Year

Integrate Parchment Diploma and transcript processes

Roll out Banner 9 SSB

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Transcript Articulation

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

The Admissions & Records Department will undergo training on transcript articulation. Our sister colleges, Bakersfield and Porterville Colleges, have offered to provide training on the data entry component to articulation. Once the training has been completed, A&R will work with Counseling to extract articulation/evaluation data from TES. A&R will begin building the repository for transfer work in Banner based on evaluations in TES. From there, A&R will be able to review official transcripts from other institutions and articulate them into Banner unless they need to be evaluated by a counselor or advisor.

Early Observational Data, or "Lead" Measure(s):

Lead measure:

1. Effectively and efficiently enter transfer coursework into Banner at the time official transcripts are received by A&R.

Does the department request help developing these instruments?

Yes

Institutional Performance Data, or "Lag" Measure(s):

Lag measures:

1. Graduation evaluation review/processing times in Counseling will be decreased as counselors will spend less time evaluating outside transcripts as transfer data will be in Banner, units calculated, and final GPAs will be calculated.

Person Responsible:

A&R Director and A&R Technician II

Unit gap or institutional goals addressed:

It addresses a gap in student equity, It addresses a Strategic Plan goal or objective

Improve Student Communication

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Implement and consistently use BCM (Banner Communication Management) to communicate with students during various times

of their academic career, such as admissions application, official transcripts received and entered into Banner, degrees awarded, etc. Implementation will include working with District IT to creating coding scripts based on communications to be sent to students.

Early Observational Data, or "Lead" Measure(s):

Lead measure:

1. Students will be more knowledgeable about the status of their admissions application, evaluated transcripts, statuses of awards, etc.

Does the department request help developing these instruments?

Yes

Institutional Performance Data, or "Lag" Measure(s):

Lag Measure:

1. Student satisfaction with communication and processes.

Person Responsible:

A&R Director and A&R Technicians

Unit gap or institutional goals addressed:

It addresses a gap in student equity, It addresses a Strategic Plan goal or objective

Increase Veterans Benefits Recipients

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Use Annual VRC funding to spread more awareness of veterans benefits and programs that are available to military-connected students. With this additional funding, we will be able to purchase more advertising, bring in professional experts for professional development, fund student workers along with VA work study students.

Early Observational Data, or "Lead" Measure(s):

Lead measures to include more effective advertisement, more student workshops/webinars, larger on-campus presence through venues like the Student Veterans of America chapter.

Does the department request help developing these instruments?

Yes

Institutional Performance Data, or "Lag" Measure(s):

Lag data can be compiled through the Department of Veterans Affairs and reviewing the number of students certified with the GI Bill. Additionally, we will be able to review the number of students who were accepted for the CalVet Fee Waiver.

Person Responsible:

A&R Director and A&R Technician that specializes with the veteran population

Unit gap or institutional goals addressed:

It addresses a gap in student equity, It addresses a Strategic Plan goal or objective

Evaluate Resource Needs

Facilities

We are seeking a dedicated, physical space for the military-connected population that will serve as a lounge, study space, general camaraderie location.

Information Technology

No additional IT resources requested at this time.

Marketing

A&R and Veterans will plan multiple workshops and webinars on-campus, via Zoom, and in our local communities that will require Marketing needs.

Professional Development

Admissions professional development to include conferences and webinars.

Veterans professional development to include bringing in Vet Net Ally for college-wide professional development. Will need additional funding to support bringing Vet Net Ally to Cerro Coso.

Other Needs

N/A

Staffing Requests

1000 Category - Certificated Positions

N/A

Location:

Ridgecrest/IWV

Justification:

N/A

2000 Category - Classified Staff

Admissions & Records Technician I

Location:

Ridgecrest/IWV

Salary Grade:

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

Justification:

This is not a new position request as A&R is currently budgeted for a Technician I. With annual VRC funding, I would like to propose a potential pay increase to the Technician I salary as the veterans program will need additional time and dedication. The current pay scale is 37.5, would like to research the possibility of increasing the position to 40.0.