



**Admissions and Records Department
Annual Unit Plan for Academic Year 2014-15
Planning Year 2013**

STEP I: DESCRIBE YOUR DEPARTMENT/UNIT

a. Department Mission/Connection to College Mission

The Mission of Admissions and Records is to support the mission of Cerro Coso Community College by providing comprehensive service to our customers; students, faculty, staff, and the community in support of the application process, registration, student enrollment records and academic policies that is responsive, respectful and individualized. This service is characterized by friendliness, problem solving, accuracy, efficiency, fairness, and effective communication.

b. Partnerships

Admissions and Records coordinate closely with other student service offices regarding a number of student and institutional processes. While departments begin various processes to serve students, Admissions and Records complete the process with evaluation and data entry. Below are some examples of this coordination:

- Financial Aid Office- coordinates with Financial Aid in identifying students on the drop for nonpayment list that are BOGG eligible, completing enrollment status for the Return to Title IV funds process and assist with SSN verification for aid eligibility.
- Counseling Office- assist counseling office by finalizing graduation evaluations, repeat petitions, grade replacement petition & veteran certification
- Curriculum and Instruction Office- facilitates the cancelation of classes, opening new sections and class rosters for CTE programs

Continuing Community Partnerships:

Admissions and Records partners with outside entities providing comprehensive services for students.

- Coordinates third party contracts including Owens Valley Career Development Center, Sherriff's Department and Military Institutions.
- Transcripts, Inc. in sending of transcripts and the receiving of e-transcripts
- Admission and Records Directors district wide in creating, revising and implementing consistent policies across the district



- National Clearing House-Admissions and Records regularly reports enrollment status and graduation of students to Clearinghouse for accurate student loan deferments.
- Veteran’s Administration- Admissions and Records certify and monitors enrollment of veterans and veteran dependents receiving benefits.

c. Special Initiatives for Student Engagement

Continuing: Admissions and Records employs student workers to assist students at front counter with registration, enrollment and general questions regarding classes and campus life. This gives current students an opportunity to be engaged in assisting other students while assisting new students in navigating campus life.

Veteran student worker is housed in Admissions and Records as peer mentors to veteran students in the enrollment process, certification requirements, and challenges specific to Veterans.

STEP 2: REVIEW PROGRESS AND PLAN FUTURE STRATEGIES

a. Progress Made on Program Review

[Describe progress made on the most recent 3- and 6-year strategies for each program review your department has primary responsibility for.]

Year of Last Program Review: 2008/2009

Progress in the last year on Three-Year Strategies (if applicable):

Progress in the last year on Six-Year Strategies:

b. Progress Made on Outcome Assessment. *If more lines are needed, place cursor in the bottom right box, press [Tab].*

[insert unit/department name here]



Semester Assessed	SLO/AUO	Target Missed/Gap Detected	Improvements Designed	When Reassessed
Spring 2012	Students will report that Admissions and Records services were delivered in a timely way.	16 % online and 13% onsite surveyed reported dissatisfaction with the timeliness of service from A & R.	Students survey continue as an annual assesment to improve service Student comment box will be used for continual improvement.	Spring 2014 and ongoing
Spring 2012	Students will report that Admissions and Records service was helpful to very helpful.	36% of online and 38% of onsite indicated that the admissions application process was somewhat helpful to not helpful at all 39% of online and 42% of onsite indicated that the registration process was somewhat to not helpful at all.	Students survey continue as an annual assesment to improve service Student comment box will be used for continual improvement.	Spring 2014 and ongoing

c. Progress Made on Department/Unit Strategies

[Write concluding report on department/unit strategies undertaken in the prior year. Explain to what extent strategies were or were not successful. Reference measures of success.]

Goal 1: Establish a reputation as a responsive, efficient, customer service oriented department, targeting high volume enrollment.

The Admissions and Records technicians identified mornings from 7:30am-8:00am and 5:30pm-6:00pm as slow times to catch up on phone calls. The technicians felt closing for shorter times more often would be more efficient in ensuring calls are answered within 48 hours. Also, calls are no longer erased after registration periods. After catching up on calls using the time periods identified and with additional training to student workers to assist with answering general questions, phone calls are returned within 48 hours. During Fall 2013, additional phone calls were encountered due to the inability of students to log into their classes on the first day due to computer outages. In addition to computer issues, phone systems were down for several days during the first two weeks of registration. Due to these unforeseen circumstances, measurement of student satisfaction with 48 hour response time was



not accurate. Currently, phone messages are documented on paper which is also time consuming.

Goal 2: Ensure accuracy, consistency and currency of Admissions and Records processes, functions and information.

Procedures for residency determination drop for non-payment, duplicate IDs including SSNs have been established to meet board policy and Title V. A & R Director in conjunction with Counseling Department reviewed and updated processes to counsel and certify enrollment for student veterans. A & R Director's monthly meetings are attended at the district for clearer communication and increased opportunity to work with essential district staff on implementation of processes. All staff meetings are conducted once a semester. CCCACRO was attended by the Director and one technician.

Measure of Success:

Petitions for Residency- all petitions are determined by the A & R Director. Residency determination form was changed to clearly define Title 5 regulations of intent and physical presence reducing the request of students not meeting residency therefore reducing the denied request.

Duplicate IDs/SSN- SSN changes are only made with proof of identity. This lines up with new FA regulations.

Admissions and Records functions were evaluated in 2012 to determine if there are opportunities for centralization. Based on this evaluation and the reorganization planning at Cerro Coso initiated with our Future by Design discussions, the following reorganization decisions were made:

- The Admissions and Records Technician I position was left vacant
- The Director of Admissions and Records position was combined with the Director of Financial Aid position, which was also vacated with a retirement.

Centralization of A & R task as previously discussed are no longer being considered.

The change in staff without a shift in A & R task has resulted in some A & R tasks not being completed in a timely manner.

Drop for non-payment reports are run consistently. Students are dropped 10 days after registration for nonpayment.

VETERANS

Changes in veteran regulations have also increased enrollment and SAP tracking on students using veteran benefits. At this time the Director of A & R is the only certifying official to submit enrollment. With the reduction, the A & R/Financial Aid offices were moved in close vicinity losing the Veteran Office space. This space was reported as seldom used. To continue serving veterans, a liaison from the NAVY base is on campus 2 days a week to assist veterans with benefit information. A space for the Veteran student worker was made available in A & R along with a larger veteran board outside of A & R. Veterans were also shown appreciation during Veteran's Day week with snacks and a gift in the IWV student center. For 2014, the Veteran appreciation will be expanded to all sites.



Goal 3: Focus on developing efficiencies and opportunities for automation of previously manual tasks in order to use staff time for direct student contact:
The use of Degree Works to improve automation of graduation

Measure of Success: Catalog's for the past 5 years are being scribed to expand the use of Degree Works for graduation evaluation. At this time, 2 are complete and 3 more are in process.

d. Department/Unit Strategies for Next Academic Year. *If more strategies needed, copy and paste additional boxes.*

Strategy 1: Provide new students with resources to help navigate admission, enrollment, and update processes.

1. *College Strategic Objective(s) addressed: 1.1, 1.2- Foster student success through sustained continual quality improvement of student services*

2. *Action Plan: Student workers along with staff will create directive postcard helps to navigate students through various processes such as registration, enrollment, and updates. These will include hard copy postcards and electronic postcards.*

3. *Measure of Success: Students satisfaction with Admission and Records assistance will be 85% evaluated by student survey and comment box.*

4. *Expected Completion Date: Fall 2014*

5. *Person Responsible: April Nail/ Jennifer San Nicolas*

6. *Which of the following is **primarily** true of this strategy? Choose one.*

It is designed to improve internal unit operations

It is designed to increase student success

7. *If the strategy is designed to increase student success, which of the following areas of the student experience does it address? Choose as many as apply.*

Intake

Remediation

First Year

2nd Year/Program Completion

Post-Graduation

Strategy 2: Increase student service at Cerro Coso sites

[insert unit/department name here]

1. College Strategic Objective(s) addressed: 1.1, 1.2- Foster student success through sustained continual quality improvement of student services.

2. Action Plan: Initial and ongoing training of intake staff at all sites to provide quality service in A & R functions.

3. Measure of Success: Students served at sites will indicate 85% satisfaction on student survey/ comments

4. Expected Completion Date: Fall 2014

5. Person Responsible: Jennifer San Nicolas

6. Which of the following is **primarily** true of this strategy? Choose one.

It is designed to improve internal unit operations

It is designed to increase student success

7. If the strategy is designed to increase student success, which of the following areas of the student experience does it address? Choose as many as apply.

Intake

Remediation

First Year

2nd Year/Program Completion

Post-Graduation

Strategy 3: Use student input to improve student services and measure customer satisfaction

1. College Strategic Objective(s) addressed: 1.1, 1.2- Foster student success through sustained continual quality improvement of student services

2. Action Plan: Comment box for students to complete survey with comments and make suggestions at each visit. Comment sheet will have a veteran option to help desegregate the data '

3. Measure of Success: Students comments will be reviewed and used for training staff as appropriate. Student comments will indicate satisfaction of 85% after one year of use.

4. Expected Completion Date: Fall 2014 goal to have 2 semesters of comments to review and measure.



5. Person Responsible: Jennifer San Nicolas

6. Which of the following is **primarily** true of this strategy? Choose one.

- It is designed to improve internal unit operations
- It is designed to increase student success

7. If the strategy is designed to increase student success, which of the following areas of the student experience does it address? Choose as many as apply.

- Intake
- Remediation
- First Year
- 2nd Year/Program Completion
- Post-Graduation

STEP 3: SUBSTANTIATE REQUESTED RESOURCES (Note: All items must be prioritized.)

a. **1000 Category.** Please indicate below any requests for temporary or new permanent certificated positions. (Do not request adjunct instructors for normal teaching assignments as this is captured in the Academic Affairs division plan.) *If more lines are needed, place cursor in the bottom right box and press [Tab].*

Description	Location	Priority: 1 = high 2 = med 3 = low	Strategic Plan goal addressed by this resource	If a full-time faculty member is being requested, use the box below. Use this space to provide a detailed rationale for temporary certificated positions only. 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 (temporary positions only)	Will this be one-time or on-going funding?	Funding Source (check <u>one</u>): G = General Fund, O = Other	
							G	O

[insert unit/department name here]



Description	Location	Priority: 1 = high 2 = med 3 = low	Strategic Plan goal addressed by this resource	If a full-time faculty member is being requested, use the box below. Use this space to provide a detailed rationale for temporary certificated positions only. 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 (temporary positions only)	Will this be one-time or on-going funding?	Funding Source (check <u>one</u>): G = General Fund, O = Other G O	

Full-Time Faculty Staffing Justification:

1. Are there too few or too many students enrolling for particular classes or majors?
2. Are there too many courses or programs that are under capacity?
3. Are courses “core mission”?
4. Are courses overscheduled?
5. Is there capacity to offer courses or programs at different times and/or locations?
6. Is there a workforce shortage in the service area or region?
7. What are the costs and/or lost revenue from gaps between student demand and course or program capacity?
8. In support of your proposal, provide the following data:
 - a. Size of wait lists in the discipline
 - b. Department productivity, previous year
 - c. Number of faculty currently in the department
 - d. Number of adjunct faculty
 - e. Number of certificates awarded, previous year
 - f. Number of degrees awarded, previous year
 - g. Core curriculum classes
 - h. CTE classes with workforce data (wage/high demand)
 - i. Number of students at first day and census, previous year



b. 2000 Category. Please indicate below any requests for temporary or new permanent classified staff. Include labor amounts only; benefits will be calculated separately. *If more lines are needed, place cursor in the bottom right box and press [Tab].*

Position Title	Location	Priority: 1 = high 2 = med 3 = low	Strategic Plan goal addressed by this position	Salary Grade	Number of Months	Number of Hours per Week	Salary Amount	Funding Source (check <u>one</u>): G = General Fund, O = Other G O	
Department Asst. II	IWV	1						G	

Classified Staffing Justification. *If more than one position requested, copy and paste additional boxes.*

1. Describe how the position is linked to your unit’s mission and goals, recent Program Review or SLO assessment gaps, planning assumptions, and/or the College’s strategic plan. The Department Assistant will be utilized to increase direct service to students to free up more time for Technicians to complete task in a timely manner. Part of the Assistants time will also be dedicated as a Certifying Official to increase our availability to Veterans.

2. Explain why the work of this position cannot be assigned to current staff. Current staff in the A & R office was decreased with the expectation of District centralization of task. Since the centralization is no longer a viable solution, the tasks have remained with A & R office. The Director of A & R is the only certifying official for veterans which is a task completed by A & R technicians within the District. The veteran student worker is part time therefore leaving veteran students underserved concerning benefit/certification assistance. This causes a delay in veteran certification as the Director is A & R and Financial Aid. Recent training in Veteran Affairs also brought to light areas that need more detail to meet compliance such as SAP and graduation reporting. Other task that where once completed by 3 technicians are not completed in a timely manner. One example is the input of transcripts into banner so students can have accurate records when requesting transcripts after graduation. With new FA regulations on incoming transcripts and veteran requirement for all transcripts, not having transcripts received in a timely manner could cause the college to be out of compliance.

3. Describe the impact on the college if the position is not filled.
 Delay in the following student service: Veteran enrollment reporting and payments, Transcript evaluation and posting, compliance issues with Veteran Affairs and Financial Aid.



c. 4000 Category. Use the space below to itemize and explain budget requests in the category of supplies and equipment. *If more lines are needed, place cursor in the bottom right box and press [Tab].*

Describe resource requested	Location	Priority: 1 = high 2 = med 3 = low	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 (check <u>one</u>): G = General Fund, O = Other	
							G	O

d. 5000 Category. Use the space below to itemize and explain budget requests in the category of service, utilities, and operating expenses. *If more lines are needed, place cursor in the bottom right box and press [Tab].*

Describe resource requested	Location	Priority: 1 = high 2 = med 3 = low	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 (check <u>one</u>): G = General Fund, O = Other	
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Describe resource requested	Location	Priority: 1 = high 2 = med 3 = low	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 (check <u>one</u>): G = General Fund, O = Other G O	

e. 6000 Category. Use the space below to itemize and explain budget requests in the category of capital outlay. *If more lines are needed, place cursor in the bottom right box and press [Tab].*

Describe resource requested	Location	Priority: 1 = high 2 = med 3 = low	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 (check <u>one</u>): G = General Fund, O = Other G O	



STEP 4: ATTACH COMPLETED BUDGET WORKSHEET (provided separately)