

# Admissions and Records Department

## Annual Planning for Academic Year 2015-2016

### Planning Year 2014

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## Description Of 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 KCCD Board Policy and best practices. This service is characterized as respectful, accurate, efficient, equitable, and effective.

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## Student Equity

### Student Equity

A gap was found between the Hispanic population and the overall student population in attaining a certificate, degree and/or transfer. The Hispanic student population has increased from 22.94% in Fall 2011 to 35.62% for a total of 1363 students in Spring 2014. (CA Chancellors office MIS Data Mart report) The Hispanic student population is the second largest population with the first being the white/non hispanic population at 50.2% or 1921 students. The Admissions and Records office will need to address the needs of this growing population from the initial student contact to student completion. In our plans we will include having materials translated into spanish and meeting with the new Latino club on campus to gain their perspective to help identify possible barriers with our current A & R procedures.

Another gap was found when comparing success rates of economically disadvantaged students to the general student population. Students who received financial aid were less successful than students not receiving financial aid by 4 percentage points. A & R is responsible for the "drop for non-payment" process each semester. Over the last two years the consistency of this process has improved. This has brought to our attention that many of the students on the list are expecting the Board of Governors Waiver but may not have the paperwork completed. To assist these students, beginning in Fall 2014, the A & R office sends an email reminder to all students on the drop for non payment list giving them one extra week to take care of fees. This process cut the list down by 1/3 or over 100 students. Most of the students were financial aid students who were confused on the new aid year and new paperwork for the waiver needed to be submitted.

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## Review And Planning

### Progress Made on Program Review

#### Admission and Records

##### Year of Last Program Review:

2008/2009

##### Progress in the last year on Three-Year Strategies:

##### Progress in the last year on Six-Year Strategies:

#### Admission and Records

##### Year of Last Program Review:

2008/2009

**Progress in the last year on Three-Year Strategies:**

**Progress in the last year on Six-Year Strategies:**

## **Progress Made on Outcome Assessment**

**Admissions and Records services were delivered in a timely manner**

**Type:**

AUO

**Semester Assessed:**

Spring 2014

**Target Missed/Gap Detected:**

16% online students and 13% onsite students reported dissatisfaction with the timeliness of service from A & R on the Spring 2012 survey.

**Analysis and Plan:**

Admissions and Records has improved timeliness of service with records showing 24 hours average call back time throughout the semester and 48 average call back time during peak enrollment periods at the beginning of each semester. An A & R Technician II was hired in Summer 2014 providing additional assistance to students at the counter, students calling in, veterans certifications and general information. Overall Student service has increased in A & R including:

- 528 temporary parking permits, 268 semester parking permits- new policy
- 945 incoming transcripts scanned
- 222 students enrolled in tutoring- new process for A & R
- 1596 3rd party contracts
- 508 student updates

Upcoming implementation of new procedures include putting transcripts on student's record upon receipt and implementing an appeal process for new Board of Governors fee waiver requirements. Included in our planning is the continued analysis of manual processes for possible automation. Automating processes will relieve time the A & R staff spend with manual task providing increased time for student contact.

The A & R Office has increased their focus on student customer service over the last 2 years that included training in customer service, trainings at the site locations while creating a customer friendly office environment. With the increased "desk work" in the A & R department, it is important to continue that focus and increase student input when assessing student satisfaction. At this time the key opportunity for student input is a survey given every other year. To increase the opportunity for student input, the A & R Department will have a comment box with "point of service" surveys.

**Students will report that Admissions and Records service was helpful to very helpful**

**Type:**

AUO

**Semester Assessed:**

Spring 2012

**Target Missed/Gap Detected:**

36% of online and 38% of onsite students indicated that the admissions application process was somewhat helpful to not helpful at all.

39% of online students and 42% of onsite students indicated that the registration process was somewhat to not helpful at all.

### **Analysis and Plan:**

Students using the kiosk at the A & R window experienced delays or complete shut down of Kiosk on a regular basis. To address this issue, IPADS were implemented at the A & R window. During Fall 2014 registration, the IPADS were reliable providing consistant service to students walking in. Improvement plans in our strategies include implementing a program that walks students through the intake process, an increase of materials/guides available to students and a comment box with additional surveys provided on a continual basis.

Survey will be given to students in Fall 2014 at which time this will be reassessed.

## **Progress Made on Prior Year Initiatives**

### **Ensure accuracy, consistency and currency of Admissions and Records processes, functions and information**

#### **Progress Made:**

Consistency of information has been increased through regular A & R all staff meetings once a semester and as needed, District A & R Directors meeting attendance, and annual CCCACRO attendance by Director and A & R Technician. An A & R Technician has gone to sites to train employees at the front counters in Admission functions. Policies that have been clarified include the Residency Determination which has resulted in less incomplete forms/ denials in 13/14 compared to 12/13. Establishing written policies will be a continued goal for the A & R Office. An A & R Technician has been identified to oversee the gathering of written policies and creating an A & R Policies and Procedures Manual.

### **Focus on developing efficiencies and opportunities for automation of previously manual tasks in order to use staff time for direct student contact**

#### **Progress Made:**

Processes are continually reviewed for increased efficiency and possible automoation. One process that this applies to is the enrollment process in the Admin Justice classes. As restricted classes and usually a separate population than the rest of the college, the A & R Technician was completing application for students, completing updates, creating a student ID and registering students in classes according to the roster provided by the Sherrifs Department. This not only created an increased workload for A & R staff, but confusion for the student who did not know their ID or password. Through collaborative efforts with the Admin Justice Instructor, Sherrifs Department and Vice President of Academic Affairs, the A & R office implemented new procedures has the student applying to the college, completing semester updates and enrolling in some of the classes. With the Sherrif's Department new regulations requiring more classes to maintain certification, these classes are expected to increase with an additional 700-900 students in the next year.

Degree Works was not fully implemented in 13/14 as projected. Data on courses by Catalog year had to be input for program to be useful for students and graduation evaluations. This process has been interrupted by Technical delays and access. The implementation will be a continued goal with a soft trail roll out Fall 2014 and Spring 2015.

Since processes were not streamlined at the district as previous planned, A & R hired a new Technician to increase direct student contact.

## **Initiatives for Next Academic Year**

### **Initial Contact and First Year Student Assistance**

#### **Strategic Plan Goals Addressed:**

1

#### **Action Plan:**

Increase assistance to students upon initial contact and during thier first year to improve student retention

- 1.) Provide help materials/guides on line and hard copies in English and Spanish- With the growing hispanic population, materials will be created in english and spanish. Help guides will be put on the A & R web page for ease of access and hard copies to ensure equal access.
- 2.) Implement EAD in Fall 2015 to assist students with quesitons and guides on the application/registration process- This program is

scheduled for implementation in Fall 2015. This will be an on line guide for students providing a logical, efficient flow of events to lessen students frustration in our current processes between departments.

3.) Fall 2014- live chat implemented to answer potential student's questions

**Measure of Success:**

Spring 2016- Student survey results will show that 80% or more students indicate the application and registration process as helpful. Retention Rate from Fall 2015 to Fall 2016 will increase from previous year. (Fall 2014 to Fall 2015)

Ratings from live chat contacts will average between 4 & 5.

**Expected Completion:**

June 30, 2016

**Person Responsible:**

Director of Admissions and Records, Admissions & Records Technician

**Designed:**

It is designed to increase student success

**Student Experience:**

First Year, Intake

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

**Strategic Plan Goals Addressed:**

1

**Action Plan:**

While the A & R Office has increased efficiencies as indicated earlier, additional task have been implemented due to policy or regulation changes. One policy implemented is the use of parking permits and the responsibility on the A & R Department to receive payments and issue permits. In Summer and Fall 2014, 268 semester permits and 528 temporary permits were issued in the A & R Office. Expected additional tasks are the banner input of transcripts when received and appeal for Board of Governor's waivers.

Action:

- 1.) End of Term automatic process- this will eliminate the class by class manual grade roll that the A & R Technician is currently doing
- 2.) Increase restricted classes open for students to register- continue especially in the Admin Justice classes applying different class titles so students can enroll in all classes
- 3.) Graduation audit through Degree Works- graduation audits will be completed through degree works once fully implemented
- 4.) Decrease or eliminate pick up options for parking permit having permits sent via mail. One day temporary parking stations in parking lot
- 5.) Dual monitors for 2 technicians and phone head sets to increase efficiency at desk.

**Measure of Success:**

The following will decrease in 15/16:

- 1.) Manual grades rolled by class
- 2.) Time to complete graduation evaluations
- 3.) Number of parking permits issued in A & R Office
- 4.) Number of students A & R Technician enrolled in restricted classes

**Expected Completion:**

Spring 2016

**Person Responsible:**

Director Admission & Records

**Designed:**

It is designed to improve internal unit operations

**Student Experience:**

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

**Student Input**

**Strategic Plan Goals Addressed:**

1

**Action Plan:**

Increase opportunities for students to give input on their experience with the Admissions and Records processes. While this information is collected in the student services survey in alternating years, it is not enough to provide continual assessment of our programs from the student's perspective.

- 1.) Survey collected from the live chat contacts
- 2.) Comment boxes at the A & R window and Site's front desk to assess our face to face service- this is a continued goal that was to be implemented Fall 2014 that will be pushed to Spring 2015
- 3.) Computer labs set up for orientation classes held by counseling. At this time, a group of students come to A & R after their orientation with long waiting to register for classes.

**Measure of Success:**

Increased Student satisfaction on surveys as changes are implemented.

**Expected Completion:**

Fully implemented Fall 2015

**Person Responsible:**

A & R Technicians

**Designed:**

It is designed to improve internal unit operations

**Student Experience:**

2nd Year/Program Completion, First Year, Intake

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## Resource Needs

### Facilities

### Information Technology

Two Technicians in the A & R Office need a second monitor to improve work efficiency. Three Technicians need wireless headphones to provide comfort with volume of calls

### Marketing

Translation of materials in Spanish-

## **Professional Development**

### **Staffing**

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## **Resource Requests**

### **1000 Category - Certificated Positions**

**Location:**

**Priority:**

**Strategic Plan Goals Addressed:**

**Estimated Amount of Funding Requested:**

, from .

**Detailed Rationale:**

### **2000 Category - Classified Staff**

**Location:**

**Priority:**

**Strategic Plan Goals Addressed:**

**Salary Grade:**

**Number of Months:**

**Number of Hours per Week:**

**Salary Amount:**

, from .

**Detailed Rationale:**

### **4000 Category - Supplies and Equipment**

**2 monitors and media cards**

**Location:**

Ridgecrest/IWV

**Priority:**

High

**Strategic Plan Goals Addressed:**

1

**Estimated Amount of Funding Requested:**

500.00, One-time from General Fund.

**Detailed Rationale:**

The A & R Technicians have to pull up multiple screens when completing dialy task. Two technicians do not have dual monitors. Dual monitors allow multiple screens to be utilized at one time increasing efficiency while decreasing time to complete task. Estimated cost is \$250.00 for monitor and video card totaling \$500.00 for two.

**Head phones**

**Location:**

Ridgecrest/IWV

**Priority:**

High

**Strategic Plan Goals Addressed:**

1

**Estimated Amount of Funding Requested:**

675.00, One-time from General Fund.

**Detailed Rationale:**

A & R Technicians daily routine consist of a high volumn of phone calls. The headsets will provide comfort and decrease shoulder and neck tension with frequent phone usage. Estimated cost is \$225.00 each with a total cost of \$675.00.

**5000 Category - Service, Utilities, and Operating Expenses**

**Location:**

**Priority:**

**Strategic Plan Goals Addressed:**

**Estimated Amount of Funding Requested:**

, from .

**Detailed Rationale:**

**6000 Category - Capital Outlay**

**Location:**

**Priority:**

**Strategic Plan Goals Addressed:**

**Estimated Amount of Funding Requested:**

, from .

**Detailed Rationale:**