

**Admissions and Records Department**  
**Annual Unit Plan for Academic Year 2018-2019**  
October 2017

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## **Describe Department/Unit**

### **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 students 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.

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## **Report on Improvements Made and Gaps Identified in the Prior Year**

### **Student Equity: Actions Taken**

**40 and older students are under-represented at the college compared to the overall population.**

The Admissions and Records office began calling students that had applied to college but did not register in Fall 2016. This was the same time the college implemented CCCApply, so the calls were made to students that submitted an application with CCCApply, indicated Cerro Coso as their college and did not complete the Cerro Coso Application. This resulted in a minimum amount of help requested. Out of 350 calls and emails, 5 students needed further assistance. The remaining students had decided to attend another institution or had already registered but made a new application in CCCApply. In addition to the phone calls and emails, a video tutorial of "How to Register" was placed on the web page to help students with the computer process. The Admissions and Records office will continue with reach out efforts to increase assistance to all students. At this time this population is not identified as an equity gap. The population consisting of 40 and older students show higher performance with 85% retention rate and 75% success rate than the overall population. The overall population has 84% retention and 69% success rates. (1718 College Wide Trend Data for 1617)

**Hispanic Students population has steadily increased over the last 5 years but our information to Spanish speaking students is limited.**

The Admissions and Records office has increased forms translated in Spanish. This initiative was also addressed in 1718 with a scheduled meeting with the Latino club to solicit suggestions on assisting the Latino community through the college process. The college implemented a student mentor program that will address student populations that need assistance. The Hispanic population is not considered an equity gap since the success and retention rate at 67% and 84% is within 2% of the overall student population of 69% and 85% respectively. (1718 College Wide Trend Data for 1617) Awareness of all cultural barriers such as language will continually be addressed by the Admissions and Records office through staff development and office practices.

### **Student Equity: Gaps to be Addressed**

#### **Ethnicity: African American**

##### **Gap Identified:**

A gap was found between the African American student population success rate of 49% and the overall student population success rates of 69%. The success rates directly relate to the earning of degrees and certificates. It is assumed that if a student is successful in classes, they will earn their degree or certificate. This will depend on the student staying on their education pathway. This gap will be addressed with the initiative to increase the number of degrees and certificates that include action items to assist

students with their education pathway.

## **Socioeconomic Status: Economically Disadvantaged**

### **Gap Identified:**

A gap was identified between the economically disadvantaged students population success rate of 69% and the overall student population success rate of 73%. The success rates directly relate to the earning of degrees and certificates. It is assumed that if a student is successful in classes, they will earn their degree or certificate. This will depend on the student staying on their education pathway. This gap will be addressed with the initiative to increase the number of degrees and certificates that include action items to assist students with their education pathway.

## **Outcomes Assessment: Actions Taken**

### **Actions taken in the prior academic year**

Administrative Unit Outcome (AUO): Several advances have been made on Administrative Unit Outcomes indicated on the last Program Review. Many of the actions overlap between AUOs.

**1. Provide timeliness of service:** The navigational software, "Navigate", that assists students through enrollment and registration was implemented for first time students. Video tutorials were created and embedded on the web site that give specific instructions on applying and registering for classes. The FA T.V. videos were updated to include satisfactory progress, priority enrollment and Board of Governors waiver requirements.

**2.) Provide useful, clear information to all students:** The navigational software, "Navigate", that assists students through enrollment and registration was implemented for first time students. Video tutorials were created and embedded on the web site that give specific instructions on applying and registering for classes. Video tutorials are embedded on web site. The employees Banner procedure book has been updated. The Index draft for the Admissions & Records Policy and Procedure Manual was completed Fall 2017.

**3.) Provide quality assistance to customers:** Online tutorials were implemented.

**4.) Provide incoming transcript information on student record in Banner:** A&R Technician attended an transcript articulation training with counseling in Fall 2017.

### **Assessments completed in the prior academic year**

The last student services survey was 2015 which indicated over 90% satisfaction in all AUO. This meets our goal of 90% or more. The 2017 graduation survey indicated that 98.55% understood the process associated with becoming a student, 95.65% understood the navigational system and 97.1% understood the academic requirements. Since this survey is for students that were successful in obtaining their educational goal, I believe these results line up with research that shows for students to be successful, colleges must teach students how to navigate through the post secondary environment. The navigational system will be upgraded to span to all Cerro Coso students with clear educational paths and resources to help students meet their educational goals. The state of CA is encouraging students to complete educational goals on time with additional grants to full time students. Two of these grants, Promise Grant and Completion Grant, will be implemented in 1718.

Additional training is needed for the A&R Technician to input outside transcripts on student's banner accounts. A training schedule will be set up with BC college in Spring 2018. The District is implementing a more efficient document imaging system in Spring 2018. The types of documents in Admissions & Records that are scanned in an imaging system has been limited to transcripts. Increasing the document types scanned will increase information to staff at all sites therefore increasing efficiency and timeliness of service.

## Outcomes Assessment: Gaps to be Addressed

### Provide Quality Assistance to Customers

**Type:**

AUO

**Target Missed/Gap Detected:**

On-the-spot surveys were not completed to gather information on specific areas.

**Type of Gap:**

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

**Analysis and Plan for Improvement:**

The implementation of an on-the-spot survey has been problematic in reaching students in all modes of communication including the web site, phone and in person. The Admissions & Records office will work with the Information Technology and VP of Student Services to implement a survey to students receiving assistance from the Admissions & Records office within all modes of communication.

**Anticipated Semester for Implementing Planned Improvements:**

Fall 2018

**Anticipated Semester of Next Assessment:**

Spring 2019

### Provide Incoming Transcript Information on Student Records in Banner

**Type:**

AUO

**Target Missed/Gap Detected:**

Incoming Transcripts are currently not put on student Banner records. The target semester was Spring 2016.

**Type of Gap:**

**Analysis and Plan for Improvement:**

Additional training is needed for the A&R Technician to input outside transcripts on student's banner accounts. A training schedule will be set up with BC college in Spring 2018. The District is implementing a more efficient document imaging system in Spring 2018. The types of documents in Admissions & Records that are scanned in an imaging system has been limited to transcripts. Increasing the document types scanned will increase information to staff at all sites therefore increasing efficiency and timeliness of service.

**Anticipated Semester for Implementing Planned Improvements:**

Fall 2018

## **Anticipated Semester of Next Assessment:**

Spring 2019

## **Program Review: Actions Taken**

### **Admissions & Records**

#### **Year of Last Program Review:**

2015

#### **Actions Taken in the Prior Year to Address Strategies:**

The following advances have been made on the program review strategies to date:

- 1.) Increase degrees and certificates- Implementation of Degree Works- Scribing was completed for 1617 and in progress for 1718. The Director of Admissions & Records, Director of Counseling and a Counselor attended a two day extensive Degree Works training at the KCCD District in Spring 2017. An Admissions & Records Technician has been identified to assist with the continual upgrades needed in Degree Works.
- 2.) Increase the number of students that follow through with enrollment after submitting an application. The Admissions & Records Office collaborated with the Distance Education office to create a registration video in Fall 2016. Since that time, a professional company was hired by the college to create videos that included applying and registering. The Admissions and Records office collaborated with the counseling office to contact students that had applied but not registered for classes. This will be a continued strategy with the need to better identify these students.
- 3.) Increase Materials in Spanish- FA T.V. was upgraded to include Spanish text. There are videos that give information on academic progress, priority registration and the Board of Governor's appeals process in A&R. This strategy has been met and the need for materials in languages represented by our students will be continually evaluated as part of the Admissions & Records policy.
- 4.) Written Policies and Procedures- A draft index of policies and procedures was created in Spring 2017 and then updated by new staff in Fall 2017. A Technician has been assigned to oversee the process of creating a policy and procedure manual in collaboration with the Director and other Admission and Records Technicians. The completion of the manual is due Spring 2018. Review and update of the manual will be coordinated annually by the Technician assigned.

#### **Strategies Still to be Addressed:**

- 1.) Increase degrees and certificates- Implementation of Degree Works- The implementation of degree works is dependent on correct student catalog rights. The three colleges across the KCCD district have different catalog rights which makes the system unable to update catalog rights. The Admissions & Records Directors are working with each perspective college to have the same catalog right policy as Cerro Coso which limits the right to 5 years. This will enable Banner to upgrade catalog rights automatically. The "what if" scenarios can be used by A&R staff and counselors.
- 2.) Increase the number of students that follow through with enrollment after submitting an application- Students identified did not filter out students already attending or attending in the following semester. There needs to be a strategy developed to identify the correct population and elicit information from that population.

## **Annual Planning: Actions Taken**

### **Increase degrees and certificates awarded to students**

**Progress:** The scribing for 1617 catalog in Degree Works was complete along with general education requirements. The Opt Out policy on degrees and certificates is dependent on the complete implementation of Degree Works. At this time, catalog rights are not correct in Banner due to the three colleges in KCCD having three different catalog rights policies. The degrees and certificates

have to line up with the correct catalog to be identified in Degree Works.

**Measure of Success:** Degrees and Certificates increased by 23.75% in 1617 compared to 1516. The increase was attributed to other student success interventions throughout the college.

### **Increase the number of students that follow through with enrollment after submitting an application**

**Progress:** With the implementation of CCCApply, the reach out to students who applied to CCCApply and did not complete the application for Cerro Coso were contacted by phone calls and emails. Through this process, it was discovered that the majority of the students contacted were already Cerro Coso students and a smaller percentage had decided not to attend Cerro Coso. The students needing assistance with registration represented less than 1% of students identified. The tutorial on registration is available on the website.

**Measure of Success:** The Director of Admissions & Records will work with the college Institutional Research Department to better identify students who have actually applied to the college and have not registered. This is challenging with our Summer/Fall semester application. Different ways to measure will be considered to include measuring the increase by academic year instead of specific semesters.

### **Increase Materials provided in Spanish**

**Progress:** The Hispanic population is no longer an identified gap in success or retention. The FA T.V. Spanish version was implemented in Spring 2017 which provides information on priority registration and the Board of Governor's waiver eligibility and appeals. 29% of our Hispanic population rely on financial aid. for their education.

**Measure of Success:** The FA T.V. Spanish version was implemented in Spring 2017 which provides information on priority registration and the Board of Governor's waiver eligibility and appeals.

### **Written Policies and Procedures Manual**

**Progress:** The policy and procedures manual was delayed due to a turnover in all Admissions & Records staff. In Fall 2017, a new Technician was assigned to overseeing the Policy and Procedures Manual. A draft index was submitted in Fall 2017.

**Measure of Success:** Policy and Procedure manual not complete. Draft index completed Fall 2017. Draft Policy and Procedures is scheduled for submission in Spring 2018.

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## **Review of Current Year Initiatives**

### **Reminder of Initiatives for the Current Year**

#### **Policies and Procedure Manual**

#### **Transcripts on student records when received**

#### **INCREASE ACCESS TO NAVIGATE**

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## **Plan Initiatives for Next Year**

### **Initiatives for Next Academic Year**

#### **Policies and Procedures Manual**

**Is this part of a multiyear initiative?**

Yes

#### **Specific Action Steps to be Taken:**

1.) Implementation of a policy and procedure annual review beginning Fall 2018 to ensure accurate procedures and policies align

with KCCD board policy and CC catalog.

2.) Create an active index for policy and procedure manual.

3.) Make a separate policy manual from the policy and procedure manual to be posted on web site for students.

**Lead Measure of Success:**

1.) Policy and Procedure manual completion in Spring 2018.

2.) Policy and Procedure manual sent to web designer by end of Fall 2018 to create active index.

**Are any of the lead measures identified above lacking assessment instruments?**

No

**Does the department request help to develop these instruments?**

No

**Lag Measure of Success:**

1.) Policy and Procedure manual available for A&R staff.

2.) Policy manual on web site for students.

**Person Responsible:**

AR Technician & Director of Admissions & Records

**It addresses a program review strategy**

Written Policies and Procedures manual for the A&R Office

**Which strategic goal does this initiative address?**

Goal 5: Strengthen Organizational Effectiveness

**Increase Degrees and Certificates**

**Is this part of a multiyear initiative?**

Yes

**Specific Action Steps to be Taken:**

1.) Coordinate with District IT, Bakersfield and Porterville to implement a collaborative catalog right policy for Fall 2018.

2.) Implement catalog rights policy with District IT to set up new policy and test for accuracy by the end of Fall 2018.

3.) Promote the use of Degree Works to students in Spring 2019.

**Lead Measure of Success:**

- 1.) Spring 2018- District agreement on catalog policy.
- 2.) Summer 2018- AR Directors coordinate with District IT on the Banner set up for the catalog policy to implement in Fall 2018.

**Are any of the lead measures identified above lacking assessment instruments?**

No

**Does the department request help to develop these instruments?**

No

**Lag Measure of Success:**

- 1.) District catalog rights policy will be fully implemented by Spring 2019.
- 2.) Degree Works will be promoted for students to use beginning Spring 2019.
- 3.) Students with degrees and certificates earned will be identified in Spring 2019.

**Person Responsible:**

Director A&R

**It addresses a program review strategy**

"Increase degrees and certificates awarded to students."

**Which strategic goal does this initiative address?**

Goal 1: Maximize Student Success

**Increase the number of students that follow through with enrollment after submitting an applicaiton**

**Is this part of a multiyear initiative?**

Yes

**Specific Action Steps to be Taken:**

- 1.) Identify students that have applied to Cerro Coso during an academic year that have not registered in classes. The Director of Admissions & Records in coordination with the Institutional Research Department will create a process that identifies students that apply for Cerro Coso but do not register for classes. This will be over semesters or academic year depending on research findings.
- 2.) Elicit information from students that did not attend to implement strategies to increase enrollment. This could be a survey to those specific students or phone calls to identify possible barriers to students in our registration procedures.
- 3.) Email students with reminders of enrollment dates.
- 4.) Create a procedure for continued outreach to this population.

**Lead Measure of Success:**

- 1.) Report in Cognos will be created in Spring 2018.
- 2.) Survey to students will be created in Spring 2018.
- 3.) Students identified for Summer/Fall 2018 in August 2018 after enrollment period.
- 4.) Emails/surveys will be sent to student in September 2018.
- 5.) Survey results will be reviewed in December 2018.

**Are any of the lead measures identified above lacking assessment instruments?**

Yes

**Does the department request help to develop these instruments?**

Yes

**Lag Measure of Success:**

- 1.) Students response to survey by Spring 2019 will be at least 20% of students contacted.
- 2.) Reach out to students in the selected population will identify if they did not register due to barriers or other reasons.
- 3.) Students response will identify barriers to registration.

**Person Responsible:**

Director of Admissions & Records

**It addresses a program review strategy**

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

**Which strategic goal does this initiative address?**

Goal 1: Maximize Student Success

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## Evaluate Resource Needs

### Facilities

Office space for new Admissions & Records Technician Assistant position.

### Information Technology

Computer is needed for new Admissions & Records Assistant position.

### Marketing

## Professional Development

The following professional development is needed for the Admissions & Records Department:

- 1.) Recognizing cultural differences beyond ethnicity.
  - 2.) How to respect cultures including practical ways to identify cultural differences and adjust to respect those differences.
  - 3.) Identifying policies that have cultural bias. Do you have policies that show cultural bias?
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## Staffing Requests

### 1000 Category - Certificated Positions

### 2000 Category - Classified Staff

#### Admissions and Records Assistant

**Location:**

Ridgecrest/IWV

**Salary Grade:**

32.5

**Number of Months:**

12

**Number of Hours per Week:**

40

**Salary Amount:**

**Justification:**

With the increase of paper applications from prisoner students, increase in concurrent/dual enrollments, transcripts input in banner when received by 1718 and the continued work required to keep Degree Works accurate, the Admissions and records office task has increased and there is a need for an additional Technician II.

If this position is not filled, the functions of the A&R Office will be delayed which affect our student success in registration and transcript evaluation. This is additional work that is reflected in our unit plan to meet student success strategies. The prisoner applications are currently input at the sites waiting for the A&R Technicians to have access.