Admissions and Records Department
AUP for Academic Year 2020-2021
November 2019

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.

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 a 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:

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:

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

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.

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. The District is implementing a more efficient document imaging system. 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.

Assessments completed in the prior academic year

No survey has been created yet.

A high level training was conducted, but geared for Porterville and Bakersfield, both who are already posting transfer coursework to KCCD transcripts. Not enough detail was provided to be useful to Cerro Coso.

Outcomes Assessment: Gaps to be Addressed

Program Review: Actions Taken

Admissions and Records

Year of Last Program Review:

2015

Actions Taken in the Prior Year to Address Strategies:

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)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.

Strategies Still to be Addressed:

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.

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.

Annual Planning: Actions Taken

Policies and Procedures Manual

In process. We are looking at the structure of the policies, ensuring that all four requirements are met.

Increase Degrees and Certificates

Catalog right policy in progress. Degree works is withdrawn to be replaced with Navigate.

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

Need to coordinate with outreach.

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Nothing to report.

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Policy and procedure manual

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Finalize into a living document.

Lead Measure of Success:

1) active index

2) identification of approval authority

3) final approval of each section

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:

Increase in quality output based on clear and comprehensive work instructions for each quality task.

Person Responsible:

Director of Admissions and Records

It addresses a program review strategy

Which strategic goal does this initiative address?

Goal 5: Strengthen Organizational Effectiveness

District catalog rights policy

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Develop district policy and procedure for catalog rights.

Lead Measure of Success:

Meetings scheduled and collaboration on policy.

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:

Policy is approved and implemented.

Person Responsible:

District A and R managers

It addresses a program review strategy

Which strategic goal does this initiative address?

Goal 1: Maximize Student Success, Goal 3: Ensure Student Access, Goal 5: Strengthen Organizational Effectiveness

Evaluate Resource Needs

Facilities

Space for Veteran's Resource Center or lounge. Space for student worker.

Information Technology

New scanning system being planned.

Marketing

Admission nights for underrepresented students such as non traditional or undocumented.

Professional Development

CACCRAO participation.

1) Annual conference

2) regional workshops

3) new director training

Research and Data

Access to ERS Dashboard.

Staffing Requests

1000 Category - Certificated Positions

Admissions and Records

Location:

Justification:

None requested at this time.

2000 Category - Classified Staff

Admissions and Records

Location:

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification:

None requested at this time.