

Admissions and Records Department

AUP for Academic Year 2021-2022

November 2020

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.

We have been targeting the adult learners and working to close any technology gaps with applying to Cerro Coso Community College. For 2019 our enrollment of 40-49 year old students has decreased at IWV campus by 15% including drops in 2018 as well. Mammoth posted the largest gain of 61.5% which is a gain from 13 to 21 adult learners. There was an increase at KRV and loss at Bishop but all campuses considered a net gain of 6.3% in this age group.

Student Equity: Gaps to be Addressed

Age: 40 or older

Gap Identified:

Research has shown that this year's non-traditional student has become the traditional student at the Community College level. We are underperforming at the IWV campus while showing successes in attracting the 40 or older student at other campuses. It will be our challenge to see what best practices they have made and whether we can incorporate them at the IWV campus.

CAMPUS SERVICE AREA CC	Special Population	2017		2018		2019	
		Head Count	% Change	Head Count	% Change	Head Count	% Change
CC IWV Main Campus	(All Students)	142		129	-9.2%	109	-15.5%
CC KRV	(All Students)	48		28	-41.7%	30	7.1%
CC East Kern	(All Students)	150		273	82.0%	322	17.9%
CC ESCC Bishop	(All Students)	38		50	31.6%	42	-16.0%
CC ESCC Mammoth Lakes	(All Students)	17		13	-23.5%	21	61.5%
Out of CC Service Area	(All Students)	639		615	-3.8%	568	-7.6%
Grand Total		1,034		1,108	7.2%	1,092	-1.4%

Outcomes Assessment: Actions Taken

Actions taken in the prior academic year

Admissions personnel are using iPads to assist non technical applicants to submit their applications on CCCapply. While the campus was open, this allowed staff to directly assist in the application process while the student was in the one stop area. We will be addressing the needs of the non traditional student in upcoming Admissions workshops and events. Adult learners often face personal and professional obligations making their decisions difficult. A tutorial on how easy the application can be needs to be part of the process. A cost/value return on investment developed for this group helps with decision making as well. Messaging must convey a work/live balance.

Developing policy, procedure, work instructions and record retention for matriculation of outside transcripts into Banner accounts. We have implemented a new Banner scanning system and expect this to assist us with bringing outside transcripts to be considered early rather than later with student's accounts.

Assessments completed in the prior academic year

Drop in IWV students 40-49 after gains in 2017, a small drop in 2018. We understand that the economy plays a part and when the economy is good, interest in returning to school is reduced.

Outcomes Assessment: Gaps to be Addressed

Matriculation of outside transcripts into student's accounts.

Type:

AUO

Target Missed/Gap Detected:

Type of Gap:

Analysis and Plan for Improvement:

Admissions will have the policy, procedure, work instruction and record retention defined and implemented this year.

Anticipated Semester for Implementing Planned Improvements:

Fall 2021

Anticipated Semester of Next Assessment:

Spring 2022

Program Review: Actions Taken

Admissions and Records

Year of Last Program Review:

2015

Actions Taken in the Prior Year to Address Strategies:

1) Increase in degrees and certificates - implementation of Degree Works. We are scribing courses into Degree Works currently, hoping to have it operational by Spring 2021.

2) Written Policy and Procedure manual - in process. Core departmental functions are defined and documented. Work remains on new processes and record retention.

Strategies Still to be Addressed:

Complete implementation of Degree works.

Annual Planning: Actions Taken

No prior year initiatives to report on.

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Policy and procedure manual

District catalog rights policy

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Optimize Student Enrollment

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Continue to manage and develop drop for non payment system. Work with Banner baseline wait list process to ensure students

Lead Measure of Success:

Measure positive classroom participation.

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:

Student persistence and completion. How many finish.

Person Responsible:

Director of Admissions and Records

It addresses a program review strategy

Which strategic goal does this initiative address?

Goal 1: Maximize Student Success

Roll out Banner SSB.

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

- 1) Create training for staff and students. These will be separate processes.
- 2) Provide realtime support for students registering.

Lead Measure of Success:

In process, determining parameters for implementation.

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

Yes

Does the department request help to develop these instruments?

No

Lag Measure of Success:

Addressing Goal 1 - Maximize Student Success

Objective 1 - Improve On boarding

Addressing Goal 3 - Ensure Student Access

Objective 1 - Ensure student access.

Person Responsible:

Which strategic goal does this initiative address?

Transcript Matriculation

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

Develop policy, procedures, work instructions, and record retention.

Lead Measure of Success:

Currently we are matriculating outside courses for student to be applied to their Cerro Coso degree at time of graduation. Lead measure will be to begin to log them in as we receive them.

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:

Person Responsible:

Director of Admissions and Records

It addresses a program review strategy

Which strategic goal does this initiative address?

Goal 1: Maximize Student Success, Goal 3: Ensure Student Access

Develop registration process for Sheriff's Academy

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Develop Policy, Procedures, Work Instructions, and record retention for Sheriff's Academy course registration.

Lead Measure of Success:

Early observational data is that academy registration is choppy.

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:

Sheriff's Academy students will be able to register unfettered.

Person Responsible:

Director of Admissions and Records

It addresses a program review strategy

Which strategic goal does this initiative address?

Goal 1: Maximize Student Success, Goal 3: Ensure Student Access

Evaluate Resource Needs

Facilities

Nothing extra

Information Technology

- Continue support for Degree works and departmental scanning.
- Develop phone tree.
- Embrace Navigate appointment system.

Marketing

Work closely with counseling and recruitment on attracting students and their parents participation.

Professional Development

Attend professional organization webinars and conferences when available.

Research and Data

Access to Tableau.

Staffing Requests

1000 Category - Certificated Positions

Admissions and Records

Location:

No Location Specified

Justification:

Current staffing is sufficient.

2000 Category - Classified Staff

Admissions and Records

Location:

No Location Specified

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification:

Current staffing is sufficient.