

Admissions and Records Department

AUP for Academic Year 2022-2023

November 2021

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 (KCCCD) 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 Last Year

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

Action:

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.

As a result incoming freshmen fall 2019 20% applied but did not register. Incoming freshmen fall 2020 this number dropped to 13.4%.

Strategy: Increase the number of adult learners.

Admissions has held multiple admissions workshops in the evenings while not specifically calling out this demographic, its geared towards the non traditional student, generally defined as having one or more attributes: 24 years or older, married, children, working at a primary job as support. As a result our student population between 2015 and 2020 has remained flat at over 29% while Porterville College saw a decline in adult learners from just under 12% to just under 11%. While flat is not acceptable, the non traditional student at community colleges is widely considered the new traditional student, uncertain times, the pandemic, shifting to online courses and resources.

Gaps to be Addressed

- Increase quality of output by maintaining consistent policies and procedures. Our policy and procedures are taking shape and will be the living document they need to be as personnel change.
- Move to a paperless system. We are largely there with Banner Document Management.

- Articulation of outside courses. Bakersfield College has a process and we will look at for best practices.

Outcomes Assessment: Loop-Back Improvements Made

Actions taken in the prior academic year

- Increase in the percentage of student applied compared to students registered for classes. Measurements were made on fall incoming freshmen.
- Near completion of the paperless system. Banner document management has enabled us to place documents associated with the student on their banner account where they can be viewed by other stakeholders.

Outcomes Assessment: Results of Last Year's Assessments

Target Met?

Did Not Assess

Outcomes Assessment: Missed Targets

Articulation of outside transcripts into student's accounts.

Type:

AUO

Target Missed/Gap Detected:

not implemented

Type of Gap:

Need to improve customer service. Need to improve operational processes. Other (explain in Analysis).

Analysis and Plan for Improvement:

This will bring us on par with Bakersfield College who is already performing this function. It will positively affect the ability of the students and counselors to effectively plan the degree path for the student.

Anticipated Semester for Implementing Planned Improvements:

Spring 2022

Anticipated Semester of Next Assessment:

Spring 2022

Outcomes Assessment: Schedule of This Year's Assessments

Articulation of outside transcripts.

T

Increase undocumented and dreamer student populations.

Program Review

Admissions and Records

Year of Last Program Review:

2020

Actions Taken in the Prior Year to Address Strategies:

Increase customer satisfaction. Create a culture of can-do and prompt responding.

Increase timeliness and quality of responses.

Decrease the number of drops for non payment. We have developed and implemented a one time drop prior to the beginning of the semester and have worked the list with calls and emails to students in danger of being dropped.

Strategies Still to be Addressed:

Increase turnaround time on transcripts. We are engaging with Parchment services to work our transcripts and degree printing and mailing processes.

Last Year's Initiatives

Policy and procedure manual

- Many of our processes are established.
- Document and record retention procedures have been defined

District catalog rights policy

Reminder of Initiatives for the Current Year

Reminder of Initiatives for the Current Year

Optimize Student Enrollment

Roll out Banner SSB.

Transcript Matriculation

Develop registration process for Sheriff's Academy

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Integrate Parchment Diploma and transcript processes

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

Develop policy and procedures to work with Parchment on rolling this out.

Early Observational Data, or "Lead" Measure(s):

Does the department request help developing these instruments?

No

Institutional Performance Data, or "Lag" Measure(s):

Measurement will be a go-no go measure.

Person Responsible:

Director of Admissions and Records

Unit gap or institutional goals addressed:

It addresses a gap in outcomes assessment, It addresses a gap in student equity, It addresses a Strategic Plan goal or objective

Roll out Banner 9 SSB

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

- Train staff, faculty, students on Banner 9 self service.
- Soft implementation in spring.
- Hard implementation for Fall 2022.

Early Observational Data, or "Lead" Measure(s):

Does the department request help developing these instruments?

Yes

Institutional Performance Data, or "Lag" Measure(s):

Measurement will be made between the soft roll out in February and the full implementation for Fall 2022.

Person Responsible:

Director of Admissions and Records

Unit gap or institutional goals addressed:

It addresses a gap in outcomes assessment, It addresses a gap in student equity, It addresses a Strategic Plan goal or objective

Evaluate Resource Needs

Facilities

We are seeking a dedicated space for veteran's affairs.

Information Technology

Parchment as a vendor.

Marketing

More evening admissions workshops collaborating with financial aid.

Spanish speaking workshop for undocumented, AB540 and dreamer students.

Professional Development

Conference participation.

Other Needs

Fully staffed and trained personnel.

Staffing Requests

1000 Category - Certificated Positions

Admissions and Records

Location:

Ridgecrest/IWV

Justification:

No new positions needed

2000 Category - Classified Staff

Admissions and Records

Location:

Ridgecrest/IWV

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification:

No new staff members needed.