

Admissions and Records Department

AUP for Academic Year 2024-2025

October 2023

Describe Department/Unit

Connection to College Mission

Admissions & Records at Cerro Coso Community College is dedicated to advancing the mission of the college by facilitating the educational journey of every student we serve. We are committed to providing accessible and inclusive admissions processes, accurate and efficient record-keeping, and ongoing support to help students navigate their educational pathways. Our mission is to ensure that all students, regardless of background or circumstance, have the opportunity to access the transformative education offered by Cerro Coso Community College. Through our work, we contribute to the development of ethical and effective citizens in the rural communities and unincorporated areas of the Eastern Sierra. We pledge to uphold the values of clarity, equity, and comprehensive support services in everything we do.

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity

The Admissions & Records office has been heavily involved in several initiatives surrounding student equity in the last year. Some of these initiatives were required by Federal and State legislation while others were initiated and implemented internally through the district or the department.

Fraud Mitigation

Fraud within higher education has been a persistent issue for many years, with various motives driving it. However, the advent of the COVID-19 pandemic triggered a significant surge in fraudulent activities within the California Community College system, encompassing application fraud, enrollment fraud, and Financial Aid fraud. Over the past year, the district's A&R and Financial Aid departments have jointly undertaken concerted efforts to establish a formalized process for identifying and addressing fraudulent students.

The A&R office has implemented a meticulous manual review process for admissions applications, involving the examination of data patterns and the validation of information such as addresses, phone numbers, email addresses, and high school backgrounds. While this process can be arduous, it is crucial to minimize the influx of fraudulent applications. Furthermore, rejected applications are reported back to CCCApply to assist in refining its machine learning algorithms to prevent further fraudulent submissions. Additionally, the A&R office collaborates with the Office of Instruction in auditing course rosters to ascertain the extent of fraudulent enrollments. This rigorous process involves reviewing all students on the roster and, if identified as fraudulent, taking appropriate actions such as dropping them from courses (if prior to the start of the term) and placing holds on their accounts.

These robust fraud mitigation endeavors serve the imperative of student equity by ensuring that course rosters are free from fraudulent enrollments, thereby allowing legitimate students to access courses and pursue their educational aspirations without hindrance.

Certree Implementation:

Certree is a leading data security firm that has established a strategic partnership with the Kern Community College District, aimed at delivering secure record-keeping and data transfer solutions to our students and third-party verifiers. Through the

integration of Certree’s technology, our students can create their own secure student vaults, enabling them to access and download their educational records, including official transcripts, degree and enrollment verifications, and digital copies of awards, all within a highly secure environment.

For a nominal fee of \$12 per year, students gain the privilege of transmitting their official documents securely to recipients of their choice, which may include other universities, including the UC and CSU university systems, prospective employers, insurance agencies, and more. Importantly, this fee grants students unlimited access to send documents from their vault, providing a cost-effective and efficient solution for managing their academic records.

Furthermore, our integration with Certree ensures the utmost data integrity. By leveraging Application Programming Interfaces (APIs) that interface seamlessly with Banner, any documents introduced into the vault remain unalterable and impervious to security breaches. This transformative service not only enhances student access to their personal educational data but also empowers them to transmit this information at their discretion, eliminating the need for traditional transcript requests through administrative channels or third-party services like Parchment.

This strategic collaboration underscores our commitment to promoting student equity and providing innovative solutions that simplify and secure the handling of academic records for our diverse student population. Cerro Coso went live with Certree on 08/01/2023 and to date, 10/10/2023, the following records have been accessed and downloaded by both currently enrolled students and previously enrolled students.

Month	Proof of Enrollment	Official Transcripts	Proof of Degree	Diploma/Certificate
08/2023	8	420	3	5
09/2023	3	264	5	4
10/2023	1	82	0	2

Data provided via Certree Analytics Dashboard

Affirmed Names

AB 2315 mandated community college districts to establish a process allowing students, staff, and faculty to declare an affirmed name, gender, or both, for their records, when legal names are not legally required. Upon request, the college campus must update the student’s affirmed name across various records, including college-assigned email, campus ID cards, course rosters, and diplomas. The district’s Admissions & Records (A&R) offices diligently crafted a comprehensive district-wide procedure, which has been successfully implemented at each college within the district.

At Cerro Coso, students initiate their requests through a user-friendly online form, directly submitted to the A&R office. A&R staff then execute various processes including submitting IT Help Desk tickets to update the student’s email address, making requests to the Distance Education department for Canvas updates, and notifying faculty for the current term about the student’s affirmed name and pronoun preferences. This process is fully operational for the Fall 2023 term. In Spring 2024, with the full implementation of Banner 9 SSB (Banner Baseline), the student’s affirmed name will be automated upon A&R’s modification. Moreover, when students specify their affirmed name in the CCCApply application, this data will seamlessly integrate into Banner.

This initiative serves as a vital cornerstone for promoting student equity, cultivating an inclusive campus environment that respects and encourages self-expression. Cerro Coso acknowledges and accommodates students who may choose to use a name aligning with their gender identity, irrespective of any legal name changes. More information can be found here: <https://www.cerrocoso.edu/services-and-resources/admissions/affirmed-names.html>.

Student Parent Priority Registration

Aligned with AB 2881, the rollout of Student Parent Priority Registration and associated resources took effect during Summer and Fall 2023. The A&R office spearheaded the execution of the student parent priority registration initiative. This collaborative effort involved A&R offices across the district, district IT and implementation teams, with valuable support from Ellucian consultants aiding the transition to Banner Baseline.

AB 2881 mandated that California’s higher education institutions extend priority registration to students responsible for supporting a child or children under the age of 18. As a result of this implementation, student parents are now granted Day 1 Priority Registration, alongside other special populations such as Veteran students and DSPS students. Notably, the CCCApply admissions application has been updated to include a question identifying student parents, facilitating the identification of new student parents. Likewise, the same question has been integrated into the Update Form, a requirement for continuing and

returning students before registration, enabling the identification of continuing and/or returning students who are also student parents.

Although the implementation of this priority registration group went live on 10/05/2023, the availability of data is presently limited. The A&R office is actively collaborating with the Institutional Research (IR) department to incorporate this new metric into our dashboards, enhancing our ability to monitor and assess the impact of this initiative.

CVC Course Exchange

In Fall 2022, the Admissions & Records office collaborated with district office teams and the California Virtual Campus (CVC) implementation team. CVC is a systemwide resource within the California Community College system that facilitates cross-enrollment for students seeking degree-applicable courses across different state community colleges. Through the CVC Exchange, Cerro Coso home college students have the opportunity to enroll in courses offered by other colleges when Cerro Coso does not offer a specific course. Additionally, as a teaching college, Cerro Coso hosts students from other institutions in its classes who are working towards completing their degrees.

This implementation project involved various departments and IT teams, enabling seamless communication between our Banner system and the CVC Exchange APIs. This integration simplifies the cross-enrollment process, eliminating the need for students to submit separate CCCApply applications for each college, particularly when they intend to enroll in just one course. The Admissions & Records office maintains close coordination with the CVC Exchange to ensure swift and efficient transfer of transcripts for our teaching college students back to their home colleges. Additionally, we facilitate the transfer of transcripts from teaching colleges to Cerro Coso for evaluation, benefiting our home college students.

From a student equity perspective, this implementation project promotes equity by offering a streamlined method for students to cross-enroll in other community colleges across the state, enabling them to access degree-applicable courses without encountering unnecessary barriers or prolonged waiting periods for specific course offerings in their home college.

Since our implementation in Fall 2022, there has been a steady increase in student enrollments via the CVC Exchange, as seen below.

Terms	CC Home Students Cross-Enrolled	Teaching College Students Cross-Enrolled
Fall 2022	2	2
Spring 2023	5	13
Summer 2023	16	50
Fall 2023	18	28

Data provided via CVC Exchange Dashboard

Isakson and Roe Legislative Updates

Commencing in 2021 and concluding in 2022, the Isakson and Roe Act was instituted to augment and broaden the scope of education benefits and programs extended to veterans, active-duty service members, and their dependents. In the preceding year, the Admissions & Records office diligently undertook efforts to revise protocols and implement requisite modifications pertaining to Section 1005, Section 1010, and Section 1018 of this legislation.

Under Section 1005, it is stipulated that students eligible for GI Bill® benefits are no longer bound by the previous constraint mandating enrollment in higher education within three years following their discharge in order to qualify for in-state tuition rates and fee structures. In response to this legislative change, our internal operational procedures have been meticulously adjusted to align seamlessly with the updated statutory requirements.

Section 1010 imposes the obligation upon GI Bill® beneficiaries to verify their enrollment status at the conclusion of each month to continue receiving their entitlements. Our dedicated Military & Veterans Services team within the Admissions & Records office consistently communicates with our actively enrolled and certified students, issuing targeted reminders toward the end of each month. These reminders prompt students to undertake the necessary steps to verify their enrollment status via the VA student system, known as WAVE, thus ensuring the uninterrupted flow of their benefit payments.

Section 1018 introduced supplementary mandates, necessitating Cerro Coso College to furnish students with specific financial details and other pertinent information, encompassing costs of attendance, estimated living expenses, and related considerations. Cerro Coso College has diligently adhered to these legislative updates, with the relevant information now readily accessible in the college catalog and on the publicly accessible website: <https://www.cerrocoso.edu/campus-life/veterans->

[service-center/principles-excellence.html](#). Among the noteworthy enhancements is the collaborative effort with the Financial Aid office, enabling the provision of personalized College Financing Plans to students. These plans comprehensively outline enrollment fees, Financial Aid grant disbursements, veterans' benefits, and more.

It is noteworthy that these initiatives directly align with our commitment to Student Equity, as we remain fully compliant with the evolving legislative landscape, thereby affording our military-affiliated students access to a wealth of relevant information as they make informed choices to enroll at Cerro Coso College.

Gap to be addressed: Improved and more robust fraud mitigation efforts.

While the A&R office has steadfastly and resolutely addressed the imperative of fraud mitigation, a continued commitment to further reducing this gap and safeguarding our courses against fraudulent activities is paramount. Our unwavering dedication is centered on creating an educational environment that is entirely devoid of fraudulent elements, enabling the seamless enrollment of our genuine students in the pursuit of their educational goals.

The A&R office remains firmly committed to fostering ongoing collaboration throughout the district, with a specific focus on researching and testing enduring solutions in the ongoing battle against fraud. The A&R Director, in tandem with the district-wide team, is actively exploring internal processes utilizing cutting-edge AI technology to monitor course rosters. Additionally, there are ongoing discussions regarding potential partnerships with external vendors who may offer valuable support in our mitigation efforts.

The datasets presented below illustrate the Enrollment Update Comparison dashboards in Tableau for both the Fall and Spring terms. Notably, the Fall data reflects a persistent upward trend in enrollment, raising concerns of potential fraudulent enrollments. This underscores the imperative for the development of a sustainable and more precise protocol aimed at eliminating fraudulent enrollments from our course sections. The Spring terms have an interesting trend with enrollment, again, could be due to fraudulent enrollments and mitigation efforts.

		Fall 2021	Fall 2022	Fall 2023	Difference from 2022	% Difference from 2022	Difference from 2021	% Difference from 2021
CC	Section Count	528.0	551.0	578.0	27.0	4.9	50.0	9.5
	Current Enrollments	9,827.0	10,127.0	10,649.0	522.0	5.2	822.0	8.4
	Postcensus Withdrawals	798	766	742	-24	-3	-56	-7
	FTES	1,377.2	1,339.1	1,403.2	64.1	4.8	26.0	2.0
	Unique Headcount	4,700.0	4,786.0	5,223.0	437.0	9.1	523.0	11.1
	Workload	110.0	111.3	106.9	-4.4	-4.0	-3.1	-2.8
	FTES/FTEF	12.5	12.0	13.1	1.1	9.1	0.6	4.9
	% Full Sections	1.7%	1.6%	5.0%	3.4%		3.3%	
	Grand Total	Section Count	528.0	551.0	578.0	27.0	4.9	50.0
	Current Enrollments	9,827.0	10,127.0	10,649.0	522.0	5.2	822.0	8.4
	Postcensus Withdrawals	798	766	742	-24	-3	-56	-7
	FTES	1,377.2	1,339.1	1,403.2	64.1	4.8	26.0	2.0
	Unique Headcount	4,700.0	4,786.0	5,223.0	437.0	9.1	523.0	11.1
	Workload	110.0	111.3	106.9	-4.4	-4.0	-3.1	-2.8
	FTES/FTEF	12.5	12.0	13.1	1.1	9.1	0.6	4.9
	% Full Sections	1.7%	1.6%	5.0%	3.4%		3.3%	



[Click Here to Filter Data](#)

KCCD Spring 2023 Enrollment Update Comparison, May 11, 2023 266 Days Since Start of Semester

Hover over info icon for instructions and definitions.



		Spring 2021	Spring 2022	Spring 2023	Difference from 2022	% Difference from 2022	Difference from 2021	% Difference from 2021
CC	Section Count	453.0	497.0	548.0	51.0	10.3	95.0	21.0
	Current Enrollments	9,483.0	8,739.0	9,364.0	625.0	7.2	-119.0	-1.3
	Postcensus Withdrawals	979	1,335	1,044	-291	-22	65	7
	FTEs	1,312.2	1,206.1	1,276.5	70.4	5.8	-35.7	-2.8
	Unique Headcount	4,501.0	4,502.0	4,759.0	257.0	5.7	258.0	5.7
	Workload	96.5	100.1	106.7	6.6	6.6	10.2	10.6
	FTEs/FTEF	13.6	12.0	12.0	-0.1	-0.7	-1.6	-12.0
	% Full Sections	0.7%	1.2%	1.1%	-0.1%		0.4%	
	% Full Waitlist Sections	0.0%	0.0%	0.0%	0.0%		0.0%	
Grand Total	Section Count	453.0	497.0	548.0	51.0	10.3	95.0	21.0
	Current Enrollments	9,483.0	8,739.0	9,364.0	625.0	7.2	-119.0	-1.3
	Postcensus Withdrawals	979	1,335	1,044	-291	-22	65	7
	FTEs	1,312.2	1,206.1	1,276.5	70.4	5.8	-35.7	-2.8
	Unique Headcount	4,501.0	4,502.0	4,759.0	257.0	5.7	258.0	5.7
	Workload	96.5	100.1	106.7	6.6	6.6	10.2	10.6
	FTEs/FTEF	13.6	12.0	12.0	-0.1	-0.7	-1.6	-12.0
	% Full Sections	0.7%	1.2%	1.1%	-0.1%		0.4%	
	% Full Waitlist Sections	0.0%	0.0%	0.0%	0.0%		0.0%	

Gap to be addressed: Continued veteran student support.

The A&R office maintains its unwavering commitment to supporting our military-connected students through a multifaceted approach, including legislative updates as outlined in the "Actions Taken Last Year" section. These updates enable Cerro Coso to bolster its veterans' services and maintain eligibility to certify GI Bill® students. While substantial progress has been achieved in the past year, it is essential to acknowledge that gaps still persist.

In the upcoming year, the Military & Veterans Services team within A&R, in conjunction with the Counseling department, will forge a collaborative path towards implementing equity-focused processes. This will include the introduction of initiatives such as the textbook voucher program for veterans, designed to alleviate financial burdens, and the introduction of veteran-specific professional development opportunities for our staff and faculty, notably the VetNet Ally program. These endeavors aim to further enhance the support and resources available to our military-affiliated students, promoting a more equitable and inclusive educational experience.

Outcomes Assessment: Loop-Back Improvements Made

Actions taken in the prior academic year

In the past year, under new leadership, the Admissions & Records office has undertaken a series of enhancements, many of which have directly impacted office processes, procedural refinement, and the integration of updated protocols and technologies. As previously detailed in the Student Equity section, some of our most notable improvements encompass application and enrollment fraud mitigation, the implementation of Certree, the establishment of the Affirmed Names process, and the introduction of Student Parent Priority Registration. Furthermore, we've made substantial contributions to the execution of legislative updates related to veterans' services. Additionally, we have played a pivotal role in facilitating the launch of the CVC Course Exchange program and developing the internal processes necessary to support its implementation.

The A&R office has been engaged in collaborative efforts aimed at streamlining various procedures to enhance their effectiveness and efficiency. One such notable improvement has been the introduction of Concurrent/Dual Enrollment grade reports. In prior years, our office manually processed, printed, folded, and physically mailed official transcripts to high schools for concurrent and dual enrollment students, a time-consuming process that often caused delays in the processing of final grades at high schools. Through collaboration with Early College teams, the A&R office introduced a grade report system designed to securely transmit official grades to specific high schools via File Express. Although the majority of our high school partners have embraced this streamlined process, a few continue to request printed transcripts to be mailed to their campuses. Nevertheless, this new approach has significantly expedited the delivery of final grades to our high school partners and has considerably reduced the volume of transcript paper used during the processing.

In our ongoing quest for operational excellence, we have actively consolidated and revised several common forms provided to

students. Notably, the most substantial transformation occurred with the residency packet. Before Summer 2023, the residency packet comprised seven pages of questions, alongside an array of Title V language and regulatory information. In its current form, this packet has been condensed to a single page, providing clear guidance on the documentation required for students seeking reclassification for in-state tuition and fees. Our ongoing efforts also include the introduction of Dynamic Forms, which efficiently routes forms and documents to students, other departments, and ultimately to BDM (Banner Document Manager) for final archiving and record retention, further enhancing our overall efficiency and service quality.

Outcomes Assessment: Results of Last Year's Assessments

Continue to improve admissions process by providing more outreach-oriented support services - target incomplete admissions applications and reach out to students.

Target Met?

Yes

Streamline veterans certification processes through Dynamic Forms.

Target Met?

No

Outcomes Assessment: Missed Targets

Transcript Articulation

Type:

AUO

Target Missed/Gap Detected:

Process is nearly finalized and staff training is required.

Type of Gap:

Limited capacity/infrastructure.

Analysis and Plan for Improvement:

A&R is currently working directly with Counseling to establish a process and workflow for transcript evaluation and articulation. This process will also play a role with Credit for Prior Learning initiatives. Additionally, the A&R technicians will be trained in articulation and will begin entering data.

Anticipated Semester for Implementing Planned Improvements:

Spring 2024

Anticipated Semester of Next Assessment:

Fall 2024

Improve Student Communication

Type:

AUO

Target Missed/Gap Detected:

Need to reassess strategies and technology tools

Type of Gap:

Limited capacity/infrastructure.

Analysis and Plan for Improvement:

A&R has started moving in the direction of improving student communication, however, we have not been able to configure or adopt BCM (Banner Communication Management). Some communication improvements:

- Improved and enhanced welcome letter email to new students.
- Notifying students who are listed as out-of-state to reach out and see if they can be reclassified to in-state and reduce nonresident fees.
- Contacting students who are in danger of being dropped for non-payment and providing support and resources.
- Notifying students with past due balances.
- Notifying certified GI Bill® students reminding them of their monthly enrollment verification.
- Notifying students when the Update Form is ready.

To continue improving, A&R has implemented a Care Unit and will be utilizing Navigate to easily communicate with groups of students. Will continue to research the functionality of BCM and determine if Navigate can be used instead. However, there is value to BCM such as automated communications to students when their outside transcripts have been uploaded to BDM.

Anticipated Semester for Implementing Planned Improvements:

Continuous through Fall 2024

Anticipated Semester of Next Assessment:

Fall 2024

Increase veterans benefits recipients

Type:

AUO

Target Missed/Gap Detected:

Need to reassess strategies.

Type of Gap:

Need to improve operational processes.

Analysis and Plan for Improvement:

Continue to use the VRC funding to spread more awareness of the veterans' programs. This can include more outreach items, outreach opportunities, and professional development opportunities. Additionally, A&R will be working with IR to create a survey that will allow us to gain a sense of our veteran students and their needs. Specific outreach opportunities will include informational sessions at the local high schools to bring awareness of the CalVet Fee Waiver for veteran dependents.

Anticipated Semester for Implementing Planned Improvements:

Continuous through Fall 2024

Anticipated Semester of Next Assessment:

Fall 2024

Outcomes Assessment: Schedule of This Year's Assessments

Results of Transcript Articulation: Fall 2024

Will need to assess the process and how the workflow is working for staff and students. Additionally, will need to assess how this process is working with Credit for Prior Learning initiatives.

Student Communication Improvements: Fall 2024

Will need to assess communication technology tools and their effectiveness on student communication and the dissemination of information.

Increase in the use of veterans educational benefits: Fall 2024

Program Review

Admissions & Records

Year of Last Program Review:

2023

Actions Taken in the Prior Year to Address Strategies:

1. Articulation of outside coursework and transcripts

1. Progress made: Director of A&R and Director of Counseling have developed a process and workflow for transcript evaluation from the time transcripts are sent to A&R to the archiving of the evaluation.

2. Improve veteran and military-connected support

1. Progress made: Collaborative efforts with the Financial Aid office to promote services to students. Outreach materials were purchased that include both Financial Aid and GI Bill information.

3. Increase the number of students that fully matriculate after submitting the admissions application

1. Progress made: A&R is working collaboratively with the Outreach department to identify students who are stuck in various phases of the application process, like activation. Additionally, the Outreach office provides A&R with a report of students who need to be contacted directly.

4. Create a dedicated space on campus to serve as a Veterans' Resource Center

1. Progress made: The Student Services Executive Council is currently discussing the future of the workshop space, MB218. This space will be transformed into an inclusive space for all special student populations, like veterans.

Strategies Still to be Addressed:

1. Articulation of outside coursework and transcripts

1. A&R and Counseling to finalize the evaluation workflow and process, in addition to finalizing the process for Credit for Prior Learning, which plays a role in this strategy. Process should be finalized by the end of Fall 2023/beginning of Spring 2024.

2. A&R technicians to be trained on articulation and will begin entering the data.

2. Improve veteran and military-connected student support

1. Military & Veterans Services team to work more with Financial Aid to plan veteran-specific seminars on benefits, money management, financial wellness, etc.

2. Continue to promote and support various outreach events.

3. A&R Director to work with IR to create a veteran-specific survey to allow us to find the pulse of the veteran students and identify their needs.
3. **Increase the number of students that fully matriculate after submitting the admissions application**
 1. A&R will begin using the reporting system through CCCApply Report Center to contact students who have not completed their admissions applications and provide additional support.
4. **Create a dedicated space on campus to serve as a Veterans' Resource Center**
 1. Complete the remodel of MB218.
 2. Post veteran-specific resources and information in the CC Marketplace, including VA Work Study students that can work in the Marketplace and provide support and resources.

Last Year's Initiatives

Integrate Parchment Diploma and transcript processes

The A&R office has fully integrated with the Parchment Inc. upgrade in 2022 with the full roll out of Parchment Award. Parchment Award allows the A&R office to upload award data each term, and Parchment Award will issue certified digital credentials along with mailing printed credentials. Students are able to share their digital credentials via social media platforms, email to employers, etc. As of, 09/21/2023, the A&R office has issued 1,595 awards with a 56% claim rate on digital awards, and a 23% share rate of those digital awards.

Additionally, the A&R office upgraded Parchment Transcript services as Parchment, Inc, purchased and absorbed Credentials. This upgrade allows students to place online orders to a larger list of institutions nationwide. For the 2022 calendar year, the A&R office printed 224 transcripts via Parchment and processed 2,959 electronic transcripts.

Roll out Banner 9 SSB

The implementation of Banner 9 SSB or Banner Baseline is still in progress. There have been several integration issues encountered during the roll out phases, specifically with Faculty Self Service and grade entry. We have been working with the Ellucian consultant to work on repairing the issues and moving forward on the implementation. The estimated target to fully implement Banner 9 SSB is Spring 2024. This new upgrade will allow the A&R office additional functionality and flexibility specifically surrounding the affirmed names, manual admissions application reviews, and process automation.

The A&R Directors across the District along with key staff from IT and Ellucian continue to meet 2-3 times per week to work on the full roll out of Banner 9 SSB. The group that meets discuss functionality, develop release plans, and wish to create training materials for staff and faculty.

Reminder of Initiatives for the Current Year

Reminder of Initiatives for the Current Year

Transcript Articulation

Improve Student Communication

Increase Veterans Benefits Recipients

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Articulation of outside coursework

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

This builds upon the initiative undertaken last year. The Admissions and Records department is presently in collaboration with the Counseling Department to develop and execute a formalized procedure for transcript evaluation and articulation. A comprehensive training program for A&R technicians is underway in cooperation with the staff at Bakersfield and Porterville Colleges. Furthermore, the articulation initiative and its associated processes are anticipated to contribute to various other ongoing projects and endeavors, including but not limited to auto-awarding and Credit for Prior Learning initiatives.

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

- Timely submissions of evaluation/articulation forms.
- Completion of evaluation and articulation within set timeframes.
- Accuracy of transfer credit awards.
- Engagement with faculty, CIC, and other related committees.
- Feedback from students.

Does the department request help developing these instruments?

Yes

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

- Monitor how evaluation and articulation affects students' graduation rates, specifically for Credit for Prior learning and/or when auto-awarding is implemented.
- Feedback from students.
- Reduction in transcript evaluation time and articulation entry as the Banner repository will continue to build.

Person Responsible:

A&R Director, A&R technicians, Counseling Director

Unit gap or institutional goals addressed:

It addresses a 2- or 5- year program review strategy, It addresses a Student Equity and Achievement Plan goal

Enhance Student Communication

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

This extends the efforts initiated in the previous year, and these endeavors are set to persist into the upcoming year. The Admissions & Records (A&R) office has undertaken additional measures to enhance student communications and refine the information disseminated to our student body. Although the implementation of BCM (Banner Communication Management) remains pending, the A&R office has leveraged alternative tools for student outreach, including Navigate and the recently introduced Care Unit.

In the pursuit of student-centric service, A&R will employ the CCCApply Report Center to generate reports identifying students who have not completed their admissions applications, enabling us to provide additional support. Furthermore, collaborative efforts with the outreach department will continue, targeting students who require assistance in activating their accounts.

With a focus on our existing students, we have proactively initiated routine communication for various purposes, including but not limited to:

- Enhancing the content and quality of welcome letter emails to new students.

- Identifying and engaging out-of-state students to explore reclassification to in-state status, thereby potentially reducing nonresident fees.
- Reaching out to students facing potential disenrollment due to non-payment, providing requisite support and resources.
- Notifying students with overdue balances.
- Reminding certified GI Bill® students of their monthly enrollment verification obligations.
- Informing students about the availability of the Update Form.

Additionally, we remain committed to the ongoing evaluation of the technology tools at our disposal, such as Navigate and BCM, to determine how these resources can be optimized to best meet the diverse needs of our student body.

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

- Response times to student inquiries.
- Monitor the utilization of communication tools.
- Student feedback.

Does the department request help developing these instruments?

Yes

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

- Increase in enrollment and retention.
- Enhanced student feedback

Person Responsible:

A&R department and other Student Services (collaboration)

Unit gap or institutional goals addressed:

It addresses a 2- or 5- year program review strategy, It addresses a gap in student equity

Increase the number of military-connected students using educational benefits

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

This builds upon our prior-year initiatives, with a commitment to their continuation. To enhance the utilization of educational benefits by military-connected students, we will undertake several focused actions, including improved communication, tailored orientation programs, peer mentoring, and ongoing collaboration with local military bases. Streamlining the certification process and offering personalized financial aid counseling will remain priorities. Additionally, we will continue promoting the VA Work Study program for eligible GI Bill® students, allowing them to work on campus while attending classes.

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

- Veteran outreach events, webinars, and workshops
- More robust, personalized advising sessions to include Financial Aid
- Promotions of benefits, ensuring accessibility
- Student feedback

Does the department request help developing these instruments?

Yes

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

- Increase in veteran and veteran-dependent enrollment and retention.
- Enhanced student feedback

Person Responsible:

A&R department and other Student Services (collaboration)

Unit gap or institutional goals addressed:

It addresses a 2- or 5- year program review strategy, It addresses a gap in student equity

Evaluate Resource Needs

Facilities

The Admissions & Records department needs additional office space to accommodate the Director's presence within the department. Up until October 2022, the Director held a dual role overseeing both Admissions & Records and Financial Aid. This arrangement aligned with the existing architectural layout in the A&R and FA areas. However, with the recent separation of the Director roles, each Director now requires dedicated office space.

Currently, the office originally designed for the joint Director is occupied by the Financial Aid Director, while the A&R Director is situated in a separate area, apart from their team. To facilitate the provision of office space for the A&R Director, a comprehensive office reconfiguration is necessary. This reconfiguration aims to enhance space efficiency, accommodate additional workstations, and ensure compliance with building codes.

Lastly, the A&R team is poised to engage in a collaborative effort with other departments within Student Services. The aim of this collaboration is to elevate and transform our workshop space, aligning it with the shared objectives of creating a highly functional environment that caters to the diverse needs of our student population. To complete this goal, potential facility requests encompass a range of considerations, such as the installation of wall art, storage options, and the procurement of suitable furniture, to name a few.

Information Technology

Admissions & Records continues to request IT support for a variety of support with events, technical issues, implementation, and integration projects each year.

The A&R office plans to optimize office equipment usage. Currently, we have three printers on the counter: one dedicated to paper transcripts connected to Banner, and two multifunction devices for various tasks. With each technician having a desktop scanner and reduced printing needs, we propose upgrading the Banner-connected printer to a more efficient device and reducing the total number of office printers to two.

The A&R Director requires an upgraded laptop. The current device, purchased pre-pandemic, exhibits signs of aging and diminished performance, despite ongoing maintenance efforts. A new laptop is essential to enhance device performance, efficiency, software compatibility, and data security, particularly as the Director frequently relies on it to continue working during off-campus travel.

Marketing

The Public Information Office and the Admissions & Records team maintain an ongoing collaborative effort to strategize initiatives for upcoming A&R and Military & Veterans Services events both on and off campus. The Military & Veterans Services team consistently leverages designated social media channels in coordination with the official CCCC and Outreach social media accounts to disseminate information to students. Simultaneously, the A&R team actively engages with the Marketing, Graphics, and Web Content teams to develop and amplify marketing materials.

Professional Development

The Admissions & Records office attends annual conferences each year to stay informed and up to date with information directly pertaining to Admissions, Records, and Military & Veterans Services.

NAVPA, Fall 2024

This annual conference is designed for Veterans Program administrators which covers topics including national and regional legislative updates pertaining to veterans' educational benefits and training. Additional training is provided to administrators regarding best practices and tools to improve the educational outcomes for military-connected students.

CACCRAO, Spring 2025

This annual conference includes presenters from the CA Chancellor's Office and A&R professionals from around the state. Information on regulatory developments, budgetary issues, technology, legislative updates, and more is presented to attendees. For the 2024-2025 planning period, I would like to seek additional funding to allow two A&R technicians to attend the conference in addition to the Director.

CCCCO Veterans Symposium, Summer 2025

This annual conference hosted by the CA Chancellor's Office allows for faculty, administrators, and staff from across the state to convene to discuss how best to support our student veterans. Information presented at this conference includes strategies to guide and support student veterans and their education as they transition from military life to college life. This conference was previously hosted virtually due to the COVID-19 pandemic; however, they are returning to an in-person event.

WAVES, Summer 2025

This annual conference is hosted by the Western Association of Veteran Education Specialists (WAVES) in conjunction with the Department of Veterans Affairs National Training Team. This conference specializes in the training of School Certifying Officials (SCOs) by providing in-depth, functional training on the various systems utilized by the Department of Veterans Affairs such as Enrollment Manager. Additionally, this conference provides important updates for administrators that involve a variety of processes such as VA Compliance Surveys, RPO Updates from the Regional VA Office, and more.

Other Needs

The Admissions & Records department maintains a productive partnership with the Outreach team, focusing on two key initiatives: Rapid Enrollment Events and Admissions Application Support.

In Fall 2023, Cerro Coso successfully conducted its inaugural round of Rapid Enrollment events, involving collaboration between A&R, Financial Aid, Counseling, and Outreach. Outreach played a vital role in these events, encompassing coordination efforts, advertising, and Zoom hosting for both virtual and in-person sessions. These events have proven instrumental in streamlining the admissions process, facilitating financial aid applications, supporting counseling matriculation, and aiding in registration. The continued implementation of Rapid Enrollment events is crucial to enhancing student enrollment and retention.

Currently, Admissions & Records and Outreach maintain distinct reporting mechanisms to track student progress in the admissions process. Admissions & Records utilizes the CCCApply Report Center to identify students in the application completion phase, while the Outreach office leverages Cognos reports to identify students who have applied but not activated their accounts. By harmonizing our efforts, Admissions & Records and Outreach can establish an efficient process for contacting these students, guiding them through the application process, and addressing any potential challenges—particularly pertinent as CCCApply integrates ID.me, which may introduce additional complexities for students during the application journey. This collaborative initiative is poised to enhance the overall student experience and facilitate successful enrollment.

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff

Admissions & Records Technician II

Location:

Ridgecrest/IWV

Salary Grade:

42.5

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

\$4,227.69 - \$5,973.61/month

Justification:

1. Explain why the work of this position cannot be assigned to current staff.

Presently, the Admissions & Records department is grappling with a substantial workload, notably due to the escalating instances of fraud and the necessity for manual scrutiny of admission applications. Furthermore, CCCApply is poised to introduce a new security enhancement, ID.me, which will introduce additional hurdles for students necessitating increased support from the A&R office. As the A&R office forges ahead with its pursuit of technological advancement, the auto-awarding initiative will exert heightened demands on the existing staff, as A&R will be mandated to institute and sustain a degree-auditing system.

2. Describe the impact on the college if the position is not filled.

As the Admissions and Records (A&R) office initiates new endeavors such as auto-awarding, transcript articulation, and endeavors focused on fraud mitigation and enhanced application assistance, there will be a pronounced escalation in workload for the existing staff. This surge in responsibilities may lead to a considerable slowdown in other operational processes, as technicians are confronted with the need to balance an increased workload.

3. Is a temporary employee currently performing the work of this position?

No.

4. How is the work assigned to this position presently accomplished?

In the case of certain established procedures, the workload is distributed among all three technicians within the office. During periods of heightened demand, the Director may also contribute by undertaking specific tasks. However, in the context of the newly introduced initiatives such as auto-awarding and articulation, these responsibilities are designated to be carried out by the Technician II positions, and the assignment of these tasks has not yet been finalized.