

2017-2018 Program Review Admissions and Records

WCC - Admissions and Records Program Recommendations

Year of Review: 2017-2018

Type of Review: Annual Update

Program Description : The Admissions and Records Office is one of the key offices on campus. We handle all student records both in paper and electronic format. The staff process all transcript requests, requisite equivalencies, IGETC/CSU certification requests, online application (CCCAPPLY) processes, registrations (both college and high school students), student petitions, residency determinations, address changes/updates, educational goal changes, major changes, enrollment verifications, prerequisite checks, matriculation forms, cashiering duties, document imaging, student payments, certificates/diplomas, testing and outside assessments, international student processes, schedule production and catalog review.

The YCCD District Registrar does the 320 reporting for the college and handles the majority of the state audit questions that come in regarding courses and attendance of students. The staff assists with compiling audit materials and ensuring that files are in order and forms are accurately filed throughout the year.

Executive Summary (Include a list of team members): Since Fall 2011, positions within the office have changed. Due to budget reductions, the Admissions and Records Director positions at WCC and YC were eliminated, with support centralized in the District Registrar, resulting in significantly reduced daily onsite supervision of the office. In July 2017 the Direction of Matriculation was hired and will over see the day to day operations of A&R, along with dual enrollment, outreach to local high schools, the student ambassador program, and counseling. Currently two Senior Student Services Technicians (one hired through SSSP in July 2015) and two Student Services Technicians to serve close to 4,000 students. In 2015-2016, A&R processed 431 graduation petitions, 915 requisite equivalency petitions, and for general petitions (course substitutions, academic renewals, repetitions, readmission, etc.) reviewed by the Dean of Student Services and counselors who help students submit petitions: 658 for summer/fall 2105 and 355 for spring 2016 (for a total of 1,013 petitions).

The Colusa County Campus currently has one full-time Student Services Technician to provide A&R support to LCC students. In the past, we also had a part-time Student Services Technician (0.59 FTE until 8/2013) that was downgraded to a temporary Student Services Assistant (0.50 FTE until 5/2014) before the position was discontinued. Since May 2014, we have had just one full-time Student Services Technician.

With WCC's intent to implement Degree Audit, the Admissions & Records office is in need of a staff member to assist with the initial implementation and ongoing maintenance of the Degree Audit system. The staff member needs to be knowledgeable in assessing college catalogs and how they correlate with the Degree Audit system for it to work properly.

We maintain two to three Federal Work Study positions at the WCC main campus. These students assist with filing, scanning, answering phones, stocking schedules around campus, scheduling counseling/testing appointments, assisting at the kiosk, copying materials, delivering materials to various department, and sorting mail.

The Student Success Act of 2012 (SB 1456) and Student Success and Support Program (SSSP) new title 5 regulations have highlighted the importance of matriculation services provided to students, from application, to assessment, orientation, education planning, and follow-up services. Through WCC's Completion by Design framework and focus on key student momentum and loss points, as well as CCSSE and SENSE survey data and the college's new Education Master Plan, there is a greater focus on improving the entering student's experience. As we move into Spring 2016, A&R will develop survey tools/instruments and conduct student focus groups to gauge student perceptions, experience, and satisfaction with the core matriculation processes.

Forms have been updated to reflect current policies and practices, as well as meet regulated requirements, thereby assisting to ensure the college remains in compliance. Additionally, the forms are loaded to the college website to assist in usefulness to the students and the staff.

Currently the WCC and LCC A&R offices do not require any technology upgrades. The Colusa County Campus A&R staff have requested larger monitors for their computers.

The Degree Verify process with National Student Clearinghouse is completed each term. We report the number of degrees that we grant and we also verify a degree if a third-party requests the information from National Student Clearinghouse.

Since the Spring 2016 term, the office hours have changed. At the WCC main campus, we are now open Monday and Tuesday 9am-6pm, Wednesday through Friday 9am-5pm (for Fridays: during peak). The 6 pm closure assists the evening students who have not been able to complete processes with the college. During non-peak periods, the A&R Office closes at 12 pm on Fridays to support staff training and to complete back-office functions and paperwork.

In Fall 2015, WCC began implementation of the new title 5 regulations on the loss of the Board of Governors Fee Waiver by notifying students that this new law and requirements would go into effect in fall 2016. Communication to students included email, LCD displays, posters and signs, and website information. All students on probation received letters notifying them of their academic standing after the conclusion of the semester-- BOGFW notice language was added to these letters, as well. In Spring 2016, the Counseling Department began conducting new probation "Academic Success Workshops" for students on probation and in dismissal status. For Spring 2016, approximately 250 students attended the workshops. We are currently working with YC to draft an updated board policy, as required by title 5, to implement the BOGFW changes.

Program Mission Statement: The Admissions & Records Office is dedicated to providing access and efficient processes to enhance student success from college admittance through graduation by supporting our diverse population and collaborating with our staff and faculty on various institutional initiatives.

Industry Trends and Program Data Analysis : N/A.

SLO Assessment Summary: We plan to continue working with the Office of Institutional Research to develop a survey to assess students needs as we transition via Guided Pathways and the implementation of self-services features like degrees audit.

Future Goals and Program Direction: With the college's plans to fully implement Degree Audit, we also need to hire a Technician to assist with the Degree Audit system. In order for the Degree Audit system to work a full-time Technician needs to be in place to ensure that catalog and any related transcript information is entered as the information relates to student records and student success initiatives. Without that level of knowledge and attention the Degree Audit system will be inaccurate and not work correctly.

Feedback (Validation Team Use ONLY) : N/a

Are you ready to submit your final program review?: Yes

Recommendation: Reclassify a Student Services Technician

Work on reclassifying a Student Services Technician to a Senior Student Services Technician to assist with the workload in the office.

Recommendation Priority: 1. Low Priority

Request Date: 12/07/2011

Inactive Date: 10/23/2013

Supporting Evidence : N/A - This recommendation is complete and inactivated.

Evaluation Plan: N/A - This recommendation is complete and inactivated.

Related Goals

College - WCC ACCJC
Standard I B - Standard I B: Improving Institutional Effectiveness
Standard II B - Standard II B: Student Support Services

Recommendation: Hire an Evaluator

There is a need to hire an Evaluator for all transcript entry for each student who turns in a transcript from outside colleges/universities. This will assist with the Degree Audit project that the District is embarking on for the next year and into the future.

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Recommendation Priority: 3. High Priority

Request Date: 08/01/2012

Inactive Date: 10/23/2013

Supporting Evidence : Qualifications and requirements of position needs have been modified.

Evaluation Plan: Completed.

Related Goals

College - WCC ACCJC
Standard I B - Standard I B: Improving Institutional Effectiveness
Standard II B - Standard II B: Student Support Services
Standard III C - Standard III C: Technology Resources

Recommendation: Upgrade technology in offices

Upgrade one of the three front counter computer systems, as well as, add two computers in the Senior Student Service Technician/Evaluator office that is across the hall from the Admissions & Records office currently.

Recommendation Priority: 3. High Priority

Year(s) Requested: 2017-2018

Request Date: 08/01/2012

Supporting Evidence : N/A

Evaluation Plan: N/A

Plan of Action

<p>Equipment - A computer and printer was purchased in the 2012-2013 academic year, so A&R is looking at submitting quotes for one front counter computer upgrade and the one computer for the Senior Student Service Technicians office. A request was submitted to the Instructional Materials Requisition Committee for further review. (Active)</p> <p>Budgetary Impact: Cost for the computers would be roughly \$1600 for two at (\$800 + tax). Monitors would estimate about \$200 + tax.</p> <p>Timeline/Responsible Party: Would like to get all computers in place by the start of the Fall 2014 term. Responsible parties would be Director of Admissions & Enrollment Services and Information Technologies.</p>
<h3>Status</h3> <p>Reporting Year: Pre-2015 03/12/2013</p> <p>Recommendation Progress: Recommendation Needs Improvement/Attention</p> <p>The two computers for the technicians have been upgraded. Currently the senior technician is stationed in the Admissions & Records Office using a computer in the back office. Currently no upgrades to the senior technician office have been made.</p>

Related Goals

College - WCC ACCJC
Standard II B - Standard II B: Student Support Services
Standard III C - Standard III C: Technology Resources

Recommendation: Director of Admissions & Enrollment Services

Hire a permanent position

Request Date: 03/12/2013

Inactive Date: 07/28/2017

Supporting Evidence : The Director of Admissions & Enrollment Services resigned in June 2012. Currently there is an Interim

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Director. However, we need to establish a permanent position.

Evaluation Plan: N/A

Plan of Action

Staffing - Technical/Clerical - Submit a staffing request through appropriate channels and the district for resource allocations. (Active)

Budgetary Impact: Salary and benefits

Timeline/Responsible Party: President of Woodland Community College

Location: Woodland Community College - All

Perkins Eligible: No

Status

Reporting Year: Pre-2015

03/12/2013

Recommendation Progress: Recommendation Needs Improvement/Attention

Currently a consultant has been hired to assist the Interim Director of Admissions. No hiring or recruitment has been made for the permanent position.

Related Goals

College - WCC ACCJC

Standard II B - Standard II B: Student Support Services

Recommendation: Hire a Staff Member - Degree Audit

There is a need to hire a staff member/technician to assist with the Degree Audit.

Recommendation Priority: 3. High Priority

Year(s) Requested: 2016-2017, 2017-2018

Request Date: 11/21/2016

Supporting Evidence : Requirements needed to implement SB 1456, matriculation changes mandated by the State's Student Success Initiatives.

Estimated cost: \$30,000 salary plus \$12,000 benefits = \$42,000 (Student Services Technician)

Evaluation Plan: N/A

Plan of Action

Staffing - Technical/Clerical - Put together an technician position description with a Degree Audit focus and put that through to Human Resources. Then put that through to the Union. Once it is approved through Union follow the process and protocol to attain and maintain the position. (Active)

Budgetary Impact: Salary and benefits

Timeline/Responsible Party: Request position be filled by Fall 2014. Based on protocol/process, Human Resources, Union, and Vice President for Academic and Student Services

Related Goals

College - WCC ACCJC

Standard I B - Standard I B: Improving Institutional Effectiveness

Standard II B - Standard II B: Student Support Services

Recommendation: Hire Matriculation Director (Academic Administrator)

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Hire a Director of Matriculation to oversee the college's matriculation processes and offices, including Admissions and Records, Assessment, Outreach and Counseling.

Year(s) Requested: 2016-2017

Request Date: 11/21/2016

Inactive Date: 07/28/2017

Supporting Evidence : This position will support WCC's Education Master Plan goals and objectives for Student Services, including increased K-12 outreach, improved new student matriculation services (application, orientations, assessment and education planning) for all new students and, in particular, incoming high school graduates ; enrollment and course registration support and oversight for WCC's growing dual enrollment course offerings; and oversight of WCC's growing outreach and student engagement efforts.

Data to support hiring of Matriculation Director: dual enrollment expansion; (HS students enrolled and courses offered on HS campuses); WCC new enrollment growth; WCC new HS senior matriculation trends; Addition of new programming at WCC, including the launch of a new Student Ambassadors program at the beginning of Spring 2106 term.

Admissions and Records had a director until budget reductions eliminated the position. Since that time, the A&R Office has not had onsite supervision of staff, with the exception of the District Registrar who is available two days per week at WCC. Not having an onsite supervisor has resulted in several challenges within the office and growing tensions among staff.

Estimated cost: \$89,000 salary, plus \$31,150 benefits= \$120,150 (Academic Administrator)

Note: an A&R Director has been requested in prior years: 2013-2014

Evaluation Plan: Annual evaluation, student surveys and focus groups on the quality and effectiveness of WCC's new student matriculation services will be conducted each spring. The AUO/SLO's and evaluation tools are under development. Additionally, the CCSSE and SENSE survey results will help provide baseline data to evaluate the effect improvements have on student expectations and perceptions of these processes.

Plan of Action

Other - We need to hire a Director of Matriculation. (Active)

Budgetary Impact: Recommend using categorical SSSP funding to support.

Timeline/Responsible Party: Dean of Student Services. Recommend implementation in 2016-17.

Location: Woodland Community College - All

Perkins Eligible: No

Recommendation: Create an office space for additional staffing needs

To create two office spaces in the current "copy room" across from Admissions and Records office, Implementation of self-services (including degree audit) will require additional staff to keep catalog and programs information updated.

Recommendation Priority: 3. High Priority

Year(s) Requested: 2017-2018

Supporting Evidence : Additional services to students via degree audit will require support for system to set up and maintain.