

# Annual Program Review 2012-2013 Student Services Programs

# **ADMISSIONS & RECORDS**

### **Authorization**

After the document is complete, it must be reviewed and <u>submitted to the Program Review</u> <u>Office</u> by the Dean or Manager.

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### 1.0. Trend Analysis

Please provide For each program, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

SERVICE / FUNCTION	Academic Year	Service Contacts
Admissions & Records provides the following services: Set term/session dates for the Academic Calendar Determine residency	2010-2011 2011-2012	<u>Applications</u> 41,861 42,188
Set up registration dates, times & priority registration student groups Register students	2010-2011 2011-2012	Graduation Petitions 1,097 1,113
Process and/or Certify: Applications, Late Adds, Time Conflicts, Unit Overloads, Enrollment after 2 Attempts, Enrollment Verification, Credit by Examination, Pass/No Pass, DD214 for Veterans	2010-2011 2011-2012	<u>Transcripts</u> 32,741 33,300
Affairs, IGETC & CSU Breadth, AA/AS & Certificates of Completions, external transcripts  Create class, drop, positive attendance and grade	2010-2011 2011-2012	Certified Veterans 44 81
rosters Prepare college catalog and boiler plates for class schedule Maintain and update A&R web pages and MyGCC	2010-2011	Petition to Waive a College Requirement A&R began logging petitions on 10/3/11 170 578
Receive & post grades and make grade changes Establish academic standing Issue official Transcripts Scan, box & store permanent records Write, edit and enforce Education Code, title 5 & board policies, and administrative regulations in	2010-2011	External Transcript Evaluation Credit 2500 evaluations a year or 208 each month, with some months having more due to nursing deadlines.
cooperation with Academic Senate Test PeopleSoft upgrades	2011-2012	External credit into PeopleSoft, 3500 to 4000 transcripts evaluated every year.

STAFFING	FTEF	Mgmt.	Classified	Hourly	Student Workers Hrs.
2008-2009	1	2	10	15	10
2009-2010	1	2	12	15	7
2010-2011	1	1	12	17	7
2011-2012	1	1	10	16	5

1.1. Describe how these trends have affected student achievement, student learning, or program improvements:

These trends show an increasing number of students being served along with a decreasing number of permanent support staff. A&R staff has taken additional work load because of retirements and positions not being filled. In the spring 2013, there will be another reorganization to include Garfield Campus Student Services' functions such as admissions and this will definitely impact the Admissions and Records staff.

1.2. Please explain any other relevant quantitative/qualitative information that affects the evaluation of your program?

Three general trends will require staff to be further trained and to increase their technical skills: PeopleSoft enhancements, Garfield Campus admissions' functions, and SB1456 matriculation requirements (i.e., Student Success Task Force).

## 2.0. Student Learning Outcomes and Program Level Outcomes

Year	SLOs / PLOs Defined	SLOs / PLOs Assessed	Assessments Analyzed
2011-2012	PLO: A&R will reduce the number of student complaints to the VP and President's Office.	YES	The Petition to Waive College Requirements has been effectively used when addressing student complaints. As such, a couple of major changes took place in alignment with title 5 regulations (e.g., drop for No Show policy).
2011-2012	PLO: A&R will reduce the number of student petitions for waivers of college requirements.	YES	College regulations are now being synchronized with title 5 and permissive language such as "may" has been changed to "shall".  Also, new regulations are on the Website, in the Student Portal as well as the catalog and schedule of classes.
% Change			With minimal staffing levels, paper petitions were not counted due to other priorities.  However the manager and the vice president have seen a reduction of student complaints.
Trend			Procedures have been streamlined and forms modified to address student complaints.

**2.1.** Please comment on the percentages above.

What has surfaced is that many of the student complaints are not related to Admissions and Records; many are instructional, Business Office, or ITS glitches (e.g., grade changes, complaints of instructors, fees assessed, PeopleSoft glitches).

**2.2.** Using the results from your areas recent assessment reports, please summarize any program or other changes/improvements that have been made as a result of your assessments.

A new PLO will include utilizing an Excel spread sheet to monitor these petitions for accurate reports.

**2.3** What recent activities, **dialogues**, discussions, etc. have occurred to promote student learning or improved program/division processes in the last year?

Mark an "X" in front of all that apply

Х	Changes/revisions to department processes
Х	Increased or improved SLO/PLOs
	Other dialog focused on improvements in student learning
	Documented improvements in student learning
	New degree or certificate development
Х	Best Practices Workshops Discussions regarding best practices or improved processes
	Conference Attendance geared towards maintaining or improving student success
	Attendance at Staff Development activity geared towards maintaining or improving student learning
	Department Minutes
	Reorganization

Please comment on the activities, dialogues, and discussions above

Revised forms and streamlined procedures for students. For example, Student Services has held two meetings with the instructional chairs to revise the Second Repeat Form. Also, the VPSS has informed key individuals about the appropriate referral process for handling student complaints when they do not pertain to Student Services. Finally the Marketing Committee has taken the role of establishing a Catalog Task Force group to review and improve the College Catalog.

### 3.0. Reflection and Action Plans

**3.1** Based on your data and analysis presented above, as well as on issues or items that you were unable to discuss above, comment on the Strengths and Weaknesses of the Program.

### 3.1 Strengths

List the current strengths of your program

- 1. Staff morale continues to be high under organizational setup even with the reduction of permanent staff.
- An experienced and knowledgeable A&R staff is largely responsible for the positive results of two to three annual audits done on Admissions and Records' operations to test compliance with state and federal regulations.

### 3.2 Weaknesses

List the current weaknesses of your program

- 1. One employee is managing the entire PeopleSoft process and needs to be reclassified.
- 2. Power outages and PeopleSoft malfunctions has quadrupled the amount of workload for staff and student traffic to the front counter.
- 3. Need adequate support staffing to serve an increasing student load and reorganization with the Garfield Campus' Student Services admissions functions.
- 4. Need enhanced annual budget to cover the cost of CCC Apply/ CCC transcript software licensing.
- **3.3** Using the weaknesses, trends and assessment outcomes as a basis for your comments, please <u>briefly</u> describe any future plans and/or modifications for program/division improvements. Any plans for reorganization should also be included, along with a resource request if applicable.

Modifications	Anticipated Changes/ Improvements	Link to EMP, Plans, SLOs, PLOs, ILOs
•	We will be able to send and receive electronic transcripts.	EMP1.2.3: Improve the Matriculation process Student Serv. Master Plan 2.4
mediation for	There is a PeopleSoft glitch that does not block students with Incompletes or who have previously passed the class with a C or better.	Student Serv. Master Plan 2.2
Reclassification	One employee is managing the entire PeopleSoft process and needs to be upgraded.	EMP 3.4.3: Increased Seamlessness between the Verdugo & Garfield Campuses Student Services Master Plan 3.3 & 3.6 - Garfield Campus reorganization and establishment of a Veterans' Center

# Hire 3 Classified Positions from retirees

### 1 Duties for Enrollment Services Shift Lead

- -Trains and oversees employees and temporary registration workers during the evening shift
- -Processes and evaluates applications and forms for admission, registration, and status change
- -Collects, computes, reviews and verifies data as required in the preparation of the attendance reports for Positive Attendance

### **2 Enrollment Services Specialist**

- -Determines acceptability of accreditation of other educational institutions
- -Evaluates academic records and transfer credits to determine student eligibility for graduation, completion of general education and IGETC requirements and vocational certificates
- -Analyzes military records and grants educational credit where appropriate
- -Oversees the processing of all incoming transcripts
- -Verifies level, content, unit value and grading systems of courses from other institutions; determines credit to be granted toward specific requirements and consults with department division chairs

### **Enrollment Services Technician**

- -Determines course equivalencies; evaluates transcripts; determines eligibility according to State and Federal guidelines for graduation and certificates
- -Evaluates and certifies coursework completed for the IGETC
- -Establishes and maintains comprehensive and accurate files of on-line official transcripts and hard copy records, which may include GPA calculation, unit adjustment, higher-grade re-calculations, graduation posting and General Education Certification
- -Provides quasi advisement regarding CSU and UC General Education Certification (IGETC and Breadth), Associate in Art and Science degrees and Certificate of Completion -Processes and evaluates applications and forms for admission, registration, and status change

EMP 3.4.3: Increased Seamlessness between the Verdugo Campus and Garfield Campus

Student Services Master Plan 3.3 & 3.6 Garfield Campus reorganization and establishment of a Veterans' Center

Format Rev. 9.26.12

# **2012 PROGRAM REVIEW**

# Section 4 Resource Request

# **ADMISSIONS & RECORDS**

Software/Licenses

S: AR-1

### Mark Type of Request:

Facilities / Maintenance		Computer Hardware for Student Use
Classroom Upgrade		Computer Hardware for Faculty Use
Instructional Equipment	Х	Software/Licenses/Maintenance Agreements
Non-Instructional Equipment		Conference/Travel
Supplies		New Classified Position
New Faculty Position		Replacement of Classified Position
Replacement of Faculty Position		Other

**4.1** Clearly describe the resource request.

Software/Licenses:

CCC Apply \$5,625.00

CCC Transcript \$5,625.00

Amount requested \$ 11,250

Breakdown of cost (if applicable):

### 4.2 Funding

	Requires one time funding
X	Requires ongoing funding
	Repeat Request
	Year(s) Requested

**4.3** Please check if any off the following special criteria apply to this request:

X	Legal Mandate (title 5/SB 1456 Student
	Contractual Requirement
	Accreditation Requirement
	Health & Safety Issue

Please explain how/why this request meets any of the above criteria.

SB 1456 Student Success Task Force (super matriculation) establishes using technology to matriculate students. Both software licenses are needed annually in order to enroll students and to electronically send transcripts to colleges/universities.

CCC Apply is the only means for a student to apply for admission to Glendale College for credit classes.

CCC Transcripts has been in development with IT since 2012. We will be ready to implement this new service to our students effective Fall 2013.

**4.4.** Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address? Please use information from your report to support your request.

EMP1.2.3: Improve the Matriculation process Student Serv. Master Plan 2.4

**4.5.** What measurable outcome will result from filling this resource request?

During the last academic year Admissions and Records processed 42,188 admissions applications and 33,300 official transcripts. We anticipate that admission applications and transcript requests will continue to increase due to the implementation of the Student Success Task Force regulations and the addition of more classes being offered at the college.

#### APPROVAL

AGENCY	DECISION	
The Program Review	COMPLIANT	X
Committee has reviewed the information in this	NON COMPLIANT OR INCOMPLETE	
request and finds it to be:	a)     Request not adequately described or incomplete	
	b)  Request not linked to assessments or assessments not completed	
	c) Request not linked to EMP, plan or SLO,PLO or ILO	
	d) Report Incomplete	
PRC Comments		•

Form Revised 9.19.12

Reports determined to be "Non-Compliant" will be returned to the division member responsible. Reports must be resubmitted with needed changes to the Program Review Office. Requests will not move forward in the budget process if the report or request is Non-Compliant.

## 2012 PROGRAM REVIEW

# Section 4 Resource Request

# **ADMISSIONS & RECORDS**

Reclassification of Classified Employee

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### Mark Type of Request:

Facilities / Maintenance			Computer Hardware for Student Use
Classroom Upgrade			Computer Hardware for Faculty Use
Instructional Equipment			Software/Licenses/Maintenance Agreements
Non-Instructional Equipment	uipment Conference/Travel		Conference/Travel
Supplies	Supplies New Classified Position		New Classified Position
New Faculty Position			Replacement of Classified Position
Replacement of Faculty Position		Х	Other - Reclassification

### **4.1** Clearly describe the resource request.

One employee is managing the entire PeopleSoft /CCC Apply student admission/registration process and needs to be reclassified. With a reorganization on the horizon (spring 2013), A&R will be taking the student load of Garfield Campus' admission and registration processes. In addition to the collection and programming of noncredit positive attendance and grade rosters. Furthermore this employee will be responsible for the retraining of the existing credit/noncredit staff to provide a seamless transition.

This employee will serve as the Admissions and Records lead person at the Garfield campus with the reorganization expected during spring 2013 semester.

#### 4.2 Funding

	Requires one time funding
X	Requires ongoing funding
	Repeat Request
	Year(s) Requested

#### **4.3** Please check if any off the following special criteria apply to this request:

Health & Safety Issue
Accreditation Requirement
Contractual Requirement
Legal Mandate

Please explain how/why this request meets any of the above criteria.

Funding: This employee needs to be compensated for the additional duties that he has already assumed since the initial implementation of CCC Apply and PeopleSoft – summer 2010. This employee has already taken on the management of the noncredit posting application process in PeopleSoft. In addition to being credit/non-credit "expert" for technical problems in the processing of admission applications/registration/rosters in the PeopleSoft student component.

**4.4.** Justification and Rationale: What EMP Goal, plan, SLO, PLO, or ILO does this request address? Please use information from your report to support your request.

EMP 3.4.3: Increased

Seamlessness between the Verdugo & Garfield Campuses

Student Services Master Plan 3.3 & 3.6

Garfield Campus reorganization

**4.5.** What measurable outcome will result from filling this resource request?

The number of students served will be one measurable outcome (e.g., noncredit admissions application/registration processed)