

Bakersfield College 2018-2019

Program Review – Annual Update - Non Instructional

Program Name: Enrollment Services

Program Type (Administrative, Student Affairs, Academic Affairs, Other): Student Affairs

Bakersfield College Mission: Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students' abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world

Describe how the program supports the Bakersfield College Mission:

Strive to provide efficient, accurate, and timely services that will contribute to the attraction, retention and graduation of a highly diverse student body. Provide faculty and college administrators with data and services that enable them to accomplish their instructional and management objectives, creates and maintains records systems designed to protect the academic integrity and security of confidential student data, in accordance with state and federal guidelines. Strive to communicate clearly, patiently and politely, whether, in person, by phone or via electronic communication. Providing assistance and information to our consumers and assisting incoming students to identify a program of study contributes to the student success of our diverse students. We register students for the courses that lead to the degrees and certificates, evaluate the eligibility and actually issue the degrees and certificates.

Program Goals:

A. List the program's current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section. Please provide an action plan for each goal that gives the steps to completing the goal and the timeline.

- 1. Program Goal:** A&R is working to transition from requiring students to apply for degrees and certificates to identifying qualified students and issuing the document.

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal? Student progression and Completion

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement)

Progress on goal achievement: Ongoing, We expect to have the implementation of certificates completed by the end of Spring 2019 and degrees by end of Fall 2019. We had expected to complete the implementation by May 2018 but the implementation is taking longer than expected.

Status Update – Action Plan and any link to Resource Requests: We are in the process of implementing Starfish Degree Planner, which has a reporting function on degree and certificate completion.

Status Update – Action Plan and link to Resource Requests : We are currently understaffed as several team members have found positions on campus that are promotions. We are currently trying to get new staff hired and trained to maintain the services we offer at Bakersfield College.

B. List new or revised goals (if applicable)

Program Goal: A&R is working with the district office to implement online census roster processing.

List the institutional goals from the Bakersfield College Strategic Plan that will be advanced upon completion of this goal?

(Student Learning, Student Progression and Completion, Facilities, Leadership and Engagement) Student progression and Completion, Leadership and Engagement

Progress on goal achievement: We expect this to be completed by the end of the Fall 2019 semester as we are upgrading our Banner 9 Self Service system to support the process. Having the census roster available online will keep us in compliance and better able to track when a faculty member has processed and certified their census rosters.

Status Update – Action Plan and link to Resource Requests: This is ongoing as we are in the implementation process.

Program Analysis:

Take a look at your trend data (all programs should have some form of data that is used to look at changes over time). Please report on any unexpected changes or challenges that your program encountered this cycle:

1. How does your trend data (or other data your area collects) affect your decision making process for your program? : The increase of phone calls coming into the office have been overwhelming this last year causing students to have longer wait times to speak to a technician. The additional packet registrations for Inmates as well as a growing number of Dual Enrollment courses being offered at local high schools have increased the work of the A&R Technicians in the office. With the increase in enrollments at Bakersfield College, we are processing more enrollments by packet registration, which are time consuming and require manual entry for each enrollment. These include Dual Enrollment, Westec, Inmates, and Fire Academy/EMT/Apprenticeship. We are now tracking these enrollments, including processing California Promise Grant appeals and has included these totals in our trend data. We are being asked to take on more and more work in the office. The technicians are busy with the additional service and processes in the office. We are requesting one additional Department Assistant III support staff to assist us in the overwhelming effort to meet our student's needs. With the volume of work, it warrants looking at enrollment services having additional leadership support for the records area. We are requesting from the executive team to add a program manager for admissions and records that would be over the records area providing leadership to evaluators, athletic eligibility, and veteran certifications.

	Enrollment Services Trend Data						
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Transcript Requests	18,738	16,703	21,626	21,753	21,857	18789	18773
Athletic Eligibility						403	535
BOGW Appeals						109	466
Change of Grade/Academic Standing						1251	911
Enrollment Verifications				3056	1100	1187	1213
Degree Verifications						2012	2000
Residency Determinations				1489	1884	1303	1568
Academic Renewals						445	484
3rd Repeat Forms						938	1428
Enrollment/Drop Forms						3636	4453
Dual Enrollments Processed *				775	1747	5193	7797
Inmates Processed *						563	3197
WESTEC Processed *						742	1976
Fire/EMT/Apprenticeship *						5032	6698
Major Changes						1864	418
Information Change Forms						1576	1525
Transfer Evaluations	2781	2959	2428	4203	4677	5082	5608
Graduation Applications Processed	956	969	1205	1026	1339	1551	2187
Degrees Awarded	893	814	1027	964	1086	1555	1820
Certificates Awarded	898	1023	1020	960	1181	1167	1287
Veterans Certified	708	657		448	732	1060	1286
International Students I-20's	41	39	21	86	84	150	144
General Education Certifications			1212	1334	2081	903	1182
Duplicate IDs							132
Concurrent Enrollment							1314
Cancelled Classes (sections)							438
Packet Registrations *							1128
* Manual enrollment by A&R Staff							

1. Evidence of Program Dialog of data
 - We discuss our program review at our yearly retreat.
2. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle? We serve all student populations. Every student at Bakersfield College is served by this department.
3. Equity gaps: Admissions and Records helps all students
4. Please describe any recent achievements of members of your area who have won awards or distinctions, new projects your area has implemented, professional development work, professional conference presentations or recently published work.

The staff in Admissions and & Records participated in a full day retreat. The training focused on team building and providing the best customer service to our students. Reviewed what is needed to make the student experience better in the admissions and records department. What is professionalism and how to increase a better student experience in our area for each other, our students, and our student workers. Each staff member made a commitment to customer service and serving our students by providing better communication. We also discuss our program review data for the next year. The Admissions and Records Staff participated in the annual CACCRAO Workshop which offers sessions on customer service and updates on regulations. Staff regularly participate in Cross Training sessions to remain up-to-date with information that students need to be successful. Michelle Pena, Acting Director of Enrollment Services was voted Vice President of CACCRAO (California Association Community Colleges Registrars and Admissions Officers). She also was voted in as the Chair for the Statewide CCCApply Admissions Application Steering Committee. President Christian awarded Michelle Pena the President's Leadership Award for her work this last year. Michelle has presented at numerous conferences this last year on StarFish, Guided Pathways, Banner, and with the State Chancellor's Office she presented on several training topics at the New A&R Director's Training. In addition, she worked with the executive board and the CCCCCO in writing the official California Community Colleges New Admissions and Records Directors Handbook. She also coordinated the CACCRAO Region 5&6 Workshop for 88 individuals and provided training on A&R, Guided Pathways, Incarcerated and Dual Enrollment Students. Michelle also participates in Student Attendance Accounting and Reporting (StAAR) Committee, which updates the handbook on processes and regulations.

5. The college has embarked on significant efforts such as **Guided Pathways**, **affinity groups** and **completion coaching communities** to improve the success and completion rates of our students. Please describe what your program/department/office is doing to contribute to these efforts.

The admissions and records office staff are embedded into the Guided Pathways framework by serving on a pathway or affinity group. Each person in the office attends the meetings and serve as Data Coaches where they provide information and assist in sending and reaching students with important information.

6. Explain your role if you are involved in Dual Enrollment, Inmate Education, or Rural Initiatives:

Admissions and Records works closely with Dual Enrollment, Inmate Education, and Rural Initiatives, we enroll all of the students manually for these programs and provide additional assistance when needed.

Assessment Report - Annual Update

- A. List your Administrative Unit Outcomes (AUOs): Ensure high school students are getting additional assistance in completing the admissions application at the high school.
- B. How did your outcomes results inform your program planning? We trained the outreach department to advise the high school students to apply for the correct semester when completing the application. We now have a process in place as outreach works with the students. We do not have as many students call in to change the semester they applied. We will start tracking any students that call in and ask for an update in their application start term.
- C. How do the Administrative Unit Outcomes align with Institutional Learning Outcomes? (I need this from Kristin)

Analysis of Received Resources from Previous Cycle

Discuss the type of resources you received and their Impact on program effectiveness?

Facilities:

If your program received a building remodel or renovation, additional furniture or beyond routine maintenance, please explain how this request or requests impacts your program and helps contribute to student success.

- 1: Space Allocation
- 2: Renovation
- 3: Furniture
- 4: Other
- 5: Beyond Routine Maintenance

Technology:

If your program received technology (audio/visual – projectors, TV’s, document cameras) and computers, how does the technology impact your program and help contribute to student success?

- 1: Replacement Technology
- 2: New Technology
- 3: Software
- 4: Other _____

Other Equipment

If your program received equipment that is not considered audio/visual or computer equipment technology, please explain how these resources impact your program and help contribute to student success.

Conclusion:

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract or synopsis of your program’s current circumstances and needs. Consider this a snapshot of your program if someone were to only read this portion of your annual program review. We are working in collaboration

with the District Office to implement an online census roster, this will help us become more efficient and in compliance. Facilities need to be updated at the front windows to be uniform across the front windows 1-8, students need to be able to converse with staff members and be understood.

Admissions and Records Department is designed to provide the district and campuses with technical infrastructure and consistent, standardized policies to ensure the integrity and security of confidential student data, in accordance with state and federal regulations and guidelines. Thirteen fulltime staff maintains the operation of Admissions & Records. Admissions and Records strives to provide efficient, accurate, and timely services that will contribute to the attraction, retention and graduation of a highly diverse student body, and works to provide faculty and college administrators with data and services that enable them to accomplish their instructional and management goals. The Admissions and Records staff on the campus assists students with adding and dropping classes, residency determination, dual enrollment and other programs requiring manual packet registration, California Promise Grant appeals (which was newly added this year), priority registration appeals, changing majors and personal information, enrollment verification, transcript evaluation, graduation evaluation, athletic eligibility, veteran certifications, international student travel documents and compliance, ordering official transcripts and other issues that affect registration and enrollment. We are also responsible for responding to faculty and other campus personnel regarding grades, academic renewals, repeats, pre-requisite overrides, census dates, final schedule, 320 Report, MIS at the campus level. The Director is the Banner security coordinator for the campus and liaison with the district office for all Banner student information system requests. In an ongoing effort to provide efficient, user-friendly services, the Admissions and Department has implemented Transcript Plus an online service to order official transcripts. Admissions and Records continues to work with faculty and college administrators to maintain accurate accounting of grade and attendance records. As we continue to grow, we are training staff outside of enrollment services to assist at our Southwest location in admissions and records functions. We are requesting two additional members in our office, a department assistant III and a program manager to oversee the records functions. The A&R Technician II – Evaluator position is tedious and takes a lot of training. Most of these staff members are being trained and are leaving into an Advisor position as the position pays at a higher rate. With the high turnover it is hard to keep the four positions filled, we are getting farther and farther behind on completing evaluations, graduation application reviews, and general education certifications. Having a program manager capable of training the new staff and making sure the work is flowing is crucial and an overwhelming need. The trend data shows there is more and more work and we are continuing to grow.