Bakersfield College
Program Review – Annual Update

Program Name: Admissions & Records

Program Type: ☐ Instructional   ☒ Student Affairs   ☐ Administrative Service   ☐ Other

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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: **Admissions and Records**
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 Mission Statement: The mission of the Office of Admissions and Records is to provide accurate, prompt, helpful information and service to students, prospective students, to all employees within the District and the general public about admissions, registration, academic policies, and student records.

Instructional Programs only:
   A. List the degrees and Certificates of Achievement the program offers
   B. If your program offers both an A.A. and an A.S. degree in the same subject, please explain the rationale for offering both and the difference between the two.
   C. If your program offers a local degree in addition to the ADT degree, please explain the rationale for offering both.

Progress on 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.

Program Goal	Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)	Progress on goal achievement (choose one)	Status Update – Action Plan

1. A&R is working to transition from requiring students to apply for degrees and certificates to one of identifying qualified students and issuing the document.	☐ 1: Student Learning ☒ 2: Student Progression and Completion ☐ 3: Facilities ☐ 4: Oversight and Accountability ☐ 5: Leadership and Engagement	☐ Completed: _____ (Date) ☐ Revised: _____ (Date) ☒ Ongoing: _8/2017_ (Date)	We are in the process of implementing Starfish Degree Planner, which has a reporting function on degree and certificate completion. We expect to have the implementation complete by May 2018.
2. The Office of Admissions and Records is working toward a more efficient provision of services to the students, alumni, and the public by reorganizing into functional teams for Admissions/Registration, Records Services, Compliance Services, and Support Services.	☐ 1: Student Learning ☒ 2: Student Progression and Completion ☒ 3: Facilities ☒ 4: Oversight and Accountability ☐ 5: Leadership and Engagement	☒ Completed: 7/31/2016 (Date) ☐ Revised: _____ (Date) ☐ Ongoing: _____ (Date)	The department is fully staffed. Transcript evaluations are completed within two business days, Graduation and Veterans' certifications are within four weeks during the busiest times and sooner during less busy periods.

B. List new or revised goals (if applicable)

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Status Update – Action Plan
A&R is working with the district office to implement online census roster processing.	☐ 1: Student Learning ☒ 2: Student Progression and Completion ☐ 3: Facilities ☒ 4: Oversight and Accountability ☐ 5: Leadership and Engagement	Having the census roster available online will keep us incompliance and better able to track when a faculty member has processed and certified their census rosters.

Best Practices:

Programs often do something particularly well; usually they have learned through assessment – sometimes trial and error – what solves a problem or makes their programs work so well. These are often called Best Practices and can help others. Please share the practices your program has found to be effective.

> 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.

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).

1. Please report on any unexpected changes or challenges that your program encountered this cycle: 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.

2. How does your trend data impact your decision making process for your program? 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, Fire Academy/EMT/Apprenticeship. We are now tracking these enrollments and have included the totals in our trend data. Admissions and Records is now processing BOGW appeals and has included these totals in our trend data.

3. Were there any changes to student success and retention for face-to-face, as well as online/distance courses? N/A

4. Were there any changes to student demographics (age, gender, or ethnicity) for the past cycle? N/A

Resource Request and Analysis:

Resource Request		If Fulfilled, Discuss How Previous Year's Requests Impact Program Effectiveness?
Positions: *Discuss the impact new and/or replacement*	☐ 1: Classified Staff ☐ 2: Faculty	

faculty and/or staff had on your program's effectiveness.		
Professional Development: *Describe briefly, the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last cycle*	☐ 1: Provided Professional Development ☒ 2: Attended Professional Development	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. 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.
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_____	
Resource Request		**Discuss How Effective Request is for Student Success?**

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.*	☐ 1: Replacement ☐ 2: New ☐ 3: Other_____	
Budget: *Explain how your budget justifications will contribute to increased student success for your program. (Fiscal requests will be submitted by the faculty chair and/or area administrator.)*		

Conclusions & Snapshot:

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.

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, BOGW 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. 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. With the increase in enrollment we are struggling to answer incoming calls efficiently and are requesting an additional part-time staff person. 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.

Computers in the office need to be upgraded to run faster to better serve our students. A new document imaging system is being implemented by the district and Admissions and Records needs scanners at each workstation to better assistant our student and campus community. 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.