

PORTERVILLE COLLEGE
PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAMS

Name of Program/Operational Area: Admissions and Records Office

Contact Person: Erin Cruz

Submission Date: December 2017

[Note: The information in this area will repeat on all pages.]

Porterville College Mission Statement:

With students as our focus, Porterville College provides our local and diverse communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for career and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.
2. Provide comprehensive support services to help students achieve their personal, career and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide developmental education to students who need to enhance their knowledge and understanding of basic skills.
6. Recognize student achievement through awarding degrees, certificates, grants, and scholarships.

Program Mission Statement:

The mission of the Porterville College Admissions and Records Office is to maintain a supportive learning environment by maintaining accurate and timely information regarding enrollment services and academic policies while providing responsive, respectful and welcoming service to students, faculty, staff and the community we serve.

Current Service Area Outcomes (SAO):

SAO 1: Upon completion of the college application, new students will understand the next steps leading to course enrollment.

SAO 2: Student usage of the DegreeWorks system will increase by 3% annually to assist with success outcomes in degree completion.

SAO 3: Students will continue to maintain a high level of student satisfaction with the services provided by the Enrollment Services staff such as application process, registration and academic policies/procedures.

SAO 4: Students will be able to order their Porterville College transcripts using TranscriptsPlus. Current service area outcomes will be assessed with surveys/questionnaires sent to students' email accounts. Also, beginning in Spring 2018, access and satisfaction surveys will be conducted via

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orientation workshops and during registration events. The target goal will be 80% satisfaction with student support services, resources and emerging technologies.

Prior Service Area Outcomes (SAO):

1. Students will understand the services available in our office, offered online via the college website, and the time required to fulfill requests.
2. Students' current application for admission and the upcoming implementation of CCCApply errors/issues will be resolved faster by improved communication (Help Desk) with the District IT department.
3. Upon completion of the college admission application, students will understand the next steps leading to course enrollment and support services.
4. Students will be informed regarding priority registration and other changes via email and SARS Messaging
5. Admissions and Records will evaluate transcripts and post at the beginning of students' educational path.
6. Students will be able to understand the graduation process and apply by the deadline.

Prior Service Area Outcomes **1**, **3**, and **6** were assessed via an online admissions student survey. The survey was made available during the spring 2016 and emailed to all students who had completed an admission application for the 15-16 academic year. Questions included in the survey involved the CCCApply application process, outreach efforts on the high school campuses, assessment, orientation, counselors/educational plan completion, registration and availability of classes, and PC Connection registration event participation. There were 455 surveys emailed to current students and 183 of those students responded (40 % completed the survey). The overall results showed positive feedback for all the questions asked.

Service Area Outcome **2** was based on CCCApply application issues being resolved quicker through improved communication. This was assessed by viewing the help desk communication logs to determine areas of improvement. These issues are discussed at monthly meetings with District Office staff to improve the application process.

Service Area Outcome **4** was based on students being informed about important upcoming dates and requirements. It was assessed by monitoring SARS Messaging communication logs showing these notifications are sent out timely. Also, text messages are sent out using the CampusCast software implemented during the fall 2016 semester.

Service Area Outcome **5** was based on evaluating transcripts at the beginning of all incoming students entering the college. It has been assessed by creating a tracking process of all incoming transcripts. The transcripts are evaluated within 3-6 weeks and posted in Banner for counselors/students to view. The Admissions staff update a spreadsheet weekly and email the updated list to the Enrollment Services Director every Friday for review.

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Analysis of Current Performance:

The Admissions and Records Office is one of four departments that comprise Enrollment Services. The Admissions and Records Office is critical to college operations as it is often the first office contacted by individuals seeking information about Porterville College. The initial encounter may be through email, telephone, mail, or in person. Admissions staff have been trained to be polite and courteous with every contact they encounter as the initial interaction is critical in encouraging potential students to apply for admission. Furthermore, this contact provides prospective students with a first assessment of the college's welcoming and supportive culture.

The Admissions and Records Office provides comprehensive services to prospective and continuing students. These services include in person and online methods aimed at delivering streamlined assistance with applying for admission, registering for coursework, payment of fees, and applying for graduation. In addition to providing initial point of inquiry support, the Admissions and Records Office helps to support the College's overall enrollment management plan. Through our integrated partnerships with the Student Success and Support Program, we assist students with the matriculation process to ensure that their first year experience provides the best opportunity for success.

Starting with the submission of the online CCCApply admission application and subsequent admission to the college, students begin an ongoing relationship with Admissions staff through various office visits or calls such as:

- Navigating the online registration process
- Finding solutions to registration issues
- Seeking clarification about college policies
- Accessing their InsidePC account
- Ordering transcripts
- Petitioning for academic renewal
- Inquiring about course descriptions
- Registration in the concurrent/dual programs
- Requesting a diploma or certificate
- Inquiring about how to register for classes
- Override requests
- Petitioning for extenuating circumstances
- Applying for graduation
- Applying for residency

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Admissions and Records Statistics			
FTES	2014-2015	2015-2016	2016-2017
Number of FTES	2939	2981	3062
Student Headcount			
	Fall 2014	Fall 2015	Fall 2016
Headcount	3852	4136	4382
Awards			
	2014-2015	2015-2016	2016-2017
Degrees	370	433	441
Certificates	126	127	173
Transcripts			
	2014-2015	2015-2016	2016-2017
Transcripts Ordered	5385	4705	4370

Strengths

The Admissions and Records Office completes timely processing of documents to ensure smooth operation and the coordination of services with other areas of the college. Deadlines are carefully established and met.

The office collaborates with many departments on a daily basis. Departments with daily interaction include Counseling, Academic Affairs, Academic Divisions, Outreach, Athletics, and all Student Services Support programs.

The Admissions and Records Office also provides information to outside entities such as enrollment verifications for employers or housing agencies and transcripts for other colleges and universities in order to help current or former students receive benefits, seek employment, or pursue further education.

The Admissions and Records Office has increased online services. Those online services include the following: online application, registration, grade submission, transcript requests, printing of unofficial transcripts, address changes, etc. The Admissions and Records Office will continue to strive to expand services to students to promote sustainable and best practices.

After students submit the online admission application, they typically move on to scheduling the assessment and/or counseling appointment before registering using the online student portal. Our continuous goal is to provide all the necessary tools, guidance and support resource referrals to all students. The office strives to ensure students understand the student portal and that they learn to become self-sufficient. Although most students register online, some students have additional contact with the Admissions and Records Office to complete the registration process. For example, High School students need to submit concurrent/dual enrollment forms, residency or granting of

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AB540 exemptions, veteran students may petition for certification, graduation petitions and some students may submit late add petitions, etc.

Weaknesses/Areas of Improvement

The Admissions and Records Office currently remains open when conducting staff meetings. It is necessary to allow for office closure to conduct staff meetings. This will allow staff to receive important updates and discuss work assignments for the month. During staff meetings, information regarding changes in regulations are discussed, changes with processes are shared, workload updates and other important information that is essential for the day to day operations of the office.

There is an annual conference held each year by California Association of Community College Registrars and Admissions Officers (CACCRAO) that the Admissions and Records team should attend to gain information on legislation changes, new mandates, and best practices as well as networking with others in the field to learn from other colleges. Currently, Admissions general funding doesn't allow for enough money allocated for necessary training/conferences other than the director to attend.

By utilizing information shared at staff meetings and conferences, the Admissions and Records staff are informed of assignments/processes that need to be planned for the month.

The Admissions and Records Office is striving to evaluate student transcripts in a timely manner. This will provide both students and counselors with an updated transcript that includes units taken at other colleges/universities. Having this information prior to completing an educational study plan is helpful as many classes require prerequisites that may have been taken elsewhere.

There is a need to provide new faculty with helpful Admissions and Records information as well as campus resources during their first semester of instruction. We would like to create an Admissions and Records Faculty Resource Guide to assist new and veteran instructional faculty. The office handles questions from faculty on a regular basis. Often times, instructional faculty may have questions regarding grading or enrollment responsibilities during times that the Admissions and Records Office is closed. The Admissions and Records Office will create this guide and incorporate important material from all areas in Student Services.

The Admissions and Records Office has used the same document imaging software, Hershey, for the past ten years. The software was never utilized to its fullest capabilities. The main use has been to scan transcripts only. We plan to implement a new modern document imaging system called Onbase. This will be used to scan various documents in Admissions as well as others Student Services departments such as Counseling and Financial Aid. Once fully implemented in Admissions and Records, we will purchase additional scanning equipment for the second phase in the Counseling Center and the Financial Aid Office. The third phase of implementation will include other areas of the campus interested in the secure document imaging software.

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Admissions and Records will implement a policy and procedure process for records retention and the destruction of documents on campus. Records of Porterville College shall be retained, as appropriate, in accordance with applicable provisions of state and federal law.

Goals (This section is for you to report on progress on previously established goals and listing of new goals. If your program is addressing more than 2 goals, please duplicate this page)

The following goals are from the previous program review

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Completion of Admissions and Records Policies and Procedures Manual	Current program review cycle	Staff time	Staff time

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___ Item 2 X Item 3___ Item 4___ Item 5___ Item 6___

Progress on Goal:

X Completed (Date Spring 2016, Ongoing updates each semester)

___ Revised (Date)

Comments:

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
2. Review, redesign and update the Admissions and Records Website	Summer 2016	Staff time	none

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___ Item 2 X Item 3___ Item 4___ Item 5___ Item 6___

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Progress on Goal:

Completed (Date Summer 2016, college website pages are now developed with the same design/format, staff update Admissions page regularly with updated information)

Revised (Date)

Comments:

The following goals are for the current program review cycle

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Create an Admissions and Records Faculty Resource Guide	Fall 2018	Staff time	Staff time

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 Item 2 Item 3 Item 4 Item 5 Item 6

Progress on Goal:

Completed (Date)

Revised (Date)

Comments:

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
2. Implement Onbase Document Imaging	Summer 2018	Staff time/training	Adequate computers/scanners required for full implementation

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 Item 2 Item 3 Item 4 Item 5 Item 6

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Progress on Goal:

___ Completed (Date))

___ Revised (Date))

Comments:

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
3. Create and Implement a Document Retention Destruction of Records Process/Manual	Summer 2019	Staff time	Staff time

Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1___ Item 2___ Item 3___ Item 4___ Item 5___ Item 6___

Progress on Goal:

___ Completed (Date))

___ Revised (Date))

Comments:

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STAFFING REQUEST

Staff Resources:				
<u>Current Staffing Levels</u>				
<u>Full-time Staff (FTE)</u>			<u>Part-time Staff (FTE)</u>	
Faculty			Faculty	
Temporary			Temporary	
Classified	3		Classified	2
Management	1		Management	
 <u>Request for New/Replacement Staff</u> Use one line for each position requested. Justify each position in the space below.				
	Title of Position	Classification (Faculty, Classified, or Management)	Full or Part Time	New or Replacement
Position 1				
Position 2				
Position 3				
Justification: None at this time as we just filled a position that assists with the Dual/Concurrent Program increase of enrollments with the high schools.				

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BUDGET REQUEST

	Current Budget	Amount of Increase	Revised Total
2000 (Student)			
4000	5486	1114	6600
5000	10599	3781	14380
Other	0	1300	1300

Justification:

(Include justification for each amount of increase requested.)

4000 Accounts - Increase includes the increased cost of diploma paper and transcript paper. These two items consume our supply funds.

5000 Accounts – Increase allows for staff to travel to state conferences and trainings. Currently, only the director attends without staff due to lack of adequate funding.

6000 Account – Increase allows for the purchase of a computer to house the Onbase imaging software for document scanning in the back of the office. The current computer is old and outdated per IT Director and will not configure with new imaging system software.