Admissions & Records Program Review (2010 to 2013)

Admissions & Records

Organizational Chart

```
          ┌─────────────────────────┐
          │     Board of Trustees    │
          └─────────────────────────┘
                       │
          ┌─────────────────────────┐
          │  Superintendent/President │
          └─────────────────────────┘
                       │
          ┌─────────────────────────┐
          │ Vice President of         │
          │ Instructional &           │
          │ Student Services          │
          └─────────────────────────┘
                       │
          ┌─────────────────────────┐
          │ Director of Admissions &  │
          │ Records                   │
          └─────────────────────────┘
            │                     │
  ┌──────────────────┐   ┌──────────────────┐
  │ Admissions &     │   │ Admissions &     │
  │ Records          │   │ Records          │
  │ Technician II    │   │ Technician III   │
  └──────────────────┘   └──────────────────┘
```
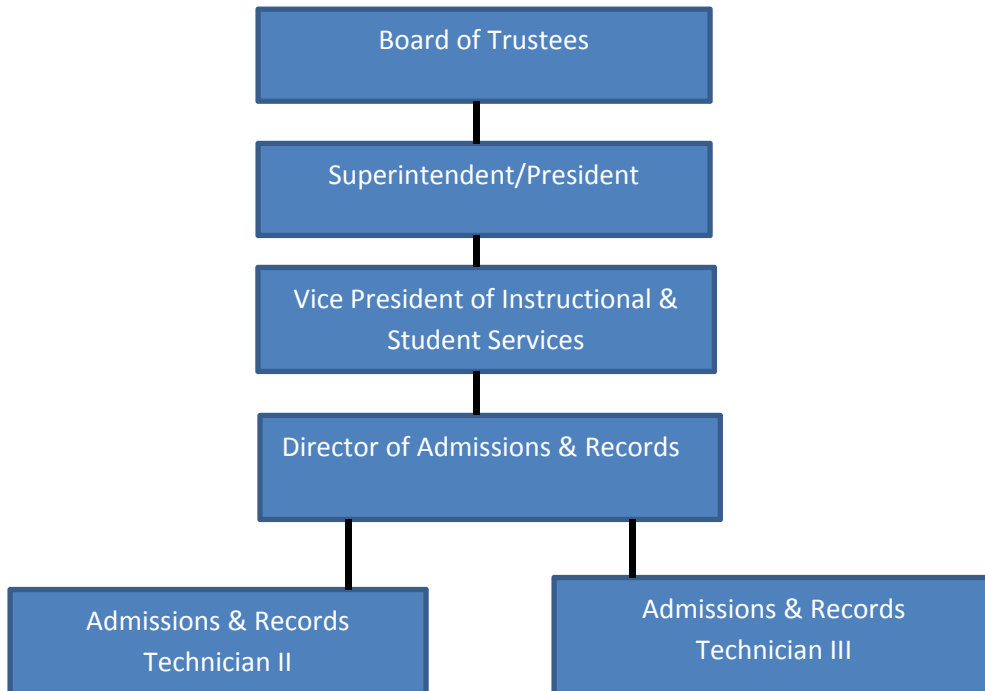
<center>**Admissions & Records**</center>

1. **Support of the College Mission.**

   a. **Summarize the program in terms of key functions and responsibilities.**

      Admissions & Records (A & R) serves students, faculty, staff and the broader community by accurately obtaining, processing, storing and reporting academic records pertaining to student enrollment data. This data is systematically processed in accordance with federal and state reporting guidelines and deadlines to ascertain appropriate funding. In addition, the data functions as a means of both developing and updating college policies that affect various areas of student records and, more importantly, our students.

   b. **Describe how the program supports the overall mission of the College as adopted by the Board of Trustees.**

      Palo Verde College mission statement is as follows: **P**alo Verde College is a California community college that supports an exemplary learning environment with high quality educational programs and services. The College promotes student success and lifelong learning for a diverse community of learners. (Page 9, College Catalog, 2013-14).

      Admissions & Records transcends all aspects of the PVC mission. That is, the accurate maintenance and security of records provides a framework which supports the overall PVC mission. Further, we maintain student records while providing services to the community in a timely and professional manner.

   c. **Describe, in qualitative and quantitative terms, the population served by the program**.

      Admissions & Records serves all student populations at Palo Verde College including prospective students and alumni. Admissions & Records processes 4,000 to 5,000 registration applications per semester, processing as many as 150 transcript requests each month and 100 enrollment verifications each semester. There are also approximately 200 transcript evaluations done each year.

      In addition, Admissions & Records serves faculty by providing information and materials throughout the academic year along with other staff members (administrators, program directors, managers, clerical staff etc.) by providing information and data needed for various programs and/or reporting requirements to better serve our student populations.

<center>3</center>

2. **Accomplishments in Achieving Goals Outlined in the Previous Program Review.**

    a. **Describe progress in achieving goals outlined in the previous program review, including evidence documenting such achievements.**

        Goal 1: To go 100% paperless except for inmate population enrollments (students restricted from online access). PVC successfully implemented (CCCApply) online application in August 2009. This goal has been accomplished for all community students, and will continue to be a goal for our inmate population (students restricted from online access).

        Goal 2: Implementation of imaging software to allow faculty and staff to access imaged documents, thus assisting with going paperless. PVC purchased and implemented Image Now document imaging software and hardware in June 2011. This system is fully functional and now being utilized by the Admissions & Records, Counseling, and Financial Aid Departments. Various documents are scanned & linked within our student information system (Datatel) which allows departments to retrieve and review documents with ease.

        Goal 3: More training needed with all aspects of the new student information system (Datatel, Business Objects, Crystal Reporting, WebAdvisor, etc.). Training was provided to all key users during the implementation of Datatel in 2009, and additional trainings were provided in 2010 and 2012.

        Goal 4: Implementation of Degree Audit to streamline the processing of degrees and certificates. The Degree Audit module was implemented in April 2011. Employees from key areas participated in the training and implementation process. Degree Audit is fully functional and is successfully being utilized by Counseling & Admissions & Records Offices. Students have the ability of running preliminary graduation audits online via PVC SERVICES (Web Advisor).

    b. **Explain modifications of goals outlined in the previous program review, including evidence documenting such modifications.**

        Goal 1: PVC successfully implemented (CCCApply) online application in August 2009. Due to restrictions mandated by the state of California, inmate populations are unable to complete our online application; therefore we are currently using paper applications. PVC explored the feasibility of utilizing a scanable application; however, it proved to be too costly. This will continue to be a goal for Admissions & Records.

        Goal 2: PVC purchased and implemented Image Now document imaging software and hardware in June 2011. This system is now being utilized by the Admissions & Records, Counseling, and Financial Aid Departments to access various student documents, such as educational plans, petitions, transcript evaluations, transcripts from previous colleges, and graduation audits. PVC still has a large amount of archived documents in storage

that need to be scanned and linked to student records for accessibility by all departments. Once documents are scanned and linked the process for records destruction will be followed.

Goal 3: Since the last program review, PVC implemented Ellucian (formally Datatel) a new integrated ERP system, and Web Intelligence report writing tool. Training was provided to all key users during the implementation process.

Goal 4: Degree Audit was implemented in April 2011. Participants were chosen to represent key departments: Counseling, Admissions & Records, and Instruction. Degree Audit is successfully being utilized by Counseling and Admissions & Records for running graduation audits. Students have the ability to run a preliminary graduation audit online via the student portal, PVC-SERVICES.

c. **Describe specific, documented accomplishments that support and facilitate the achievement and assessment of student learning outcomes, including measures employed to evaluate program effectiveness in achieving such outcomes.**

Admissions & Records began addressing SLOs as of December 2004.

Measuring awareness in this context is difficult, due to privacy, FERPA regulations, online registration, and transcript ordering services. Students visit the A&R office on a case-by-case basis for various reasons (enrollment verification, address/program of study changes, residency adjustments, transcript requests), so it is difficult to pinpoint what a student should know or how they should behave after an encounter with the A&R staff. Nonetheless the A&R staff supports student understanding of admissions and records procedures by continuously evaluating the effectiveness of such procedures and making changes when needed to improve services.

3. **New Goals**

a. **Outline new goals including an explanation of how the program supports the achievement of student learning outcomes, and state timelines for completion, measures for evaluating achievement of such goals, and a process for implementing improvements.**

The following goals are currently in process. A&R will assess results in the next program review report.

Goal 1: Continue to explore implementation of paperless application process for inmate population enrollments (students restricted from online access). This group of students would learn how to complete an online admissions application.

Goal 2: Expand the implementation of imaging software (Image Now) to allow faculty and other departments to scan, link, and access imaged documents, thus assisting with going paperless. Scan & link the backlog of paper registrations forms currently being

stored in our vault. This goal would provide counselors with immediate up-to-date student information thereby enhancing the effectiveness of their services to students.

Goal 3: Ongoing training needed with all aspects of the new student information system, including Ellucian (Datatel), and Web Intelligence reporting, etc. Ongoing training will help staff improve the quality of support services to students.

4. **Personnel Summary**

   a. **Provide an organizational chart of the program, showing personnel coverage of key functions and responsibilities.**

      See organizational chart located on page 2.

      Director of Admissions & Records responsibilities include but are not limited to the following: plan, organize, and oversee operations of the Admissions and Records Office, including the admissions and registration of students; maintain security and preparation of student records; transcript evaluations; storage and destruction of records; reporting; verification of degrees, certificates and honors' recipients; policy drafting; regulations interpretation (FERPA); academic progress and dismissal; correspondence with students, faculty and staff.

      Admissions & Records Technician III responsibilities include but are not limited to the following: admissions applications; registration; graduation; record keeping and storage; transcript and enrollment verifications; regulations interpretation (FERPA); and correspondence with students, faculty and staff.

      Admissions & Records Technician II responsibilities include but are not limited to the following: admissions applications; registration; record keeping and storage; transcript and enrollment verifications; regulations interpretation (FERPA); and correspondence with students, faculty and staff.

   b. **Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program goals? Explain.**

      A & R currently needs permanent staff to satisfactorily perform office functions and responsibilities. Due to statewide budget cuts and district budget shortfalls it was necessary to reduce staffing in all areas campus wide. The reduction and movement of support staff left the Admissions & Records Office burdened with training temporary staff. The overall success of the Admissions & Records Office is reliant on filling the A&R Technician II and A&R Technician III with full-time permanent employees.

   c. **Describe organizational changes that will improve program performance, provide timelines for the achievement of such changes, and describe measures that will assess the effectiveness of such changes.**

Filling the A & R Technician II and III positions with permanent staff would provide the department with better continuity and would enable staff to retain training and apply it more effectively.

5. Staff Development

    a. Describe specific professional development activities in which program members participate, and explain how such activities benefit or enhance the program and support and facilitate student learning outcomes.

    The Director of Admissions & Records attends various committee meetings including ERP-CORE, the Region 9 Consortium, and the annual CACCRAO conference, which informs our program of updates that affect the services provided to students (e.g., policies, activities, catalog and program changes, software updates and enhancements).

    The Director also is active in two statewide list-serves applicable the admissions and records function. Through these services, she stays current on issues in her field.

    The list-serves are:

    CCC Transcript & Graduation Evaluators
    CCC-EVALUATORS@LISTSERV.CCCNEXT.NET

    CCC Admissions & Records - Deans, Directors & Staff
    CCC-ADMISSIONS@LISTSERV.CCCNEXT.NET

    b. Describe areas of unmet professional development needs among personnel in this program, if applicable, and outline plans to address those needs.

    Prior to the statewide/campus budget cuts and staffing reductions, A & R was beginning to network with other California Community Colleges and attend conferences and workshops off campus. Subsequently, A & R has not physically attended any regional User Group (3CDUG) meetings. We will, however, attend as many WebEx sessions as possible so staff members are provided the opportunity to stay up-to-date on state, federal and program regulations. Admissions & Records will resume with networking and conferencing at regional meetings and training sessions when the budget improves and the new staff have been fully trained.

    Areas that are currently unmet include International Student Workshops and 3CDUG (Datatel User Group).

6. Facilities and Equipment

a. **Are current facilities, such as classrooms, offices and equipment, adequate to support the program? Explain.**

Current office space is adequate for Admissions & Records staff. If the budget permits reinstatement of additional staff, a larger office will be required.

b. **Is available dedicated space adequate to support the program? Explain.**

The Admissions & Records currently has adequate space available to support the program. In 2012 the Admissions & Records Office was relocated to an office which meets staff and students' needs. The new office space contains adequate work space for the current staff and offers a counter for visiting students.   In the future if positions are reinstated the current space will no longer be suitable.

c. **Is available equipment adequate to support the program? Explain.**

Currently, all staff members utilize old printers which are in need of replacement. Due to the age of the machines, service agreements can no longer be obtained thereby eventually justifying the machines' replacement.

d. **Describe plans for future changes in support facilities or equipment.**

Plans for purchasing new equipment will be identified and recommended in the A&R annual budget snapshot which will be reviewed and approved by the budget committee.

7. **Financial Resources**
   a. **Provide a financial report showing, for each year of the preceding 3 years, budgeted vs. actual expenditures for each of these line items, at a minimum: Personnel Salaries, Personnel Benefits, Supplies, Contract Services, & Capital Expenditures. Explain deviations from budget exceeding 10% of any line item.**

Palo Verde College
Expense Trends

Admissions & Records		2007-08		2008-09		2009-10		2010-11		2011-12		2012-13 - Est Actuals		2013-14 - Proposed Budget
1000 Certificated														
Administration	$	-	$	-	$	-	$	-	$	-				
Total Certificated Expenses	**$**	**-**	**$**	**-**	**$**	**-**	**$**	**-**	**$**	**-**	**$**	**-**	**$**	**-**
2000 Classified														
Management	$	73,020	$	76,668	$	80,496	$	84,516	$	99,450	$	73,100		
Classified	$	124,164	$	146,933	$	152,960	$	179,888	$	185,218	$	81,724		
Classified Hourly	$	501	$	7,781	$	20,337	$	22,118	$	-	$	19,875		
Student Employees	$	491	$	-	$	-	$	-	$	-	$	-		
Total Classified Expenses	**$**	**198,176**	**$**	**231,383**	**$**	**253,793**	**$**	**286,522**	**$**	**284,668**	**$**	**174,700**	**$**	**-**
3000 Benefits														
Retirement	$	18,397	$	21,509	$	23,149	$	30,678	$	29,406	$	16,418		
Social Security	$	12,257	$	14,590	$	15,842	$	17,764	$	17,610	$	9,573		
Medicare	$	2,866	$	3,412	$	3,705	$	4,154	$	4,012	$	2,523		
H&W	$	47,022	$	55,364	$	57,291	$	64,545	$	62,468	$	22,664		
Unemployment	$	122	$	706	$	811	$	2,163	$	4,420	$	1,921		
Workers' Compensation	$	3,195	$	3,276	$	3,623	$	3,851	$	4,043	$	2,591		
Total Benefits	**$**	**83,859**	**$**	**98,857**	**$**	**104,420**	**$**	**123,156**	**$**	**121,959**	**$**	**55,690**	**$**	**-**
4000 Supplies														
Reference Books	$	614	$	200	$	234	$	150	$	150	$	150		
Commencement	$	2,000	$	-	$	-	$	-	$	2,041	$	2,200		
Office Supplies	$	224	$	-	$	-	$	577	$	-	$	-		
Copies	$	31	$	-	$	-	$	-	$	-	$	-		
Printing	$	-	$	-	$	-	$	-	$	-	$	-		
Food	$	-	$	-	$	-	$	-	$	-				
Total Supplies	**$**	**2,868**	**$**	**200**	**$**	**234**	**$**	**727**	**$**	**2,191**	**$**	**2,350**	**$**	**-**

Palo Verde College
Expense Trends

Admissions & Records		2007-08		2008-09		2009-10		2010-11		2011-12		2012-13 - Est Actuals		2013-14 - Proposed Budget
5000 Other Operating Expenses														
Travel	$	524	$	-	$	-	$	1,640	$	(277)	$	5,000 *		
Postage	$	2,674	$	3,209	$	1,148	$	684	$	962	$	-		
Consultants	$	-	$	-	$	-	$	-	$	-	$	3,500		
Memberships	$	980	$	1,012	$	812	$	1,012	$	1,012	$	1,000		
Contractual Services	$	-	$	-	$	3,900	$	5,790	$	13,331	$	19,500		
Leases	$	-	$	-	$	-	$	-	$	59	$	7,500 *		
Miscellaneous	$	-	$	-	$	-	$	-						
Total Other Operating Expenses	**$**	**4,178**	**$**	**4,221**	**$**	**5,860**	**$**	**9,127**	**$**	**15,087**	**$**	**36,500**	**$**	**-**
6000 Capital (Equipment)														
Instructional Equipment	$	-	$	-	$	-	$	-	$	-	$	-		
Non-Instructional Equipment	$	2,637	$	-	$	-	$	-	$	-	$	-		
Total Capital Expenses	**$**	**2,637**	**$**	**-**	**$**	**-**	**$**	**-**	**$**	**-**	**$**	**-**	**$**	**-**
Total Expenses	**$**	**291,718**	**$**	**334,660**	**$**	**364,307**	**$**	**419,532**	**$**	**423,904**	**$**	**269,240**	**$**	**-**

b. **Describe plans for future budget changes.**

We do not anticipate future budget changes at this time; however, as the department evolves and the FTES increase, there will be the need for changes in the future.

8. **Strengths and Weaknesses**

a. **List and comment on the major strengths of the program.**

A & R's major strength is experience. Our current Director of Admissions and Records has over 27 years of experience all within the Palo Verde College Student Services Department. The many years of experience has significantly contributed to a strong understanding of the California MIS State reporting requirements.

b. **List and comment on the major weaknesses of the program.**

Budget constraints represent A & R's major weakness. Currently the department is in need of automation and the ability to comply with new MIS and Title 5 regulations, which requires programming to customize our current ERP system (Ellucian). If the department had access to a programmer, the office would be able to automate many processes (No Shows, faculty-initiated drops, entry of positive attendance hours, address and program of study changes) and keep in compliance with new regulations. Currently, these processes require many hours of manual entry and manipulation. In addition, A&R has two new temporary employees who require extensive training on all aspects of A&R.

c. **List recommendations for improving and correcting identified weaknesses.**

Additional training is essential for new A & R staff members to accurately and effectively perform their jobs. As previously stated, it is highly recommended PVC obtain a programmer to allow us to resolve ERP issues as they arise (e.g., report creation assistance, automation, CAL MIS submission and error detection, manage CCC Apply, Title 5 regulation changes, ImageNow and Degree Audit updates).