

Annual Program Review: Admissions & Records

Review time period: July 1, 2019 to June 30, 2020

1. Purpose of the Program

- a. State the purpose of program, area, or unit.

The mission of the Palo Verde College Admissions & Records Department is to provide the following services to our diverse and unique student populations: admissions, course registration, high school concurrent enrollment, transcripts, enrollment verification, transcript evaluation, international student applications, and conferring degrees & Certificates.

- b. How does the program, area or unit support the College Mission?

Admissions & Records is committed to providing excellent service, by accurately obtaining, processing, storing, and reporting academic records pertaining to student enrollment data, which supports the overall PVC mission.

2. Population(s) Served

- a. Describe the populations served by the program, area, or unit, identifying special populations, if any.

The Admissions & Records Office serves all students within our district, as well as the following special populations, Fire Science, and Incarcerated students.

- b. Describe other populations that should be served by the program, area or unit and identify plans to implement.

None.

3. Accomplishments in Achieving Goals

- a. List area related Strategic Planning Goals and program, area, or unit specific goals, and describe progress in achieving each goal, strategy, objective, and appropriate task during the review period.

- CCCApply – Continue to update and improve the online application, and online application process. The district has approved an annual contract for a programmer to maintain the CCCApply online application, which includes routine updates, and customization of the import process to capture any newly required MIS data elements.
- Training/Consulting – The district has approved annual contracts for continued support with development and training of ad hoc reports within SAP Business Objects. Admissions & Records is continuing with Ellucian consulting/training for implementation of Colleague Self Service, and optimization of Student Registration and Records, and Admissions modules.
- Implementation of AB1504– Student Representation Fee – Implementation is underway for collection of mandatory \$2.00 Student Representation Fee. Admissions & Records is working with Ellucian to provide students with the option of “opting-out” during the online registration process via the Self-Service Module. Students without access to online registration are being provided with paper “opt-out” forms.

- b. Explain modifications, if any, of program, area, or unit specific goals for the upcoming year.

Projects are ongoing due to the complexity and longer-term nature of working with the vendor to complete required items.

4. Service Area Outcomes (SAO)

- a. Revise if needed and provide metric data for Service Area Outcomes in the area or unit.

Admissions & Records Annual Program Review Report 2020

PRC Approved: 04.15.21

Board Approved: 05.11.21

Service Area Outcomes	SAO metrics
<p>SAO #1: The Admissions and Records Department will support student applications and registrations via online and paper-based systems meeting student registration deadline and district reporting constraints.</p>	<p>Number of online and paper-based applications and registrations processed during review period.</p> <p><i>Number of applications submitted for the 2019-20 academic year:</i></p> <p><i>Online via CCCApply: 1,377</i></p> <p><i>Paper applications for Incarcerated student population: 2,294</i></p> <p><i>Paper applications for fire science population: 1,092</i></p> <p><i>Total annual <u>duplicated</u> headcount for students served via manual registration; 10,542.</i></p> <p><i>Total annual <u>unduplicated</u> headcount for students served via manual registration; 6,618.</i></p> <p><i>Total annual unduplicated headcount for ALL students that registered for classes: 8,029.</i></p>
<p>SAO #2: Process student transcript evaluations in a timely fashion to support Guided Pathways, and the college student success mission.</p>	<p><i>During the 2019-20 academic year the A&R Transcript Evaluator completed 215 evaluations. This number decreased from 315 completed in the 2018-19 year primarily due to the pandemic.</i></p>
<p>SAO #3: Provide students with complete and accurate transcripts, utilizing a student friendly online ordering platform through Credentials/Parchment.</p>	<p>Number of transcripts processed for students during review period. Distinguish between those processed online and paper/other transcript request avenues.</p> <p><i>See transcript report below for the number of online transcript requests processed.</i></p> <p><i>For next year's program review will also track and incorporate number of paper transcript requests received (these primarily come from incarcerated or correspondence students).</i></p>

Delivery Trends

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Delivery Rush

Select Date Range:

Starting Month

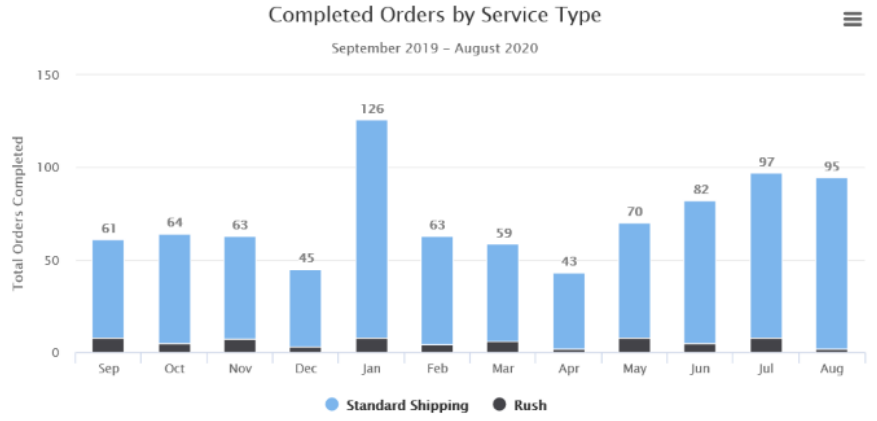
September 2019

Ending Month

August 2020

(Max of 24 months displayed)

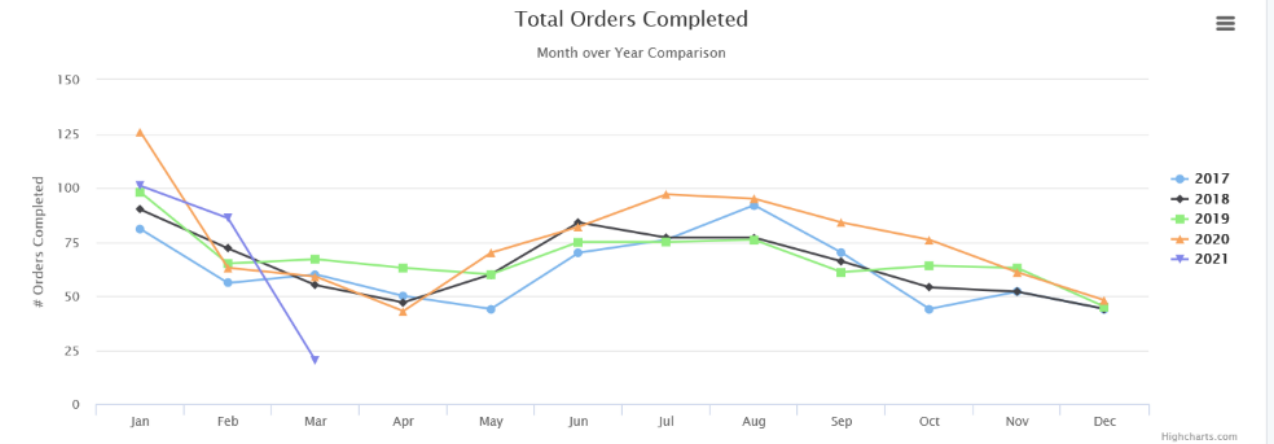
Filter

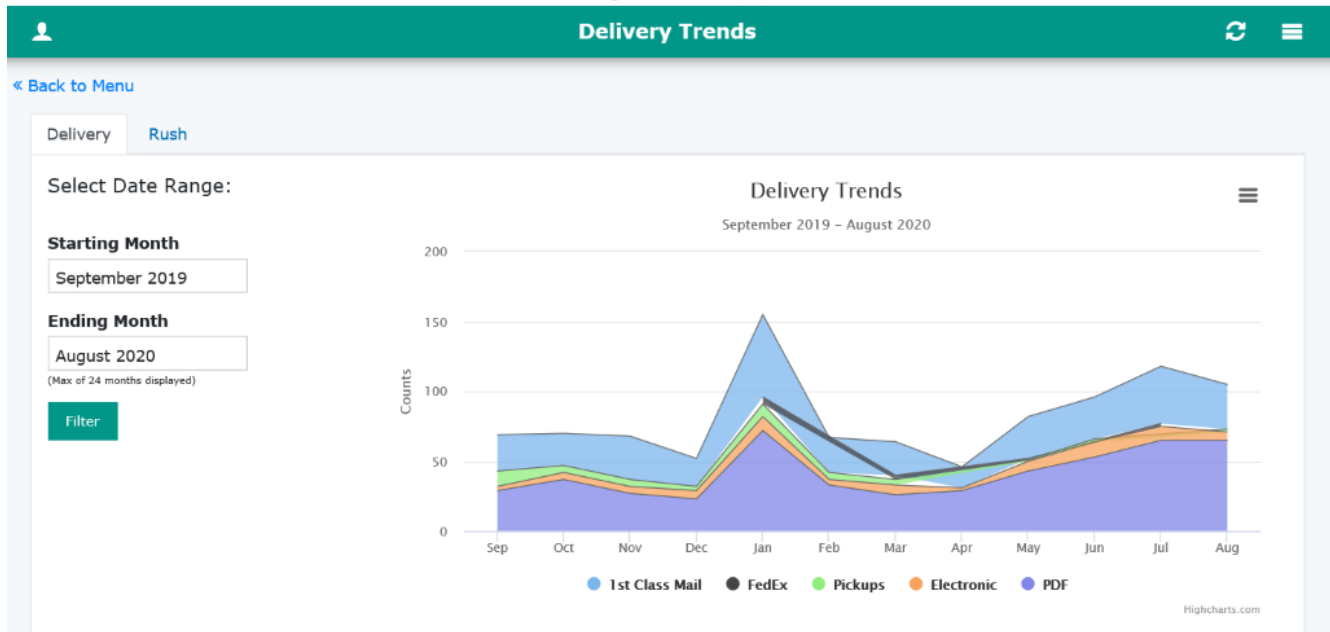


Orders Completed

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Orders by Month Trends Snapshot





b. What changes and initiatives were undertaken during the review period to improve SAO outcomes?

5. Strengths, Weaknesses & Accomplishments/Activities

a. List and comment on the major strengths of the program, area, or unit.

- Offers students the most up-to-date technology; CCCApply Online Application, Credentials Inc/Parchment online transcript ordering service.
- Webpage is kept up to date with most current forms for student and faculty use - now available with adobe fill/sign.
- Department stays current with SIS software updates and improvements and is currently working with the IT department and Institutional Researcher to implement Self Service and decommission Webadvisor.
- Current Director of Admissions and Records has over 30 years of experience, all within the Palo Verde College Student Services Department.

b. List and comment on the major weaknesses of the program, area, or unit. Discuss gaps or issues identified in section 4 and propose solutions.

- Office space is inadequate due to the districts growing enrollment.
- Incarcerated and Fire Science enrollment is hand entered into our student information system (Colleague) and is a large portion of our enrollment growth.

c. List activities and discuss accomplishments during review period.

- Admissions & Records Technician II position is currently in the process of being filled. It has been vacant since November 2020.
- Implementation of AB1504 – Student Representation Fee is partially implemented. A paper Opt-Out Form is currently available to all students. Consulting is pending to work out a solution for our SIS to allow students to Opt-Out during online registration.

- Automation of forms – In response to COVID-19 Admissions & Records has enabled most forms to be completed online via adobe fill/sign. Forms are automatically routed to Admissions & Records for delegation to counselors or faculty for required approval/signature.
- COVID Excused Withdrawal Form is fully implemented and available to all students in accordance with Chancellor’s Office guidelines
- Admissions & Records participated in consulting with Ellucian to implement EW grade code for the following processes: Academic Standing, GPA Calculation, and Registration Repeat Logic. Also, Ellucian consultant assisted with implementing the EW grade code, and new Non-Credit DE calculation for the CCFS-320 report process.
- See attached Admissions & Records Board Reports for details on additional activities.

6. Human Resources and Staff Development

a. Provide current organization chart of the program, area, or unit, showing key functions and responsibilities.



- Director of Admissions and Records
 - Plan, organize, and oversee operations of the Admissions & Records Office
 - Interpret, develop, and implement policies and procedures
 - Prepare and submit state and federal reports
 - Train, supervise, and evaluate assigned personnel
- Admissions & Records Tech I
 - Enter admissions applications, and registrations
 - Record keeping, filing, transcripts, and verifications
 - Scanning/Linking documents
- Admissions & Records Technician II
 - Enters admissions applications, and registrations
 - Processes no shows, reinstatements, transcript requests
 - Responds to incoming calls, and assists students, staff, and faculty at the counter
- Admissions & Records Technician III
 - Enter admissions applications, registrations, and attendance hours
 - Processes no shows, reinstatements, grade changes
 - Explains policy and procedures to staff, students, and the community
- Admissions & Records Evaluator
 - Evaluates transfer coursework for equivalency's
 - Assists with graduation, and academic standing processes

- Assists with registration during peak periods

b. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program, area, or unit goals? Explain.

Additional staff will be required if Fire Science and Incarcerated enrollment continues to increase. Paper registration forms and admissions applications are completed for both Fire Science and Incarcerated student population, currently 75% of our total FTES.

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

- A&R staff attends monthly All Staff Meetings to keep abreast of campus issues and events
- Sexual Harassment Training – Provided to A&R staff online

d. Describe areas of unmet professional development needs among personnel in this program, area, or unit, if applicable, and outline plans to address these needs.

It would be beneficial to provide A&R staff with additional FERPA training.

e. Describe organizational changes that would improve program, area, or unit performance. Provide timelines for the achievement of such changes and describe measures that assess the effectiveness of such changes.

Additional office space is needed, and currently being discussed with immediate supervisor. The lack of desk space is impeding performance of staff and is conducive to unnecessary interruptions.

Restrictions with our current software (Ellucian Colleague Web Advisor/PVC-Services) is not allowing for the automation of no showing non-participating students or the automation of grade changes. We are in the process of migrating to our vendors new Self-Service web platform which will enable the implementation of some processes mapped out during our optimization consulting to address some of our need for automation. Ongoing efforts will be required in this area.

7. Facilities

a. Are current facilities adequate to support the program, area, or unit? Explain.

No, more space is needed currently and if the enrollment growth discussed in section 4b occurs then additional staff workspace will also be needed. However, which additional space is needed the current department location provides for effective interaction with students and faculty.

b. Describe plans for future changes to support facilities.

Additional staff workspace will be needed to accommodate increased paper-based admissions and registration processing that may come with an increase in college enrollment.

8. Technology and Equipment

a. Is the current technology and equipment adequate to support the program, area, or unit? Explain.

- Migration to the Ellucian Self-Service web platform will be crucial to improving the quality, ease-of-use, and increase in the services to students and faculty.
- Explore additional transcript automation through current processing vendor to include incarcerated students.

b. Describe plans for future changes to support technology or equipment.

- Participate fully in the setup and migration to the Self-Service platform. There are a multitude of components that will require work to integrate into college processes and be successfully adopted by students, faculty, and staff.
- While the optimization of existing systems and pursuit of new systems will continue to be pursued, there are limitations to the impact that automation or online systems have on the total workload of the department due to paper-heavy processing involved in inmate, correspondence, and instructional service agreement students. Unique solutions may be needed due to our unique student population.

9. Financial Resources

a. Provide an appropriate financial report for program, area, or unit during reporting period. Explain any significant deviations from previous reporting period.

	Budget Code		
2019-2020			
Benefits	A&R	\$176,808.57	\$176,808.57
	SEA	\$39,235.87	\$39,235.87
Conferences	A&R	\$95.00	\$95.00
Contracts	A&R	\$26,757.01	\$26,757.01
	RTG	\$8,000.00	\$7,550.00
Copying/Printing	A&R	\$6,004.01	\$6,004.01
Equipment	RTG	\$82,000.00	-\$6,900.00
Graduation	A&R	\$5,144.59	\$5,144.59
Memberships	A&R	\$300.00	\$300.00
Postage	A&R	\$1,171.83	\$1,171.83
Salaries	A&R	\$318,442.18	\$318,442.18
	SEA	\$66,731.00	\$66,731.00
Supplies	A&R	\$1,219.37	\$1,219.37

b. Describe whether the current budget is adequate to carry out the responsibilities of the program, area, unit, or operation.

The budget is sufficient; however, several important contracts have been covered by the A&R budget and are enumerated below. These are required ongoing expenses that would need to be continued regardless of the level of A&R budget that is funded annually. Also, since the district does not employ a programmer maintaining ongoing funding for these services on a contractual basis is required for the correct functioning and integration with CCCApply, MIS, CCFS-320 reporting accuracy, and integration with the increasing number of cooperative state initiatives.

- Student Right to Know (IPEDS)
- Perceptive Content (Image Now document retention/retrieval system)
- College Source (transcript evaluation resource service)
- Consultants: ERP/Colleague programmer, Business Objects reporting consultant, MIS and 320 apportionment reporting coding changes, debugging, and coding customizations.
- Paper admissions and registration forms (growing demand year over year due to the expansion of inmate and correspondence education populations).

c. Describe plans for future budget changes, if any.

Request for funding to cover A&R attending additional training opportunities as well as regional meetings and workshops and increase costs of maintenance/vendor contracts.

10. Four-year plan

a. Place future request for resources (human, facilities, technology & equipment, and financial) in a four-year matrix to facilitate future planning.

*** = potential increase in paper-based inmate/correspondence applications/enrollments may incur additional needs due to a corresponding increase in paper-based processing.*

			2020-21	2021-22	2022-23	2023-24
Future Area Needs	Human Resources			Potential data entry staff **	Potential data entry staff **	Potential data entry staff **
	Fiscal Resources			Additional cost for additional paper forms**	Additional cost for additional paper forms**	Additional cost for additional paper forms**
	Physical Resources			Additional space for data entry staff**	Additional space for data entry staff**	Additional space for data entry staff**
	Technology Resources			Potential data entry staff **	Potential data entry staff **	Potential data entry staff **

Board Reports

2019-08-05

- Fall 2019 – We are caught up, and registrations are still coming in daily.
- Summer 2019 Session – Final Grade's posted on 7/31/19.
- Waitlisting Process – Moving students into new sections
- Submitted 320 Annual Report to the Chancellor's Office on 7/11/19 – Total FTES reported 2,100.26
- Working on Spring 2019 (193) MIS submission Files due to the Chancellor's Office 7/31/2019 – working with Ellucian Support to resolve some issues with latest patch affecting MIS process
- Currently sending out student schedules for Fall 2019 for all Incarcerated students
- Will send out Summer 2019 Final Grade Reports to Incarcerated Students – week of 08/05/19
- Probation & Dismissal Notifications - Sent out email notifications to community students 7/22/19 – Letters will be sent out to Incarcerated students' week of 08/05/19. Provided lists to all counselors for follow-up.
- Working on Self Service Implementation with Adam and Ellucian consultant with PRT Grant funds
- Working on Image Now Upgrade – In Process – Upgrade 90% complete for A&R, and just beginning for the FA Office
- Attending Ellucian Users Group Workshops (CHUGACUG) with Diana Mendez on August 7th & 8th in Los Angeles, CA
- Spring 2019 Certificates/Degrees – Will begin processing week of August 12th.
- IPEDS Reporting – Begins 08/07/2019 – Institution Identification & IC Header due by 08/27/19.
- Summer 2019(195) – MIS file due end by August 30th

2019-09-10

- Faculty No Shows are due on 9/9/19 – Includes students that have not participated prior to first census.
- Faculty Census Rosters are due on 9/16/19 – (Permanent Rosters).
- Spring 2019 (193) MIS submission Files submitted/accepted - Chancellor's Office 8/2/2019.
- Summer 2019 (195) MIS submission – In process – Due mid-September – awaiting Ellucian software patching to fix existing issues & MIS consulting to address recent data element additions.
- Annual MIS Program Award File due – mid September.
- Summer 2019 Final Grade Reports sent out to all Incarcerated students – 08/07/2019.
- Probation & Dismissal Notifications - Letters will be sent out to Incarcerated students' week 09/09/2019.
- Working on Self Service Implementation with Adam and Ellucian consultant with PRT Grant funds – Financial Aid Self-Service Planning Call 9/17/19.
- NSC (National Student Clearinghouse) Graduates Only File – In process.
- Image Now Upgrade – In Process – Upgrade 90% complete for A&R and continuing for the FA Office – Currently working on resolving scanner connection issues.
- Spring 2019 Certificates/Degrees – Complete and ready for delivery to students – 08/22/2019 – email notification will be sent out to community students.
- IPEDS Reporting – Institution Identification & IC Header completed/locked on 08/13/19.

2019-11-12 or 2019-10-08

- Processing No Show Reinstatements – 9/9/19 – Current.
- Faculty Census Rosters were due on 9/16/19 – Still collecting.
- Completed Colleague/PVC Services setup for Spring 2020 Semester - Open term/ed planning/grading/rosters etc.
- FST-080 (ISA'S) – Summer 2019 - Created 128 Course Sections/Enrolled students/Entered Grades & Positive Attendance Hours.
- E-Verify – ADT Electronic Verification – Deadline 10/31/2019.

- Provided Various Reports & Data – HR Fon Data/Nursing Dept. VN Graduation Counts/Distance Education Ed Plan Counts/SSSP Data.
- Ellucian Self Service Implementation – Scheduled multiple consulting engagements for Accounts Receivable, Student Billing, & Admissions & Records – October – December.
- All A&R Staff Attended Institute Day – 10/11/19.
- Reviewed Petitions to Graduate/Processed Certificates & Degrees for Summer 2019 Completers – Week of Oct. 14, 2019.
- Mid-Term Grades – Sent email notifications out to community students, and letters out to Incarcerated students – Provided counselors with Mid-Term Deficiency List - 10/15-16/19.
- Participated in Ellucian Student Billing consulting – 10/17/2019.
- Completed Ellucian Self Service Readiness Review for Admissions & Records – 10/23-24/19.
- Image Now Upgrade – In Process – Upgrade 95% complete - A&R working on debugging, and FA Office – working on setting up their new scanner.
- CCCApply is setup to allow students to apply for our upcoming Spring 2020 semester.
- Priority Registration - Spring 2020 – working on Colleague setup - identifying eligible students & flagging records to allow eligible students to register.

2019-12-13

- Scheduled Ellucian Self-Service consulting sessions for Accounts Receivable for Dec. 02-05, 2019. Participating in the consulting sessions.
- Current Fall 2019 FTES are 839.49 (excludes 165.00 projected ISA FTES) which will put us at 1,004.49 FTES for the Fall 2019 term. Fall 2018 FTES is 896.02.
- ISA Enrollment – Continuing to receive and process Enrollment for the Fall 2019 semester. The process includes; manually enrolling students, entering grades & positive attendance hours, and forward rosters/invoices to the Business Office for payment.
- Completed BOGW Ineligible List - We have 63 ineligible students for the upcoming Spring 2020 semester. Students have been notified of their ineligible status and were provided with information for the appeal process and the petition form.
- NSC (National Student Clearinghouse) submitted subsequent term enrollment file – November 20, 2019.
- Image Now Upgrade – In Process – Upgrade 95% complete - A&R working on debugging, and FA Office – In process of switching out license required for new scanner.
- Developed new “Excused Withdrawal Petition” form per title 5 mandate. Excused Withdrawal language is already available to students in the current 2019-20 catalog.

2020-01-14

- Processed and submitted the CCFS-320 Apportionment Report to CCCCO & RCOE – 1/9/2020 for 2,327.20 FTES.
- Currently working on the Fall 2019 Term MIS submission – Consisting of all (13) district categorical files. The deadline for this submission has been moved from January 29th to January 20th (2 weeks) ahead of schedule.
- Continuing to hand enter Incarcerated & Special Admit registrations.
- Will be working on the Employee Fall Collection MIS file due by 2/28/2020.
- Continuing to work with Ellucian on implementing Self Service and scheduling consulting for the following areas: Student Billing and Human Resources related to MIS.
- Sending out electronic Student Schedules to all proctors – ongoing throughout the registration period.
- Continuing to collect delinquent final grades for Fall 2019.
- IPEDS Winter Collection – Due prior to 2/11/2020 – Includes the following surveys (Graduation Rates, 200% Graduation Rates 200, Admissions, Outcome Measures).
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2020-03-03

- Conferring degrees/certificates for fall 2019 completers.
- Processing spring 2020 no shows.
- Collecting spring 2020 census rosters.
- Facilitated Ellucian consulting for student billing issues - 2/21/20.
- Working on a few issues with our Ellucian transcript subroutine and setup.
- Reviewed/responded to numerous student petitions.

2020-04-07

- Implemented a process for COVID-19 Excused Withdrawal.
- Midterm Grades are due on April 10.
- Evaluating Petitions to Graduate for Spring 2020 eligibility for graduation.
- Collecting/entering positive attendance hours.
- CCFS-320 Report Due – April 15.
- Setting up SIS (Colleague) for priority registration for Summer & Fall sessions.
- Provided Gracie Milke with CVSP/ISP SSSP Services Checklist Report for Spring 2020
 - o Identifies which students have/have not received contacts and educational plans.

2020-05-12

- Receiving and manually processing COVID-19 Excused Withdrawal Requests.
- Midterm Grade Notifications & Grade Reports sent out to students April 13 – 15, 2020.
- Completed Image Now Upgrade for A&R and FA Offices – 04/28/2020 – Closing out Project.
- Completed Evaluating Petitions to Graduate for Spring 2020 eligibility for graduation and sent list to Staci Lee.
- Submitted CCFS-320 Report – P2 Report 2,244.06 FTES.
- Priority registration for Summer & Fall sessions began on April 27, 2020.
- Submitted staff Telework schedules – April 13, 2020.
- Responded to request for data for Nursing Department – Student Programs.
- Submitted contract for Jeremy Jones – Programming Consultant.
- Submitted contract for Adam Lange – SAP Business Objects Reporting Consultant.
- Working with Ellucian Project Manager, Preston Piantino on setting up next meeting to discuss implementation timeline for Self Service, and additional Accounts Receivable consulting.
- Attended various zoom meetings; College Council, Full Administrative Council, Curriculum Committee, CL Connect, Hyland-Perceptive Content, TRC, Guided Pathways, Academic Standards Committee.