

# Program Review Report

## Yuba Community College District

### WCC - Admissions and Records Program Recommendations

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**Program Mission Statement:** The Admissions & Records Office is dedicated to providing access and efficient processes to enhance student success from college admittance through graduation by supporting our diverse population and collaborating with our staff and faculty on various institutional initiatives.

**Program Description :** The Admissions and Records Office is one of the key offices on campus. We handle all student records both in paper and electronic format. The staff process all transcript requests, requisite equivalencies, IGETC/CSU certification requests, online application (CCCAPPLY) processes, registrations (both college and high school students), student petitions, residency determinations, address changes/updates, educational goal changes, major changes, enrollment verifications, prerequisite checks, matriculation forms, cashiering duties, document imaging, student payments, daily parking permit sales, certificates/diplomas, testing and outside assessments, schedule production and catalog review.

The Director of Admissions and Enrollment Services also does the 320 reporting for the college and handles the majority of the state audit questions that come in regarding courses and attendance of students. The staff assists with compiling audit materials and ensuring that files are in order and forms are accurately filed throughout the year. The student planner is also produced and distributed through the director's office.

**Year of Review:** 2013-2014

**Type of Review:** Annual Update

**Executive Summary (Include a list of team members):** Since Fall 2012, positions within the office have changed. Currently there is an Interim Director of Admissions and Enrollment Services, one Senior Student Services Technician and two Student Services Technicians to serve close to 3,500 students.

The Colusa County Outreach Facility currently has a Campus Operations Specialist I and a part time Student Services Assistant.

If the college chooses to implement Degree Audit, then Admissions & Records office is in need of a staff member to assist with the Degree Audit system. The staff member needs to be knowledgeable in assessing college catalogs and how they correlate with the Degree Audit system for it to work properly.

The amount of work continues with the acquisition of jobs from Yuba College and the transition to multi-college. There has been discussions of taking on the international student process for our students and that will require staff member(s) to attain the knowledge and training on international students.

We have maintained two to three Federal Work Study positions. These students assist with filing, scanning, answering phones, stocking schedules around campus, assembling orientation packets, scheduling counseling/testing appointments, preparing enrollment verifications, assisting at the kiosk, copying materials, delivering materials to various department, and sorting mail.

The college has completed the conversion of the new Open CCCApply online application for California Community Colleges. Webinars have been completed and initial training completed.

The Student Success Act of 2012 (SB 1456) has brought about more discussion relating to how to complete and document the matriculation process (orientation, assessment, and student educational plans). The current process is distributed via a letter students receive from Open CCCApply application and the college website.

The Positive Attendance Tracking System has been very successful and its ability to provide the required documentation and certification was commended by the State auditors.

Forms have been updated to reflect current policies and practices, as well as meet regulated requirements, thereby assisting to ensure the college remains in compliance. Additionally, the forms are loaded to the college website to assist in usefulness to the students and the staff.

The office would need to upgrade one of the three front counter computers and the Senior Student Services Technician/Evaluator

office that is not attached to the Admissions and Records office currently.

The process of the online transcript ordering system has been implemented through National Student Clearinghouse. Students are now able to order transcripts online. Students have the option to receive hard copy or an electronic pdf. Billing for online transcripts is handled through National Student Clearinghouse, thereby reducing staff time for having to process all fees. The option to receive a transcript over the counter is still available to students.

Continue to work collaboratively with the Director of Research on FTES reports for the Interim Vice Chancellor Educational Planning and Services throughout the year for board reporting.

We are working with Yuba College in establishing the conversion for enrollment priority registration changes to meet the requirements of Title V, Section 58108 which incorporates degree applicable units value in the priority level assessment. Changes must also be reflected in AP 5055. The change must be in effect for the Summer/Fall 2014 registration cycle.

The Degree Verify process with National Student Clearinghouse is completed each term. We report the number of degrees that we grant and we also verify a degree if a third-party requests the information from National Student Clearinghouse.

Since the Fall 2012 term, the office hours have changed. We are now open Monday and Tuesday 9am-6pm, Wednesday and Thursday 9am-5pm. The hours of operation for Friday are currently 9am-12pm. The 6pm closure assists the evening students who have not been able to complete processes with the college. The Friday 12pm closure was implemented to assist in staff training and completing back-office functions.

**Industry Trends and Program** N/A.

**Data Analysis :**

**SLO Assessment Summary:** We plan to develop a survey with the Director of Planning, Research and Student Success in Fall 2013 and disburse to students in Spring 2014.

**Future Goals and Program Direction:** The office currently has an Interim Director of Admissions & Enrollment Services. Per the Vice Chancellor discussions will begin in Fall 2013 and implementation will begin Spring 2014 relating to the Student Services reorganization.

We are also looking to hire a Technician to assist with the Degree Audit system that the District is looking into within the next six months. In order for the Degree Audit system to work a full-time Technician needs to be in place to ensure that catalog and any related transcript information is entered as the information relates to student records and student success initiatives. Without that level of knowledge and attention the Degree Audit system will be inaccurate and not work correctly.

The amount of work continues with the acquisition of jobs from Yuba College and the transition to multi-college. There has been discussions of taking on the international student process for our students and that will require staff member(s) to attain the knowledge and training on international students.

We are also looking to upgrade one of the three front counter computers and the Senior Student Services Technician/Evaluator office that is not attached to the Admissions and Records office currently.

We are working with Yuba College in establishing the conversion for enrollment priority registration changes to meet the requirements of Title V, Section 58108 which incorporates degree applicable units value in the priority level assessment. Changes must also be reflected in AP 5055. The changes must be in effect for the Summer/Fall 2014 registration cycle.

**Are you ready to submit your final program review?:** No

**Feedback (Validation Team Use ONLY) :** Director of Admissions & Enrollment Services - High. This is a critical need. No evaluation plan provided.

Hire a Staff Member - Degree Audit- High. This is a critical need. No evaluation plan provided.

Upgrade technology in offices- Medium. No supporting evidence provided - such as replacement cycle, or why the computers need replacing/updating. No evaluation plan, SLOs.

Recommendations	Plan of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
WCC - Admissions and Records Program Recommendations - Reclassify a Student			

Recommendations	Plan of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
<p>Services Technician - Work on reclassifying a Student Services Technician to a Senior Student Services Technician to assist with the workload in the office.</p> <p><b>Year(s) Requested:</b> 2011-2012 2012-2013</p> <p><b>Request Date:</b> 12/07/2011</p> <p><b>Inactive Date:</b> 10/23/2013</p> <p><b>Recommendation Priority:</b> 3. High Priority</p> <p><b>Supporting Evidence (SLO, WSCH, etc.):</b> N/A - This recommendation is complete and inactivated.</p> <p><b>Evaluation Plan:</b> N/A - This recommendation is complete and inactivated.</p>	<p><b>Plan of Action:</b> We have submitted a reclassification of employment to the Vice President of Academic and Student Services in October for further review. The reclass will need to go forward to the board for action and approval.</p> <p><b>Type:</b> Staffing - Other</p> <p><b>Budgetary Impact:</b> Senior Student Services Technician \$77,254.09 at Range 27, Step 12 which would be one of the current staff transferred into new position.</p>	<p>10/23/2013 - This recommendation is inactivated because it is finished. We currently have a full time Senior Student Services Technician for WCC.</p> <p><b>Recommendation Progress:</b> Recommendation Inactivated/Discontinued</p> <p><b>Reporting Year:</b> 2013-2014</p> <hr/> <p>12/07/2011 - A need for this position has been in the works for years, however, due to budgetary cuts and layoffs we have not been able to staff the position at the college. Now that we are increasing in numbers and the workload is increasing, it is time to look at alternative options for the office. We recently hired a Student Services Technician to assist with the front counter in which it would allow the person who is being reclassified time to do the duties of the Senior Student Services Technician and work closely with the Director of Admissions and Enrollment Services on that particular positions needs.</p> <p><b>Recommendation Progress:</b> Recommendation Inactivated/Discontinued</p> <p><b>Reporting Year:</b> 2011-2012</p>	<p>02/21/2012 - The reclassification has been completed and one Student Services Technician is being elevated to a Senior Student Services Technician as of Spring, 2012.</p> <p><b>Approval Status:</b> Approved</p> <hr/> <p>11/21/2011 - The request has moved forward to the Vice President of Academic and Student Services. They will then move the reclassification request to the Vice Chancellor of Administrative Services in hopes for the December 2011 board meeting, but no later than the January 2012 meeting.</p> <p><b>Approval Status:</b> Approved - Pending Funding</p>
<p>WCC - Admissions and Records Program Recommendations - Hire an Evaluator - There is a need to hire an Evaluator for all transcript entry for each student who turns in a transcript from outside colleges/universities. This will assist with the Degree Audit project that the District is embarking on for the next year and into the future.</p> <p><b>Year(s) Requested:</b> 2011-2012</p> <p><b>Request Date:</b> 08/01/2012</p> <p><b>Inactive Date:</b> 10/23/2013</p> <p><b>Recommendation Priority:</b> 3. High Priority</p> <p><b>Supporting Evidence (SLO, WSCH, etc.):</b> Qualifications and requirements of position needs have been modified.</p> <p><b>Evaluation Plan:</b> N/A</p>	<p><b>Plan of Action:</b> Put together an Evaluator position description and put that through to Human Resources. Then put that through to the Union. Once it is approved see about getting it approved for hire with the college so that we can get the position hired and in place for Degree Audit.</p> <p><b>Type:</b> Staffing - Other</p> <p><b>Budgetary Impact:</b> The Evaluator position would be hired at a Range 31, Step 3 for an impact of \$68,139.97 that included benefits.</p>	<p>12/04/2011 - We are currently gathering other California Community College Evaluator position descriptions to formulate one for our District. This will assist us in defining the needs of the department and what is expected of the individual.</p> <p><b>Recommendation Progress:</b> Recommendation Needs Improvement/Attention</p> <p><b>Reporting Year:</b> 2011-2012</p>	<p>02/21/2012 - This position will go through the prioritization process of the Faculty, Staff and Administration Hiring Committee. Based on funding, this is one of several needed positions in the Student Services Division.</p> <p><b>Approval Status:</b> Approved - Pending Funding</p> <p><b>Follow-Up:</b> 03/12/2013 - There is still a need for this position. However, due to budgetary and vacancy needs of the director this position has not been addressed.</p>

Recommendations	Plan of Action & Budgetary Impact / Tasks	Status	Feedback & Follow-Up
<p>WCC - Admissions and Records Program Recommendations - Upgrade technology in offices - Upgrade one of the three front counter computer systems, as well as, add a computer in the Senior Student Service Technician/Evaluator office that is across the hall from the Admissions &amp; Records office currently.</p> <p><b>Year(s) Requested:</b> 2013-2014</p> <p><b>Request Date:</b> 08/01/2012</p> <p><b>Recommendation Priority:</b> 2. Medium Priority</p> <p><b>Supporting Evidence (SLO, WSCH, etc.):</b> N/A</p> <p><b>Evaluation Plan:</b> N/A</p>	<p><b>Plan of Action:</b> A computer and printer was purchased in the 2012-2013 academic year, so A&amp;R is looking at submitting quotes for one front counter computer upgrade and the one computer for the Senior Student Service Technicians office. A request was submitted to the Instructional Materials Requisition Committee for further review.</p> <p><b>Type:</b> Equipment/Technology</p> <p><b>Budgetary Impact:</b> Cost for the computers would be roughly \$1600 for two at (\$800 + tax). Monitors would estimate about \$200 + tax.</p>	<p>03/12/2013 - The two computers for the technicians have been upgraded. Currently the senior technician is stationed in the Admissions &amp; Records Office using a computer in the back office. Currently no upgrades to the senior technician office have been made.</p> <p><b>Recommendation Progress:</b> Recommendation Needs Improvement/Attention</p> <p><b>Reporting Year:</b> 2012-2013</p>	
<p>WCC - Admissions and Records Program Recommendations - Director of Admissions &amp; Enrollment Services - Hire a permanent position</p> <p><b>Year(s) Requested:</b> 2013-2014</p> <p><b>Request Date:</b> 03/12/2013</p> <p><b>Recommendation Priority:</b> 3. High Priority</p> <p><b>Supporting Evidence (SLO, WSCH, etc.):</b> The Director of Admissions &amp; Enrollment Services resigned in June 2012. Currently there is an Interim Director. However, we need to establish a permanent position.</p> <p><b>Evaluation Plan:</b> N/A</p>	<p><b>Plan of Action:</b> Submit a staffing request through appropriate channels and the district for resource allocations.</p> <p><b>Type:</b> Staffing - Other</p> <p><b>Budgetary Impact:</b> Salary and benefits</p> <p><b>Location:</b> Woodland Community College - All</p> <p><b>Perkins Eligible:</b> No</p> <p><b>DE Related:</b> No</p> <p><b>HSI Related:</b> No</p>	<p>03/12/2013 - Currently a consultant has been hired to assist the Interim Director of Admissions. No hiring or recruitment has been made for the permanent position.</p> <p><b>Recommendation Progress:</b> Recommendation Needs Improvement/Attention</p> <p><b>Reporting Year:</b> 2012-2013</p>	
<p>WCC - Admissions and Records Program Recommendations - Hire a Staff Member - Degree Audit - There is a need to hire a staff member/technician to assist with the Degree Audit project that the District is embarking on for the next year and into the future.</p> <p><b>Year(s) Requested:</b> 2013-2014</p> <p><b>Request Date:</b> 10/28/2013</p> <p><b>Recommendation Priority:</b> 3. High Priority</p> <p><b>Supporting Evidence (SLO, WSCH, etc.):</b> Requirements needed to implement SB 1456, matriculation changes mandated by the State's Student Success Initiatives.</p> <p><b>Evaluation Plan:</b></p>	<p><b>Plan of Action:</b> Put together an technician position description with a Degree Audit focus and put that through to Human Resources. Then put that through to the Union. Once it is approved through Union follow the process and protocol to attain and maintain the position.</p> <p><b>Type:</b> Staffing - Other</p> <p><b>Budgetary Impact:</b> Salary and benefits</p>		

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N/A			