

VP/Division Head's Comments (required):

I have read and agree with the conclusions of this comprehensive program review for the Admissions and Records Office. I urge the Advance Technology Division at the Alisal Campus to support the request made by the Dean of Enrollment services to increase the status of the Enrollment Specialist at the Alisal Campus to full-time. In order to grow the International Students program, I support the increase in hours for the Admissions Technician from part-time to full-time status. Finally I see the need for the hiring of another Evaluator, at least part-time (but permanent) if a full-time position cannot be secured. As mentioned in this program review, this is a requirement for loading students' educational history into the Ellucian educational planning tool.

Romero Jalomo

9/11/15

Typed Name of VP/Division Head

Date

This PPA report is organized in 3 sections and 9 subsections as follows:

- I. Comprehensive Review – a. Overall Service/Office/Program Effectiveness,
b. Staffing Profile

The Admissions & Records Department is unique because this is the department that works with every single student that enrolls at Hartnell College. We also work with alumni of the College who need access to their academic record.

The Admissions & Records Office serves as the main department in providing information about the College to potential, future, current, and former students. This information can include general information about the College, how to register, how to order their transcripts, how to pay their fees, how to file for graduation, how to use the College's online systems such as etudes. In addition, sometimes the Admissions Office also serves as the College's switchboard as students often make first phone and in-person contact with this department. We serve as ambassadors for the College in providing direction to the student to assist them in meeting their needs.

Admissions & Records works closely with all departments on campus.

We work with EOPS/DSPS in processing priority registration for program eligible students and in determining graduation status for their students.

We work with the TRIO program in processing priority registration for program eligible students and in determining graduation status for their students.

We work with Veterans Program in processing priority registration for program eligible students and in determining graduation status for their students as well as transfer credit.

We work with Financial Aid in consultation on student residency, student fees, grading deadlines, and academic standings.

We work with International Students in processing foreign student applications, priority registration, registration and graduation.

We work with Sports Counseling & the Athletic Department in processing priority registration for program eligible students and in determining graduation status for their athletes.

We work with the Assessment Staff in ensuring that student's records reflect assessment scores.

We work very closely with the Counseling Faculty on issues such as residency, prerequisites, graduation, transfer credit evaluations, College policies and procedures on such areas as Academic Renewal, grade changes, etc.

We work with all of the Academic Dean's Offices in interpreting college policies and procedures, registration, graduation, etc.

We work with the Cashier's Office in interpreting student fees and in reconciling student records regarding student fees, Co-TOP reconciliation, and 1098-T reconciliation.

The Admissions & Records Department has been working with other Student Affairs departments such as the Counseling staff to ensure that we are meeting the mandates of SB1456 the Student Support Services Program.

The Admissions & Records Department worked with the Financial Aid Department to ensure compliance with the federal financial aid mandate of reporting enrollment data to the National Clearinghouse several times each semester.

We have implemented an online application process known as the Chancellor's Office Open CCCApply. Students can apply for Admission 24 hours a day with the application uploaded to the College's Colleague system every 30 minutes.

We have implemented e transcripts with CSUMB. We send approximately 1,500 official HC transcripts to CSUMB annually. Official transcripts are sent electronically and received by CSUMB within 10 minutes of having been sent.

Moved to a one-stop Student Services building in July 2010

Merged departments with financial aid in July 2010

Created a new Enrollment Services Specialist position to the department in July 2010

Created a new Enrollment Services Lead position to the department in July 2010

Created a new Student Ambassador position to the department in July 2010

Implemented Degree Audit in coordination with the Academic Affairs department

Implemented waitlists

Implemented Add Codes for online late add process

Developed Administrative Procedures for Course Auditing-AP4070, Course Repetition-AP 4225, Academic Renewal-AP4240, Grade Changes-AP432, Credit by Examination-AP 4235, Grading and Academic Record Symbols-AP4230

Developed forms and processes for the following: prerequisite clearance, prerequisite challenge, multiple measure assessment, orientation and advising/ed plan exemption forms and processes.

Identified and worked with IT to update all reports and customization for Admissions & Records to the new SQL Ellucian platform.

Created new web pages for Admissions & Records using the College's new Drupal web platform.

All current year student Admissions & Records forms are on the Admissions & Records web page.

Training videos have been created for faculty and are on the Faculty Resource webpage on how to use add codes and how to enter final grades.

The Enrollment Services Lead and/or the Dean of Student Affairs has attended the CACCRAO conference held annually every April for the past three years.

Most Admissions & Records staff has attended Region IV staff development training sessions held on an annual basis.

Most Admissions & Records staff have participated in a variety of professional development activities hosted by the Professional Resource Center on campus such as Google email training, Google calendar training, Google drive training, basic excel training, and Drupal (website) training.

Some Admissions & Records staff attended the 3CDUG conference held in July 2014.

B. STAFFING PROFILE

1. In the table indicate the number in terms of FTE. For instance, 1 full-time staff person is 1.0, and a half-time person is .5.

Positions	2012-13	2013-14	2014-2015
Management, Supervisors	1-Dean Student Affairs	1-Dean Student Affairs	1-Dean Student Affairs
Classified Staff	4 Full Time 2 Full Time ESS's	4 Full Time 2 Full Time ESS's	4 Full Time 2 Full Time ESS's
Classified Staff- Part-time	1 - 30 hours 1 - 20 hours 1-30 hours @ the Alisal Campus	1 - 30 hours 1 - 20 hours 1-30 hours @ the Alisal Campus	1 - 30 hours 1 - 20 hours 1-30 hours @ the Alisal Campus
Faculty Staff	n/a	n/a	n/a
Faculty - Part-time	n/a	n/a	n/a

Student Workers	4	4	4
Professional Experts	n/a	n/a	n/a
Total Full Time equivalent Staff	8 @ MC; .75 at AC	8 @ MC; .75 at AC	8 @ MC; .75 at AC

2. What staffing factors/challenges have influenced the effectiveness of the service/office/program?

1. As we move into the full implementation of SB1456 the Student Success Initiative, which requires that all students who have completed 15 degree applicable units at HarttETBTF5 13t((u)5(n)-4(i)10(t)-4(s)-2(at)4()-3(H7JETB4(p)-4(lic)3(ab)-5(lem3(at)4(rJET 704en)5(csi)-4(7(Ed)5(cu

Program Awards Summary Report *

Source: Chancellor's Office Data Mart

*NOTE: The numbers shown above are only the number of degree/certificates awarded each year. It should be noted that the A&R Evaluation Technicians evaluate close to 200 students above the number of graduates each year. These are students who have been evaluated, but did not graduate.

R			
Applied for CSU Admission:	Fall 2013	Fall 2014	Fall 2015
# of Students on the list	11	184	248

Source: CSU ADT Verification Database

- Analyze and report on salient patterns and trends in this data. Given these patterns and trends in users, needs, usage and/or other key factors, identify particularly challenging issues in service/program provision, office functioning, and the evaluation of the service/office/non-instructional program.

The number of students served by the Hartnell College Admissions & Records Department has held steady over the last three years. We traditionally enroll 13,000 students annually. Depending on the State and College's fiscal budget outlook, our enrollments will usually mirror those same projections.

more detailed information. The sheer volume of work that is conducted by the ESS's on the Main Campus is very different from the volume of work conducted by the two offsite ESS's. As an example, during the first week of the spring semester, a Main Campus ESS was asked to work at the KC Center as the ESS was out sick. In a five hour period, the ESS reported assisting 17 students. That same ESS easily assists 17 students in 30 minutes on a regular basis during peak registration times.

Another key difference that should be noted between the Main Campus and offsite

C. OUTCOMES

SERVICE AREA OUTCOMES

Each service unit/office/non-instructional program develops its own Service Area Outcomes (SAOs). The outcomes should be directly related to the work of the service unit/office/non-instructional program, challenging but attainable, and measureable. SAOs should articulate what specifically is to be achieved; their measurement should assess how well the service unit/office/non-instructional program is performing.

1. Please complete the following tables.

List Service Area Outcome(s) scheduled for assessment as previously specified

What changes have occurred in the service/office/ program as a result of dialogue?

Was a Service Area Outcome

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	<p>R Using a query in Ellucian, the data will show the percentages of students who utilize the College's CCCApply.</p>
<p>Students who participate in the graduation process (Associate Degree and/or Certificate of Achievement) will be satisfied with the correspondence they receive from the Admissions & Records Department.</p>	<p>A mixed model of quantitative/ qualitative survey. This survey has a five point Likert scale rating with students self-reporting their level of satisfaction.</p> <p>Students surveyed will report at least an 80% satisfaction rating with the information they received during the graduation process</p> <p>Fall 2015</p> <p>R Students who petitioned to graduate will be sent a student survey to complete along with their graduation worksheet.</p>

Activity scheduled	What success has been achieved to date on this activity?	What challenges existed or continue to exist?	Will activity continue into AY 15-16?	Will activity continue into AY 16-17?*
1. Set up Academic/ Progress probation rules in Ellucian.	This item has been placed on the CORE IT project list from A&R –			

<p>Waitlists Notifications Dropping students for non-payment notifications Dropping students for prerequisites not being met.</p>				
<p>8. Implement Ellucian's graduation process from start to finish including creating the commencement program.</p>	<p>This item has been placed on the CORE IT project list from A&R – Jan. 2015</p>	<p>We are currently developing an assessment model for all IT projects.</p>	<p>Yes</p>	<p>Yes</p>
<p>9. Need better reporting tools on such reports as RQMM report (Prerequisite mismatch report)</p>	<p>This item has been placed on the CORE IT project list from A&R – Jan. 2015</p>	<p>We are currently developing an assessment model for all IT projects.</p>	<p>In Progress using Cognos reporting tool</p>	<p>Yes</p>
<p>10. We need to have an easy process to merge duplicate student records.</p>	<p>This item has been placed on the CORE IT project list from A&R – Jan. 2015</p>	<p>We are currently developing an assessment model for all IT projects.</p>		

A. NEW ACTIVITIES

This subsection addresses new activities for, and continuing new activities into, AY 2016-17. An activity can address many different aspects of your service/office/program, and ultimately is undertaken to improve, enhance, and or keep your service/office/program current. A new activity may or may not require additional resources. The first activity listed should be the most important; the second activity listed the second most important, etc. Activities can include but are not limited to:

- a. NEW CURRICULUM
- b. FURTHER DEVELOPMENT OF THE PROGRAM OR SERVICE
- c. GRANT DEVELOPMENT AND PROPOSALS
- d. FACULTY AND STAFF TRAINING
- e. MARKETING/OUTREACH
- f. ENROLLMENT MANAGEMENT
- g. STUDENT SERVICES
- h. ADMINISTRATIVE SERVICES
- i. SUPPORT OPERATIONS
- j. FACILITIES

1. List information concerning new projects or activities planned. The first activity listed should be the most important; the second activity listed the second most important, etc. Please keep in mind that resources needed, if funded, would not be approved until spring 2016 and provided until FY 2016-17. Ongoing activities involving resources that will no longer be available from grant funds starting FY 2016-17 must be planned for appropriately.

* See Appendix A for a list of the 11 goals in the college's Strategic Plan.

2. This item is used to describe how the new activity, or continuing new activity, will support the service/office/program.

Consider:

Faculty

Other staffing

Facilities

Equipment (non-expendable, greater than \$5,000), supplies (expendable, valued at less than \$5,000),

Software

Hardware

Outside services

Training

Travel

Library materials

Science laboratory materials

a) Describe the new activity or follow-on activity that this resource will support.

Activity #1: In order to keep up with the additional workload that is being imposed with the implementation of SB1456 and the increase in the number of graduates, we need a third full-time Evaluator Technician position.

Activity #2: In order to better serve our international student population, we need to have at least dedicated employee support for the program. Increasing the hours of the current A&R Technician from 20 hours a week to 40 hours per week would meet this need. The position would split their hours of 20 dedicated hours to international students and 20 hours to its current position of A&R functions.

Activity #5: The new transcript validator will replace the 30+ year old transcript validator. The official College seal be placed on each copy of a student's Hartnell official transcript.

- b) Describe how this activity supports all of the following that apply:
- 1) Service Area Outcome (list applicable service area outcome)
 - 2) Program level Outcome (list applicable program level outcome)
 - 3) Course level Outcome (list applicable course level outcome)
 - 4) Service/Program Goal (list applicable service /program goal outcome)
 - 5) Strategic Plan Goal (list applicable strategic plan outcome)

Activity #1: This activity would be supporting the department's program goal of maintaining our level of efficiency to students and providing graduation/transfer records to students in a timely and accurate manner.

Activity #2: This activity would ensure that we are meeting the College's strategic priorities for student access and student access.

Activity #3: This activity would ensure that we are meeting the College's strategic priorities for student access and student access.

Activity #4: This activity would ensure that we are meeting the College's strategic priorities for student access and student access. This activity would also be supporting the department's program goal of maintaining a level of efficiency to students.

Activity #5: By planning ahead for this activity, we would be ensuring that we are meeting the department's program goal of continuing to ensure that A&R functions (official transcripts) are performed in an efficient and effective manner.

- c) Does this activity span multiple years? YES NO

N/A

d) What measurable outcomes are expected from this activity? List indicators of success.

Activity #1: The measurable outcomes will be assessed using our Student Area Outcomes(s) as to whether the student is receiving important graduation services in a timely and accurate manner.

Activity #2: The measurable outcome can be assessed using our Student Area Outcomes(s) model which can be used to assure that the needs of the International Student population are being met.

Activity #3: The measurable outcomes will be assessed using our Student Area Outcomes(s) model to ensure that we are meeting the needs of the Alisal Campus student population.

Activity #4: The measurable outcomes will be assessed using our Student Area Outcomes(s) model to ensure that we are meeting the needs of the Main Campus student population.

Activity #5: The indicator of success for this activity is that the College will be able to continue complying with request for official HC transcripts which must bear the College's seal.

e) What are the barriers to achieving /P 4-3(h)6icatgT EM-3(h)TJETBT1 O O 1 207.9

B. RESOURCE REQUESTS

If new/additional resources are needed for your service/office/program, it is important that you identify them and project their cost, and that these resources and costs be considered through the College's integrated planning (budget development, funding decision making, and resource allocation) processes. A resource is likely to be something needed to support an activity that you have identified in IIIA above, in which case you

