



## Program Review Annual Update

1. **Department:** Admission and Records
2. **Reporting year:** 2013-2014
3. **Names of the individuals participating in the review:** Patrick Walton, Dean, Sandra Jonas, Admissions Technician, Kim Clain, Admissions Assistant II, and Karen Clancy, Admissions Assistant II
4. **Progress Report: Review previous IPR or NIPR and/or annual update. Describe progress made on any recommendations and any changes made within the program.**
  1. The need for secure storage of student records continues to be a concern. Since the 2007 office relocation to the Vocational Building, A&R does not have secure/locked storage for confidential student records. Under FERPA regulations the storage of student records must be housed in a secure location. Complete the restructure of the records room for security purposes to include walls to the ceiling and a locked door. (\$5,000.00). *Discussion has been initiated by A&R*
    - In fall 2013, locking cabinets were installed for rosters and transcripts. Student registration cards are currently not secured. Listed as Priority #4 on the Budget Prioritization.
  2. Replace single serve printers with a Hub that runs copier, scanner and fax machine. (\$300.00 a month). *Not started*
  3. The need for upgrade of Web Advisor continues to be an issue, as well as the delay in implementation of Open CCC Apply. Student use of the Lassen Community College Web Site continues to be limited. Current staff is not able to leave confidential tasks in order to assist students in navigating Web Advisor. Upgrade of Web Advisor/Datatel to allow students access to change/update their own personal information. *In-progress*
    - Capabilities have been added to the Web Advisor system to allow students to update addresses, add and drop classes.
    - CCCApply was launched in fall 2013, which has increased the web statistics. ~~immensely.~~
  4. Require all submission and maintenance of census, attendance, and grade rosters to be done electronically. Usage by faculty of online/electronic resources for submission and maintenance of census, attendance and grade rosters remains low. Timely and accurate grade and attendance submission will increase the student's overall satisfaction. *In-progress.*
    - Instructors are currently required to turn in hard copies of all census and attendance documents; and grade rosters if not submitted online. Many instructors prefer to continue with paper documentation as reporting and documenting attendance in two different mediums is redundant and time consuming
  5. Reclassification of current Admissions and Records staff should be reviewed. The Manager/Registrar position has remained vacant since 2011 which has saved the district in salary and compensation. Current A&R staff has assumed many of the Manager/Registrar duties and are compensated with out-of-class pay. An increase in workload has created a continual need for overtime in the department in order to complete daily tasks each semester. *Not started*

6. Hiring an A&R Assistant I to assist with phone and Web registration will increase student satisfaction, and thus improving student success and retention. This will improve timely completion of tasks within the office. The current staff under direction of the Associate Dean of Student Services with the addition of an entry level assistant would be able to sufficiently handle and fulfill the duties required in enrollment services (\$50,000.00). *Not started*
7. Provide staff with office furniture that is in good working condition and appropriate to the needs of their job duties (\$1000.00). *Not started*
8. Replace or provide other secure file cabinets to accommodate the increase in student population (specifically international students) (\$700.00). *Not started*
9. Replace computers with up to date technology. Provide staff with equipment that is no more than 5 years old (\$4000.00.) *Not started*
  - There are six computers in A&R, not all of them have the necessary hardware/software to accommodate everyday workload.
10. Increase A&R travel budget to allow office staff to continue to attend training opportunities available to help improve the processes in Admissions and Records. The learning opportunities will be shared among the Admissions and Records staff (\$1000.00 more yearly). *Not Started*
  - The budget is currently \$500 for travel.
11. Restructure the Admissions and Records up front area to create privacy between work stations to create a confidential environment for staff and students. Need locking doors and floor to ceiling walls as well as security windows in the department. Windows will provide security for staff during registration. Locking doors and floor to ceiling walls will secure the confidential storage of student applications, transcript request, registration add/drop cards, grades and attendance records. *Not started*
12. A printer is needed in the lobby, so students do not have to wait in line at the financial aid window to pick up their print out (\$500.00). *Not started*
13. Manager/Registrar to direct A&R and ensure effectiveness, efficiency, and compliance (\$100,000). *Not started*

##### **5. Outcome Assessment (SLOs/PSLOs/AUOs):**

The assessment of 2012-2013 showed the achievement target of AUO1 was met as the student usage of online registration via web advisor increased from 2010-2011. In addition, AUO2 was met with an increase in accuracy of students completing the registration process.

##### **6. Curriculum:** Not applicable

##### **7. Program Emerging Needs Assessment: Describe needs that have developed since the previous review. Consider emerging needs in staffing, equipment, training, facilities, or funding, Include data sources in the previous item that support emerging program needs.**

- Convert training/instruction for admissions and records services to online tutorial videos and upload to the webpage (Limited use on online services based on student use data fall 2013) (0.00).
- Electronic forms for transcript requests, enrollment verification (Data showing low usage of e-transcript 2013-2014) (0.00).
- Increased staff development funds to increase Datatel capabilities (e.g., batch processes) (In-person enrollment statistics 2013-2014 data) (1,000.00)
- Convert microfiche to electronic for transcripts (3,000.00)

**8. Progress and Reprioritization of Recommendations:**

- a. Review the prioritized recommendations in the previous program review.
- b. Record outcomes of items in the planning agendas for each section.
- c. Specify any changes in priority as well as any additions or deletions.
- d. Provide updated planning agenda forms for each planning committee.

Table 1. 2013-2014 Admissions and Records Prioritized Recommendations Requiring Institutional Action for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

Table 2. 2013-2014 Admissions and Records Prioritized Recommendations Requiring Institutional Action for Inclusion in Human Resource/Professional Development Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe (Year)	Estimated Cost	Expected Outcome
1	Manager/Registrar position	2015-2016	100,000	
1	A&R Assistant I	2015-2016	50,000	
1	Staff Development	2015-2016	1,000	Increase skill set in Datatel

Table 3. 2013-2014 Admissions and Records Prioritized Recommendations Requiring Institutional Action for Inclusion in Facilities Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe (Year)	Estimated Cost	Expected Outcome
3	Office furniture	2015-2016	1,000	New furniture, increased safety
3	Secure file cabinets	2015-2016	700	Safe way of storing documents

Table 4. 2013-2014 Admissions and Records Prioritized Recommendations Requiring Institutional Action for Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item(s)	Implementation Timeframe (Year)	Estimated Cost	Expected Outcome
1	Printer	2015-2016	500	
1	Microfiche to electronic system	2015-2016	3,000	Effective record management

Table 5. 2013-2014 Admissions and Records Services Prioritized Recommendations Requiring Institutional Action for Inclusion in Student Services Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost	Expected Outcome

**9. Additional Information: Describe or note additional information pertinent to the program, particularly information which supports new needs or growth or that documents program successes.**

The department will be participating in the 2013-2014 enrollment events

- Discover Lassen College: Convocation (February 2014)
- Reg-to-go (April 2014)
- Late night department hours for registration (August 2014)