Admissions & Records NIPR 2021

LASSEN COMMUNITY COLLEGE

Davis Murphy (Director)

Karen Clancy (A&R Tech III)

Jessie Null (A&R Tech II)

Corrie Hoffman (A&R Tech II)

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Admissions & Records NIPR 2021

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

The Lassen College Admissions & Records office is often the first place that a new student visits as they start the enrollment process. Admissions & Records (A&R) serves thousands of students each and every year as they provide the services needed to begin the process of attending college or continuing their education.

Description/Evaluation:

    a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals:

Mission: The Admissions & Records Office directly supports the mission of Lassen Community College by assisting students with enrolling in courses that apply directly to their field of study.

Strategic Goal #1 – Institutional Effectiveness: The Admissions & Records Office directly supports this goal by serving all students equitably that make contact with A&R.

Strategic Goal #2 – Learning Opportunities: The Admissions & Records Office directly supports this goal by assisting all students in navigating the enrollment processes.

Strategic Goal #3 – Resource Management: The Admissions & Records Office directly supports this goal by maintaining updated information within the office to provide a proper learning environment.

Strategic Goal #4 – Student Success: The Admissions & Records Office directly supports this goal by minimizing confusion and providing students with accurate information upon enrolling.

    b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

Since the last program review was completed in 2017, there have been a number of changes in Admissions & Records. The Admissions & Records office went through a restructure of the office in order to better serve students and match the statewide standards. Admissions & Records has continued to operate an efficient office even through a number of challenges faced in the past four years. A&R has continued to assist students in

enrolling and has worked directly with faculty members to ensure timely grade reporting occurs.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action.

N/A

II Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment

AUO and SLO assessment is important to maintain and improve institutional effectiveness and provide an effective learning experience for LCC students. Departments are expected to measure AUO and/or SLO annually; these records are maintained in WEAVE and are available for review at any time.

Description/Evaluation:

1. Identify and evaluate Administrative Unit and/or Student Learning Outcomes including the relationship to strategic goals for AUOs and institutional student learning outcomes for SLOs utilizing information from WEAVE.

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
1,2,4	1,4	Admissions & Records will provide quality customer service to all students	**Measure:** Amount of dissatisfied customers **Target:** Receive no more than 1 complaint per month
1,2,3,4	1,2,3,4	Admissions & Records will complete all work in a timely manner	**Measure:** Audit compliance, student & staff satisfaction **Target:** Meet all respective deadlines
2,3,4	1,2,3,4	Students will be able to navigate the Student Portal	**Measure:** Student Portal Usage **Target:** 70% usage rate

2. Attach an AUO and/or SLO assessment summary as provided by Office of Institutional Effectiveness.

   New AUO's were just established, therefore no data is available at this time. It will be the goal of the A&R office to meet all AUO targets on a yearly basis.

3. Provide an analysis of findings of the assessment results may be leveraged to support equipment, facility, staffing, or other budget and planning need and include the justification in your analysis.

   New AUO's were established in order to ensure that the A&R office is providing the proper experience and service to the students that they serve. It is the hope that employees will all strive to meet the target of each AUO.

Planning Agenda:

List recommendations and actions by the above evaluation of AUO and/or SLO results. Complete Institutional Effectiveness Planning, Student Services Planning and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. For any items needing Human Resources Planning, Institutional Technology Planning, or Facilities Planning action, please make sure to include the information within the appropriate section and table later in the program review document.

Hiring the Enrollment Technician III would greatly benefit both the students and fellow coworkers by increasing the efficiency within the office.

III. Equipment

Description/Evaluation:
1. List capital outlay equipment, age of equipment and replacement schedule.
2. Identify any existing equipment maintenance/service agreements.
3. Evaluate the condition of capital outlay equipment in light of the replacement schedule and available funds.
4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.

Equipment:

3 Staff Desks

3 Staff Chairs

6 Computers

1 Xerox Office Printer that is under a service contract

4 Cisco Phones

1 Microfiche Machine

1 Perceptive Scanner

1 Student ID Printer

Planning Agenda:
List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning table at the end of the section for any recommendations requiring institutional action.

N/A

IV. Outside Compliance Issues (if appropriate for program)

Description:
If appropriate, describe the role of outside compliance issues on the program.

There are no compliance issues to report at this time.

Evaluation:
Assess changes in compliance or identification of compliance-related needs and the impact on the program.

N/A

Planning Agenda:
List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff
List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

B. Prioritized Recommendations for Inclusion in the Planning Process
List all recommendations made in Section One that should be included in Lassen College's planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan
Admissions & Records - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Prioritized Recommendation for Inclusion in Student Services Master Plan
Admissions & Records - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:

1. List the current staffing for the program include: managers, faculty positions, and classified staff.

   Associate Dean of Student Services

   A&R Tech III

   A&R Tech II (2)

2. This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.

The Admissions & Records Office needs at least one more classified employee in order to better serve our students. The A&R office has suffered staffing reductions in the past and that has greatly affected the productivity of the office. The Director recommends that we hire an Enrollment Services Tech III position that would have the ability to cross train and help both the A&R and Financial Aid offices during each respective department's peak times. This individual would have the ability to do all classified work in either department.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

The recommendation being presented is that the District hire a Enrollment Services Tech III to assist both A&R and Financial Aid throughout the academic year.

II. Professional Development

Description/Evaluation:

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)

Unfortunately the Admissions & Records office has been restricted to only online trainings and conferences due to lack of staffing and the lack of a suitable travel budget.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

The Admissions & Records office needs an additional employee and a suitable travel budget in order to further the development of the employees in the department. This would greatly improve efficiency and ultimately improve how we serve our students.

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

In order to provide quality customer service to all students, it is extremely important that Admissions & Records staff has the resources to attend Professional Development conferences & trainings.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

It is the recommendation of the department that the district provides additional funding for travel and professional development for A&R staff. It is also recommended that the district hire the Enrollment Services Tech III to better serve students and assist fellow coworkers within the department.

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff
List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

Prioritized Recommendations for Inclusion in the Planning Process
List all recommendations made in Section Two that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Human Recourse Master Plan
Admissions & Records - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,2,4	Enrollment Services Tech III	2021-2022	$77,000	Full-Time ES Tech III; Increased efficiency in both A&R and Financial Aid offices
1,2,3,4	Increase to Travel Budget	2021-2022	$10,000	Professional Development

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. Describe and evaluate the Lassen Community College facilities available to the program.

   Currently the Admissions & Records office meets the current needs of the department.

2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)

   N/A

3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes

   N/A

4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.

It would be in the best interest of the District to explore the possibility of relocating the department to a building that is easier to find for students and provides a better set-up for Student Services.

Planning Agenda:
List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

The recommendation from the Director would be to encourage Facilities to take a look at where the Admissions & Records office would best serve our student's needs. The current location is difficult for students to find and navigate.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff
List all recommendations made in Section Three that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

Prioritized Recommendations for Inclusion in the Planning Process
List all recommendations made in Section Three that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in the Facilities Master Plan
Admissions & Records - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
2,4	Relocating the Admissions & Records Office	2022-2023	Unknown at this time	Relocate the A&R office to better serve students

Section Four: Technology Planning

Admissions & Records NIPR 2021

I. Institutional Technology

Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.

   Need a Perceptive scanner at each employee's desk.

   Need a printer in the lobby for the students.

2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.

   Additional scanners will help with productivity amongst staff members which will only benefit the students we serve.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

Purchasing additional scanners for staff members is necessary to increase productivity. Also, providing a printer for students would greatly benefit the students and staff who are working with them.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Four that do not require institutional action (ie. curriculum development) in order of program priority.

N/A

Prioritized Recommendation for Inclusion in the Planning Process

List all recommendations made in Section Four that should be included in Lassen Community College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations Inclusion in Institutional Technology Master Plan
Admissions & Records - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1,4	2 Perceptive Scanners	2021-2022	$4,000	Purchase scanners to improve efficiency and use of the software

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.