

**Student Services Link to College Mission**

The mission of the Admissions & Records Department is to be a vessel of information and knowledge that will enhance and support the diverse community we serve.

The purpose of the Admissions & Records Department is to—

* Serve the needs of the students.
* Respond to requests of the faculty and administration.
* Safeguard the integrity of the institution’s records and degrees.
* Maintain exemplary customer service in a professional courteous manner.

**Description of Services**

The Admissions & Records Department (A&R) has the unique responsibility of serving students, administration, faculty, staff, and the community at large. We are committed to offering exemplary customer service in a professional, courteous, and timely manner enabling students to meet their educational goals. A&R handles the registration process for all classes including collecting fees, adding and dropping of classes, and withdrawal from school. All student records, including transcripts, are maintained within this department in accordance with the provisions of the Family Educational Rights and Privacy Act of 1974. Graduation petitions and eligibility reviews are conducted as per deadlines outlined in the academic calendar.

The Admissions & Records staff answers questions and provides information for students or prospective students regarding:

* Registration
* Class schedules
* Academic transcripts or enrollment verifications
* Student account fees
* Student records
* Graduation
* International student procedures
* Campus and community services
* Student information online portal

The Admissions & Records staff are also a point of contact to answer questions and provide information for faculty, academic advisors, staff and administrators regarding:

* Processing grades and attendance rosters
* Verifying students for graduation
* Processing diplomas
* Coordinating programs and services
* Assistance with online Portal navigation
* Campus forms

Responsibilities:

* **Director of Admissions**—oversees the admissions, registration, and recordkeeping of students and reporting programs of the college, including maintaining compliance with federal and state regulations and local policies, and recommending revisions as appropriate. The Director plans, organizes and supervises the operation of the Admissions & Records Office, maintains the Student Information System (SIS), prepares and maintains a variety of reports, records, data and documents.
	+ **Admissions & Records Specialist**—performs data analysis and technical clerical work. Inputs student information into the Student Information System and verifies information for state reporting. Accepts, reviews, and processes registration applications, semester enrollments, and course adds and drops; collecting and processing fees; verifies student enrollment; processes official/unofficial transcripts; distributes and processes faculty class rosters, posts grades; assists the Director in the maintenance and monitoring of updates for the Student Information System, and provides training to faculty and staff on the use of the SIS; processes and oversees Incarcerated Student Program (ISP) and Instruction Service Agreement (ISA) students.
	+ **Student Accounts Technician**—in addition to assisting with tasks associated with admissions, registration, and assisting students with the student portal, the Student Accounts Technician manages the data entry on student accounts, collecting and processing fees, tuition payments, invoicing, residence hall posting (dorms), and third party billings, closing of cashiering sessions, and processing feed to finance; serves as the primary point of contact to assist with individual student accounts; processes financial aid refunds.
	+ **Admissions & Records Technician**—technical clerical work. Inputs student information into the Student Information System and verifies information for state reporting. Accepts, reviews, and processes registration applications, semester enrollments, and course adds and drops; collecting and processing fees; processes official/unofficial transcripts; processes all new student applications.

**Describe The Student Policies Related To Your Program Which Have Been Updated**

Graduation Requirements for Degrees and Certificates AP4100

 -Committee is looking to change dual degree requirements.

Grading and Academic Symbols AP 4230

 -Addition of EW grading Symbol.

Admissions and Concurrent Enrollment BP5010

-Clarification of total units allowed, co-enrolled students are not eligible for priority registration, and the addition of CCAP language.

Non-Resident Tuition AP5020

 -Exemption language added for VACA Students and the nonresident tuition fee process.

Residence Determination AP 5015

 -Specific time frame included for paperwork to be dated and submitted.

**Student Services Student Learning Outcomes**

**Student Learning Outcome for Student Services #3** – **Students will develop and demonstrate awareness in handling their financial responsibilities for all college expenses, and will take advantage of the resources to pay all expenses.**

In order to assist students in paying off account balances in a timely manner we are looking to implement a payment plan option through TouchNet. The students will be able to sign up for plans that will charge their credit card monthly to allow them to break the bill into more manageable amounts and assist them with paying off their balances. Parents will also have access to a payment portal of their own to view balances and make payments on students account.

**Strategies to measure outcome objective:** After we are able to implement the payment plan option the supplemental data stored in Internet Native Banner will be extracted through SQL reports to identify the number of students with their respective method of payment. The data from the aging reports will identify outstanding accounts receivable and this data will be compared to the payment options that students selected.

**Student Learning Outcome for Student Services #4 - Students will develop resilience and resourcefulness empowering them to persist in attaining academic and personal goals.**

The Student Portal (MyFRC) is a resource to assist students with attaining academic goals. MyFRC is available twenty-four hours a day, seven days a week giving students access to add or drop courses, check registration status, view their class schedule and registration history, and view grades and unofficial transcripts. This readily accessible information assists students with planning and attaining their educational goals.

**Strategies to measure outcome objective:** Webadd/drop codes extracted from Internet Native Banner (INB). The number of students that drop and add each academic year can be compared to the office assisted drops and adds.

**Program Improvements**

* Routinely update the Admissions webpage to keep information current.
* The number of monthly student emails and hardcopy invoices has been increased listing options to pay. From the analysis of the aging and payment agreement reports, there has been a reduction in delinquent accounts.

**Long Range Vision For The Next Four Years**

**Technology:**

* Implement CCCApply as Feather River College’s online application to be in compliance with the new initiatives through the Chancellor’s Office as soon as Banner 9 self-serve is implemented.
* Once CCCApply is implemented, work on setting up TouchNet’s Payment Center and Payment Plans to assist our students and parents to payoff accounts in a timely manner.
* Also, list online courses through the Chancellor’s Office Virtual Campus.
* Complete phase 2 of electronic transcript services through the National Clearinghouse to be in compliance with Assembly Bill 1056.
* Build Housing Module to manage room assignment and payment options electronically.
* Develop and implement web forms and workflow functionalities to improve services for students and faculty.
* Stay updated with California Community College Chancellor’s Office new initiatives.

**Business Practice:**

* A&R staff will aim to provide the highest level of support service to students and foster excellent relationships with campus departments.
* Continually improve staff cross training within the A&R department.
* Strategy to help increase faculty adherence to Academic Calendar deadlines.
* Monitor and update Admissions webpage.
* Continue to expand communication, relationships, and awareness with the FRC campus community.
* Stay up to date with federal, state and local laws and regulations regarding A&R.
* Develop procedural manuals.