ANNUAL PROGRAM REVIEW

NAME OF PROGRAM/DEPARTMENT/SERVICE AREA: ADMISSIONS & RECORDS

NAME OF PERSON SUBMITTING THIS REVIEW: Leslie Mikesell

DATE OF SUBMISSION: October 15, 2010

MANAGEMENT AREA (check one):

- ☐ **Administrative Services**
- ☐ **Instruction**
- ☒ **Student Services**

ASSESSMENT OF PAST PROGRESS

Describe your progress on your previous year's objectives:

Objective 1: **Continue to progress in the understanding and use of Banner.**	**Summary of Progress:** Strata Information Group (SIG) provided onsite Banner training for the Financial Aid, HR/Payroll, Finance, and Student Modules. Representatives from different departments participated in portions of the respective training to become cognizant of the relationship of each module. Informational Webinars were lead by SIG for the Recruiting Module and Banner 8. Individual Banner training for faculty and staff members continues. Unfortunately, due to schedule conflicts and budget constraints, we were not able to attend the annual 3CBG conference.
Connection to other plans: Student Services Plan—'improvement of services to students" Student Services Core Value of Teamwork	**Resources/Budget Used:** General funds

Objective 2: **Improve office work flow to provide efficient services for students who are in the office, on the phone or online.**	**Summary of Progress:** With the 11.8% increase of enrollment for the Fall 2010 semester and the 6.6% increase of student traffic in the A&R Office the A&R staff have been very busy. By reorganizing the office furniture to provide a reception area the flow of traffic has improved. In an effort to adequately

	staff the reception area the A&R and Financial Aid Offices teamed together and joined their 20 hours per week student workers and provided cross training which aided in offering optimal customer service for faculty, staff and students. Continual funding for the classified employee and student workers is vital to help keep the efficiency of our customer services and to assist with day-to-day operations.
Connection to other plans: FRC Mission statement "…to serve a diverse student population . . ." Student Services Plan--"improvement of services to students"	**Resources/Budget Used:** An additional increase of $230 was approved by the Budget Committee. .

Objective 3: **Streamline office work flow procedures to provide efficient services for students by utilizing technological resources available to California Community Colleges.**	**Summary of Progress:** Beta testing continues with CCCApply. A test application has been created and Brian Murphy, Mick Presnell and Malia Hard are working together to complete the steps for deployment. Once CCCApply has been deployed the 4M committee will schedule the work flow plan for Beta testing and deployment of eTran.
Connection to other plans: Streamline office work flow procedures to provide efficient services for students by utilizing technological resources available to California Community Colleges.	**Resources/Budget Used:** Funds to purchase storage boxes from the A&R non-instructional supplies fund. Staff resources to organize documents and maintenance staff to deliver boxes to the storage facility.

CURRENT YEAR PROGRESS AND OBJECTIVES

What objectives and tasks will you take on for this year? (You may continue objectives from the prior year.) Will your allocated resources be sufficient given your objectives?

Objective 1:	Action Plan (include who is responsible):
Strengthen the use of technology within the Admissions & Records Office	1. To assist the A&R Office with the implementation of Banner 8 and the time required to track and implement the various updates, patches, and new releases, a full-time Functional Technician is being requested. Currently the Director of A&R is the technical support and acting "help desk" for the Student Module. The Functional Technician would relieve the Director of these responsibilities and allow her to focus on the operations of the A&R department. The Functional Technician will: a) Provide training to the A&R staff and FRC community for the implementation of Banner 8, Internet Native Banner (INB) and Self-Service Banner (SSB). b) Coordinate weekly Banner study time with focus on Banner 8. c) Review and update the available resources on the "S" drive and SunGuard's Website. d) Administer a process analysis to check Banner 8's functionality before going live in Spring 2011. e) Organize cross training sessions for other functionality users. f) Develop and update Banner procedural guidebooks for faculty and staff. g) Be a liaison with the IT department. ontinue (Director and Functional Technician) 2. Learn the functionality of other Banner Modules: a) Organize cross training sessions with the Financial Aid and Business Offices. b) Develop procedual manuals with processes that are integrated with each functional module. c) Consult with SIG for training and supporting documention. 3. CCCApply and eTran: a) Continue to collaborate with the Intuitional Researcher and the IT departments to provide application information that is necessary to implement CCCApply. b) Develop a procedural manual to download and push CCCApply data into INB. c) Begin networking with XAP Corporation to begin the implementation process for eTran. (A&R Director, Instutitional Researcher, IT Department)

	4. TouchNet: a) Continue to collaborate with the Database Administrator to provide Accounts Receivable information that is necessary for the implementation of TouchNet. b) Attend organizational meetings to keep updated with the steps of implementation. c) Develop a procedural manual with methods for tracking student payments and data reporting. (A&R Director, Student Accounts, Database Administrator)
Connection to other plans: Strategic Plan 1.1.3 Strategic Plan 3.3.3 Strategic Plan 4.3.1 A&R Compreshensive Program Review Goal 2	**Resources/Budget Needed:** Time and effort of A&R staff only.

Objective 2: **A&R Procedures, Processes and Work Flow**	**Action Plan** (include who is responsible)**:** 1. Provide cross training for all functional areas within the A&R department: a) Each functional user will utilize their weekly Banner time to research and prepare for cross training sessions. b) Each A&R staff member will organize and coordinate staff cross training sessions. c) Devote Friday's 3:00-5:00 p.m. office closure for departmental cross training. (All of A&R) 2. Evaluate and delegate projects: a) Using the dates from the spring and fall Academic Calendars create a master calendar to develop work flow processes. b) Assign specific projects to staff members, i.e. Mini Corps, SoJoun to the Past, Sierra Rescue, and etc. c) Use morning staff meetings to report on progress of assigned projects. (All of A&R) 3. Deliver accurate and efficient A&R policies and procedures: a) Create, develop and revise office policies & procedures by researching and verifying: 1) California Educational Code 2) Title V Regulations 3) Federal Regulations 4) Feather River College Board Policy 5) Feather River College Administrative Procedure. b) Ensure access to policies and procedures that govern the

	A&R Office through: 1) the FRC Website 2) the A&R Office 3) FRC's catalog and schedule of classes. c) Implement and utilize electronic services that will streamline the A&R Office policies and procedures. (All of A&R)
Connection to other plans: Strategicc Plan 3.3.1 Strategicc Plan 3.3.2 A&R Compreshensive Program Review Goal 4	**Resources/Budget Needed:** Time and effort of A&R staff only.

Objective 3: **Customer Service**	**Action Plan** (include who is responsible)**:** 1. Increase self-sufficiency: a) provide on site instruction for individual faculty members and students to assist them in accessing their portals (MyFRC). b) Publicize step-by-step instructions in the printed schedule of classes and on the FRC Website. c) Attend New Student Orientations and review student portal resources provided in the Student Handbook & Day Planner. d) Organize classroom presentations throughout the semester to keep faculty members and students informed of A&R deadlines. e) Continue to utilize electronic means to notify community members, faculty and students with important A&R information, dates, and deadlines. (All of A&R Staff) 2. Reception Area: a) Continue to staff the reception area with a temporary classified employee (480 hours per year) and student workers. b) Install a permanent telephone at the student workers' workstation. c) Collaborate with the Financial Aid Office to schedule the classified employee and student workers' hours for maximum office coverage. d) Provide cross training for all student workers with the A&R and Financial Aid processes to provide better service to all students by: 1) Written procedural manuals 2) Training by respective offices. e) Continue having students sign-in so student workers can direct students to appropriate services. (A&R & Financial Aid) 3. Develop a plan of action: a) Use the dates from the spring and fall Academic Calendars to

	identify busy registration periods and develop a master calendar for appropriate staffing. b) Schedule the classified employee and student workers during high customer service demand times to assist with the reduction of waiting time. c) Create a schedule to guarantee telephone messages are returned in a timely manner. c) Along with the "Sign-In Sheets" the A&R staff will track individual student contact to establish a baseline for services to implement a process analysis for future improvements to the A&R customer services. (All of A&R) 4. Participate in professional development: a) Attend all professional development workshops and seminars offered by the College. b) Attend Institutional Days, Faculty Orientations, and Faculty Flex Activities. c) Research other learning resources for customer service through: 1) Workshops 2) Webinars 3) Distance Education. (All of A&R Staff)
Connection to other plans: Strategic Plan 1.1.3 Strategic Plan 3.3.1	**Resources/Budget Needed:** General Funds

BUDGET CHANGE REQUESTS FOR NEXT YEAR

Please provide rationale for budget *changes* (attach budget request sheets for entire annual budget).

Budget Request(s): Amount	Account Code	**Rationale** (include connection to other plans)**:**
$5,813	2125	Increase the number of hours for a temporary classified employee to help support the backfilling of A&R staff positions as we prepare for Banner 8 implementation.
		Functional Technician Student Module
$5,000.00	5055	Annual maintenance fee for eTran

SUMMARY UPDATE FROM COMPREHENSIVE PROGRAM REVIEW

Based on data provided:

1. Describe the current status of the Program/Depart/Service Area.

The A&R Department has undergone a significant change with the turnover of the Registrar. The A&R team meets daily to discuss workload and report on the progress of projects. During Friday's 3:00-5:00 p.m. meetings, the A&R team works together to develop processes and procedures to assist with the workflow. We focus on how we can improve customer service to better serve the campus and our community. Each member of the team has specific strengths that we have built on to create a cohesive group. We are emphasizing positive communications with other departments and concentrating on better methods of providing customer services.

2. Explain significant issues and/or changes that have occurred since the last comprehensive review.

Rearranging the office furniture to provide a reception area has increased our ability to provide excellent customer service. The initial welcoming that faculty, staff and students receive when they arrive in our office has been well received. Staffing the reception area with student workers has helped to streamline the gridlock during busy registration periods. Students sign in and identify the service(s) that they need and the receptionist directs them to the respective office(s). During distribution of financial aid checks, students are directed to a separate location which aids in expediting the distribution of checks. To aid with returning telephone calls in a timely manner, a multi-line telephone has been installed at the student worker's workstation. The SIG training for Banner 7 stabilization was phenomena! Staff members had the opportunity to attend trainings from different functional areas and become familiar with departmental processes and how each module interacts. Learning shortcuts and having answers to "functional mysteries" was greatly appreciated. We are looking forward to working with the SIG group for our Banner 8 training. Processing of Athletic Eligibility has been greatly enhanced by the addition of the Eligibility Specialist. The Eligibility Specialist assist the Director in collecting required athletic forms, entering athletes' information into the Commission on Athletics database, sending and receiving Athletic Tracers, and is a liaison with the coaching staff. With enrollment going over 1500 FTES we are no longer able to claim apportionment for all of our SB2000 (Good Neighbor) students. A committee has been organized to develop policy criteria for accepting Good Neighbor applications. Deadlines for submitting completed applications have been established for the each semester. The committee reviews applications and makes recommendations for acceptance. Mari Erin Roth, Student Accounts, sends approved students a letter of acceptance with a required return postcard indicating that the student is planning to attend for the respective semester. A waitlist has been established once the maximum number of applications has been reached. If students aren't accepted for the applied semesters, they are first on the list for the following semester. To guarantee the compliance of California Residency applications, the A&R Director has collaborated with Administers, the Athletic Department and the Financial Aid Office to develop rigorous guideline for establishing California residency. The Director has participated in Faculty Flex Days, Coaches meetings, and student orientations to provide information about the guidelines for establishing California residency. Once applications have been received, the Financial Aid Office verifies that students have updated their FAFSA's state of residency to California and addresses to local addresses. The A&R Director compares the mailing addresses on Athletic Form 1's to verify that they match the

addresses on the Residency applications. The A&R Director will continue to research compliance regulations for establishing California residency.

3. Briefly explain significant changes expected during the upcoming year.

4. Significant changes will happen with the day-to-day operations of the Admissions & Records Office as we prepare for the Banner 8 upgrade. Prior to the Banner 8 implementation scheduled for Spring 2011 the Admissions & Records Office staff will be busy training and testing for this new upgrade. To assist with the day-to-day operations of this department, it is imperative that we continue to have a part-time classified employee and student workers to assist with backfilling positions while testing is conducted and training provided. We are currently working diligently to cleanup student's data so that the information provided to the MIS department for state and federal reporting is accurate. As the A&R department prepares for the Banner 8 upgrade we will also be working on developing a comprehensive Admissions and Records procedural manual.

APPENDIX

Attach supporting documents as appropriate. Please see Instructions for examples of supporting documents per Management Area.

Appendix A: The A&R Mission Statement

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

The purpose of the A&R Office is to –

- Serve the needs of students
- Respond to requests of the faculty and administration
- Safeguard the integrity of the institution's records and degrees
- Maintain professional standards and practices

Appendix B: The role and responsibilities of temporary and student workers in A&R

Student Workers—the most prominent task student workers in A&R perform is that of managing the large volume of documents that are processed each day. They are responsible for filing each day, creating files for new students, and, once a year, purging files that have been inactive for 5 years or more to create room in the file drawers. Additionally, student workers perform these tasks:

- Shredding
- Mail--Outgoing and Incoming
- Faxes--Outgoing and Incoming
- Maintain the "Student Sign-In" sheets
- Maintain the file drawers (yearly purging and organizing)
- Enter Transcript Request data in spreadsheet

- Greeting students and directing them to the appropriate person in A&R or FinAid
- Processing Photo ID's
- Processing Credit Card payments for parking permits
- Guide students through the online applications, registration, printing of schedules, billing inquiries and transcript requests at the office student computers.
- Registration data entry in Banner for paper applications

Temporary Classified Employee—currently, the A&R temporary classified employee works 300 hours per year during the busy times (January, August and May). Preparing for the implementation of Banner 8, the needs of the temporary classified position will increase to 480 hours per year. These additional hours are required to help backfill positions and keep the day-to-day operations functioning efficiently. The classified employee performs similar duties as the student workers and in addition they assist with more specific projects such as:

- Performing data entry and course enrollment for the many off campus programs that are unable to utilize online registration and paper registration forms are submitted instead (approximately 1850 per year). Programs such as the Incarcerated Student Program, Mini-Corps, Sojourn to the Past, and Sierra Rescue.
- During the months of January and August the classified employee screens and returns phone calls for both the Financial Aid and A&R offices.

Appendix C: Student Traffic in FinAid and A&R

2009-10	FinAid	Admissions	Student Accts	George	Vets	Totals
August	1895	1774	579	155	13	4416
September	993	374	366	34	5	1772
October	639	170	485			1295
November	356	439	161	45	3	1004
December	250	326	133	57	4	770
January	833	1067	600	53	8	2561
February	465	441	288	7	6	1207
March	443	290	568		6	1307
April	225	356	115		4	689
May	225	356	115		8	704
June	146	133	45		4	328
July	231	147	34		7	419
August	1249	1144	624		18	3035
September	792	519	339		11	1665
Totals	8742	7536	4452	351	97	**21,178**
2008-9	FinAid	Admissions	Student Accts	George	Vets	Totals
August	908	1270	428	181	12	2799
September	744	328	344	80	17	1513

October	459	213	318	53	4	1047
November	208	318	92	112	5	735
December	155	299	69	99	3	625
January	652	1091	490	136	5	2374
February	506	358	393	46	3	1306
March	442	366	222	62	4	1096
April	370	357	272	92	2	1093
May	347	409	149	84	2	991
June	159	164	48	30	4	405
July	253	174	56	83	0	566
Totals	5,203	5,347	2,881	1,058	61	**13,984**

2007-2008	FinAid	Admissions	Student Accts	George	Vets	Totals
August	533	1107	234	148	0	2022
September	329	189	136	27		681
October	212	83	116	34		445
November	134	161	70	93		458
December	79	321	66	91	2	559
January	433	977	377	107	7	1901
February	306	184	158	35	9	692
March	159	102	57	16	6	340
April	215	270	140	66	1	692
May	161	364	84	106	4	719
June	98	107	10	27	1	243
July	89	84	17	1	3	194
Totals	2,748	3,949	1,465	851	30	**9007**

Admissions and Records

2011-2012 BUDGET PROPOSAL

RESPONSIBILITY: Leslie Mikesell

FUND CODE: **1100 GENERAL - UNRESTRICTED**
ORGANIZATION CODE: **30310 Admissions and Records**

FEATHER RIVER COMMUNITY COLLEGE DISTRICT

ACCOUNT CODE	ACCOUNT TITLE (Please provide specific detail supporting *Proposed Budget Request*.)	Strategic Planning Goals & Objectives Policy Area (If Applicable)	2009-10 ENDING BUDGET	2009-10 ACTUAL	2010-11 ADJUSTED FINAL BUDGET	2011-12 PROPOSED BUDGET REQUEST
2125	Classified Hourly Temp		2,745.00	2,446.25	3,000.00	5,813.00
	To continue providing excellent customer service during our busy registration periods, it is imperative that we retain and increase the hours of our temporary classified employee position. As we prepare to implement Banner 8 the A&R staff will need extra release time to test and train for this upgrade. It will be the charge of the classified employee to help backfill A&R staff so that day-to-day operations can continue without a shortage of staff and services.	**Annual Program Review Objective 2**				
3000	Fringes		274	0.00	360.00	1,013.00
3321	FICA Classified Other		0	151.67	0.00	
3341	Medicare Classified Other		0	35.48	0.00	
3521	Unemployment Classified Other		0	7.34	0.00	
3621	Workers Comp Classified Other		0.00	48.93	0.00	
4325	Non-Instructional Supplies		2,937.00	3,400.24	7,300.00	7,300.00
	$4,000 (estimate provided by Rand Groh) to purchase computers for each member of the A&R staff; current computers are woefully out of date and unable to keep up with operational needs. Those we are using now have been repaired and rebuilt as much as they possibly can. The A&R staff uses their computers 95% of the day and with the implementation of Banner 8 it is crucial that their computer systems operation at optimal efficiency.	**Strategic Plan Objective 3.3.2. & 3.3.3 Annual Program Review Objective 1**				
	$3,300 These funds are used for general office operations. The most significant use of this fund is to purchase secure transcript paper and graduation diplomas; with the current number of students attending and preparing to graduate and leave the college both will require more funds than in previous, lower FTES, years.	**Annual Program Review Objective 1**				
5020	Dues and Memberships		125	125.00	125.00	125.00
5050	Consultants & Contracts		1923	1,922.25	1,300.00	1,300.00
	$1,300 This fund is to pay a third party contractor to prepare and mail the federally required 1098T (educational expense tax forms) to each student every January. Increased enrollment results in an increased number of tax forms to be processed.	**Federal Requirement**				
5055	Online Contract Service		225.00	200.71	300.00	5,300.00
	To expedite the transfer of transcripts, to provide a higher level of security for grades and confidential information, and reduce printing and postage	**Strategic Plan Objective 3.3.2**				

	cost, an additional $5,000 is being requested to pay the annual maintenance fees for eTran. In order to save on travel costs online professional development opportunities (webinars) will be sought through the professional organizations for which we are members in lieu of attending conferences.					
5076	Maintenance Contracts		230.00	174.19	675.00	675.00
	$75 In anticipation for the costs of services to increase for the annual maintains/servicing the shredder and copy machine.	**Basic Office Operations**				
5100	Employee Travel Expenses		288.00	287.07	713.00	713.00
	To provide an opportunity for A&R staff to attend the annual Banner California Community College conference/training and other computer related workshops.	**Strategic Plan Objective 3.1.4 Annual Program Review Objecitve 3 Professional Staff Development**				
5999	Other Operating Expenses		8,000.00	8,356.12	8,000.00	8,000.00
	This fund is used to pay the credit card machine charges which is used by multiple offices on campus but primarily A&R for student payments; the amount is different every year based on actual use. With the implementation of online payments scheduled to be fully implemented by April 2011, this amount may be significantly reduced.	**Strategic Plan Objective 1.1.3 Annual Program Review Objecitve 1**				
			16,747.00	17,155.25	21,773.00	30,239.00

Strategic Planning Goals & Objectives 2008 - 2011

Policy Area 1: Effectiveness of Instruction/Student Development
Policy Area 2: Sustainability/Economic Stability
Policy Area 3: Enrollment Management
Policy Area 4: Decision-Making and Communication
Policy Area 5: Campus Environment
Policy Area 6: Facilities