ANNUAL PROGRAM REVIEW 2011

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

NAME OF PERSON SUBMITTING THIS REVIEW: Leslie Mikesell

DATE OF SUBMISSION: _____

MANAGEMENT AREA (check one):

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

ASSESSMENT OF PAST PROGRESS

Describe your progress on your previous year's objectives:

Objective 1: **Strengthen the use of technology within the Admissions & Records Office**	**Summary of Progress:** Group and individual training sessions were delivered to faculty members, Student Service departments, and individual staff members providing training for both Internet Native Banner (INB) and Self Service Portals. During faculty flex activities PowerPoint presentations were delivered providing full-time and adjunct faculty members with information available on their Faculty Portals. Procedural guidebooks were updated with resources for Banner 8 functionality and a "Tip Sheet" was developed to assist faculty members with handy step-by-step instructions to access Faculty Portal resources. Comprehensive training sessions were given to individual Student Service departments (DSP&S, TRiO, Advising, and Financial Aid) providing training for specific departmental needs within INB. One-on-one training sessions were delivered to the Incarcerated Student Program staff members instructing them on how to process rosters and transcripts. The Security Matrix for the Student Module was completed giving the IT department security levels and access for Banner forms for

	each respective user. Modifications and updates are an ongoing process as new employees are hired and needs change within departments. Notification is sent to IT to deactivate employee's who no longer work at the college. Weekly scheduled study time proved to be successful providing the Admissions & Records (A&R) staff members with the opportunity to test and research new functionality within Banner 8. The Spring 2011 implementation went smoothly due to this preparation. Cross training with the Financial Aid Office provided the A&R staff members with the opportunity to learn and understand processes and procedures within the Financial Aid module. Training sessions described the Financial Aid resources available on the Student Portal and demonstrations were given showing the steps needed to access those resources. This cross training aids the A&R staff in assisting students with finding Financial Aid resources and information on the Internet and their Student Portals. Due to programming issues and staffing shortages, implementation of CCCApply, eTran, and TouchNet has been delayed. Implementation is scheduled for 2011-2012.
Connection to results from assessment of student learning and/or other plans: Strategic Plan 1.1.3 Strategic Plan 3.3.3 Strategic Plan 4.3.1 A&R Comprehensive Program Review Goal 2	**Resources/Budget Used:** Time and effort of A&R staff only.

Objective 2: **A&R Procedures, Processes and Work Flow**	**Summary of Progress:** During office closures on Friday afternoons (3:00-5:00 p.m.) cross training for functional areas were scheduled. Our Student Accounts

	Technician was the first staff member to present an electronic presentation covering the functionality of the Accounts Receivable Module. She prepared hard copy step-by-step directions for distribution. This training gave staff members the opportunity to ask questions and learn more about the processes of Accounts Receivable. With the complexity of this integrated system, additional training is required. Due to the 40% reduction of one of the Student Services Technician positions and the change of the A&R Office hours from Monday-Thursday 8:30a.m.-5:00 p.m./Friday 8:30 a.m.-3:00 p.m. to Monday-Friday 9:00 a.m. to 5:00 p.m. There is no longer a suitable amount of time (2 hour block) to continue with scheduled cross training for functional processes. The A&R staff members will develop new methods for cross-training of functional areas. During daily staff meetings the Director discusses Banner/Student Module functionality, delegated projects, receives reports on progress of assignments, and updates staff members with campus wide information. Plans to incorporate a master calendar with important dates for Financial Aid disbursements, MIS reporting, and Admissions & Records peak times will allow the Director to schedule staff member's times accordingly. The A&R team is researching and reviewing Feather River College Board Policy and Administrative Procedures, gathering California Educational Code and Title V Regulations to verify the accuracy of current A&R policies. Current policies that are being revised include California residency, Waiver of College Regulations, and implementation of the payment policy.
Connection to results from assessment of student learning and/or other plans: Strategic Plan 3.3.1	**Resources/Budget Used:** Time and effort of A&R staff only.

Strategic Plan 3.3.2 A&R Comprehensive Program Review Goal 4

Objective 3: **Customer Service**	**Summary of Progress:** Reorganizing the office furniture has improved the flow of traffic within the Registration Center. Faculty, staff members, and students are greeted by a student worker and directed to the appropriate department. Student workers are crossed trained to assist students with accessing Federal Financial Aid Websites, Free Application for Federal Student Aid (FAFSA), MyFRC (Student Portal), and network/email accounts. A second workstation was installed equipped with a PC and a multi-line telephone. Student workers have an additional work area for processing and are able to answer and return phone calls/messages. The addition of this workstation assists in the task of returning phone messages in a timely manner. Self-sufficiency has been demonstrated through the decrease of students requiring assistance within the Admissions & Records Office. Students are learning to access their Student Portals to register for courses, view final grades, request official transcripts, printing unofficial transcripts, view their student accounts and Financial Aid information. Faculty members are utilizing their portals to communicate with students, print class rosters to drop students after census dates, and submit final grades and positive attendance hours. Step-by-step directions are published on the Admissions & Records Webpage giving new students, returning students, and continuing students' information to access their Student Portals. Electronic means have been used to notify the

	campus, faculty, and students of important add and drop dates, preliminary graduation petition deadlines, and other A&R Office related deadlines. Continual discussions on how to improve customer service techniques and implement new philosophies for customer service are being discussed.
Connection to results from assessment of student learning and/or other plans: Strategic Plan 1.1.3 Strategic Plan 3.3.1 A&R Comprehensive Program Review Goal 4	**Resources/Budget Used:** General Funds

CURRENT YEAR PROGRESS AND OBJECTIVES (FISCAL YEAR 2011-12)

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

Objective 1: **Advance with technology within the Admissions and Records Office**	**Action Plan (include who is responsible):** Over the past three years, the Admissions & Records Office (A&R) has made significant strides to transition to automated registration, online services, and other technological advancements. The A&R Office serves a much broader population than most campus offices because of the unique role which supports students prior to admissions, with registration processes, during their coursework, and after they leave the college. These individuals increasingly expect more online services and electronic access to student information. The staff members of the A&R Office are continually challenged to learn and utilize new technology to support the needs of our students. During A&R peak times (December-January, April-May, and July-August) it is vital that adequate staffing is available to meet the needs of the increase volume of student demands. It is vital that the Student Services Technician's position be returned to 100% and that sufficient funding is available for student workers.

With the implementation of the Banner System, the A&R staff members have had significant changes in processes, functionality and job duties. A&R staff members have played a major role in developing Student Module functionality, providing training to staff members and departments for their respective needs. The primary focus of the A&R Office is to balance quality customer service while providing advanced technical support.

To assist with the increasing demand of technical support for the 2011-2012 academic year, the A&R department will continue to automate processes and procedures and provide/receive extensive training for the following areas.

Admissions & Records Staff:

Accounts Receivable:

With the rapid deployment of Banner 7, the Accounts Receivable Module wasn't built correctly and fee assessments were not processed appropriately. The following corrective measures are being taken to address student's accounts:

- Downloading information from SQL and Banner reports for review and correction
- Partnering with the Business Office to improve the feed to finance
- Prioritizing detail codes for proper application of payments
- Submitting Service Requests with SunGuard for issues/errors

TouchNet:

Currently students are not able to pay for enrollment fees, transcript fees, and other related student fees via their Student Portal.

Preparation for the deployment of TouchNet include:

- Activating codes within Web Tailor
- Building INB and Self Service functionality
- Creating new detail codes with priorities for assignment of payments
- Developing procedural manual for processing payments
- Testing functionality before deployment
- Training for the TouchNet Gateway System
- Working with a TouchNet programmer and providing information for the programming and crosswalk process

CCCApply:

Implementation of CCCApply will add another level of processing of online applications for the A&R Office. Preparation for CCCApply:

- Develop procedural manual for downloading and processing CCCApply application information
- Insert CCCApply information on the FRC Website and A&R Webpage
- Populate FRC information to the Xap Control Center
- Test functionality before deployment

Banner 8 Patches/Releases/Upgrades

- Partner with the IT department and develop procedures for streamlining application of patches, releases, and upgrades
- Review information for patches, releases, and upgrades for the Student Module and recommend application to the IT department
- Test functionality in Pre-Production

- Notify IT when testing is complete for installation of patches, releases, and upgrades into the Production database

FRC Departments:

Provide training, partnered with other departments to organization registration activities, and participate in the development of workflows for the following departments.

Advising/Counseling, TRiO Programs: Student Support Services, Talent Search, Upward Bound:

- Curriculum, Advising and Program Planning (CAPP) for both INB and Self Service
- Procedural guidebooks
- Organized Athletic Registration

Athletic Department:

- Coaches responsible for student-athlete's enrollment verifications
- Enlist assist from Athletic department for eligibility verification
- Pilot breakout sessions for respective teams to complete required Commissions on Athletics forms for eligibility
- Plan organized athletic registration sessions
- Process mail merge forms for student-athlete's information for Form 1's and Tracers
- Utilize SQL Developer to download student information

Incarcerated Student Program (ISP):

- Improve workflow with Financial Aid

and the registration processes
- Print class rosters
- Print individual student schedules
- Print unofficial transcripts
- Process Course Rosters
- Train new employees

Residence Halls:

- Build functionality for each term
- Develop reports
- Utilize the Housing Module for tracking room assignments

Switchboard:
- INB training
- Self Service training
- Matrix of contact for A&R services

Student Organizations:

Create plans to partner with student organizations to provide training on resources available on the World Wide Web, INB, and MyFRC so each area will be able to assist students with information instead of directing them to the A&R Office :

- Associated Students of Feather River College (ASFRC)
- Students in Free Enterprise (SIFE)
- Feather River Fitness

Procedural handbooks and user guides will be created and updated to reflect the new functionality within Banner 8. Training sessions will continue for departments, groups, and one-on-one. Step-by-step instructions will be distributed at training sessions and will also be available electronically.

The A&R staff members will continue with weekly scheduled Banner Study time allowing

	them to learn new areas of Banner 8 and prepare cross training materials. Staff members will research Banner resources and learn how to build new systems. Staff members will be assigned one of the following areas: • Accounts Receivable Installment Plans • Athletic Compliance and Academic Progress • Self Service Graduation Module Two staff members attended the 2011 3CBG conference in Walnut Creek, California. Breakout sessions provided information on functionality for the Student Module and Accounts Receivable. Networking with folks from other Banner schools is instrumental in gathering information and understanding how other Banner Colleges are setting up their validation tables, rules, and logic. Increased funding for travel, lodging, and conference fees are essential so staff members are able to attend future workshops and conferences. Continued membership to CACCRAO will provide important resources for the Registrar.
Connection to results from assessment of student learning and/or other plans: A&R Student Learning Outcomes A&R Comprehensive Program Review: Goal 1, Goal 2, Goal 3 Strategic Plan 1.1.3 Strategic Plan 1.1.4 Strategic Plan 3.3.3 Strategic Plan 4.3.1	**Resources/Budget Needed:** $2,500 – Attendance to Conferences/Workshops $75 ($125 in budget) – CACCRAO Membership

Objective 2: **Compliance, Policies, and Procedures**	**Action Plan** (include who is responsible)**:** The A&R Office provides information on compliance, policies, and procedures through the College Catalog, Schedule of Classes, brochures, forms, memorandums, emails, tip sheets, and the extensive network of pages on the FRC Website.

The A&R team will continue to review semester sensitive materials for accuracy and update as appropriate. The following are documents that will be reviewed:

- California Residency Applications
- Class Schedules
- Concurrent Enrollment Information
- Good Neighbor Applications

The 2013-2015 catalog is being prepared for publication. The A&R Director is assigning staff members with sections of their respective areas for review and updates.

Brochures, questionnaires and information packets are being updated to fulfill Federal and state compliance, policy and procedure requirements for FRC Board Policy, Administrative Procedure, California Education Code, and California Regulations (Title V) The following procedures are being verified:

- AB540
- California Residency
- Good Neighbor Applications
- International Student Information
- High School Co-Enrollment Permit

MyFRC has increased student, faculty, staff members, and administrator's ability to be more self-sufficient when accessing information electronically. The number of visits to the FRC Website in 2010 was 17,732, 630. To support inquiries on the A&R Webpage, all forms and information are reviewed for compliance and updates as needed. To help support hard copy forms and means of delivery, a multifunction copier is needed.

To keep informed and provide important policy changes within the A&R department,

the Director will continue to attend the following committees:

- Academic Calendar
- Academic Policy Committee
- Academic Senate
- Advising Task Force
- Curriculum
- Strategic Enrollment Management
- Student Service Council

Shared Governance:

- Classified Senate
- Strategic Planning
- Sustainability

With the future relocation of the Registration Center to the old Library area, there will be an increased need for staffing at the check-in counter taking staff members away for their workstations. It is critical that reinstatement of the 40% reduction be returned to 100% for the Student Service Technician positions, funding for a short term employee is supported and that maximum hours for a College Work Study student be approved. This staffing is required to continue with the continuity of optional student customer and assistance with the heavy volume of students and phone calls during peak enrollment periods.

Connection to results from assessment of student learning and/or other plans:

A&R Student Learning Outcomes
A&R Comprehensive Program Review:
Goal 1, Goal 2, Goal 3
Strategic Plan 1.1.3
Strategic Plan 1.1.4
Strategic Plan 3.3.3
Strategic Plan 4.3.1

Resources/Budget Needed:
Multifunction Copier - $2,700.00

NEXT YEAR'S NEW OBJECTIVES (FISCAL YEAR 2012-13)

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

Objective 1: **Self Sufficiency with Technology**	**Action Plan (include who is responsible):** 1. Continue to automate processes and procedures as appropriate. 2. Provide effective support for online self service methods of application, registration, and other interactions with students and faculty. 3. Coordinate and cross-train campus community with consistent application of policies and procedures. 4. Convert archived student records to a digital format to improve security, alleviate impact on limited space, and allow on-demand access to records. Implement Data storage/imaging system.
Connection to results from assessment of student learning and/or other plans: Student Services Student Learning Outcomes A&R Comprehensive Program Review: Goal 1, Goal 2, Goal 3 Strategic Plan 1.1.3 Strategic Plan 1.1.4 Strategic Plan 3.3.3 Strategic Plan 4.3.1	**Resources/Budget Needed:** $6,000.00 – Digital Data Storage System

Objective 2: **Business Practices**	**Action Plan** (include who is responsible)**:** 1. Assess and continue to develop A&R infrastructure necessary to support new initiatives and changing programs. 2. Automate eTran and provide support for credit evaluation processes to allow incoming transfer coursework for effective educational planning and graduation requirements. 3. Utilize the Outreach/Recruitment program within the Xap Control Center (part of CCCApply). 4. Staff development, professional growth,

	and training will be provided by attending conferences and workshops.
Connection to results from assessment of student learning and/or other plans: A&R Student Learning Outcomes A&R Comprehensive Program Review: Goal 1, Goal 2, Goal 3 Strategic Plan 1.1.3 Strategic Plan 1.1.4 Strategic Plan 3.3.3 Strategic Plan 4.3.1	**Resources/Budget Needed:** $3,500 – Professional Development and Conference Attendance

NEXT YEAR BUDGET CHANGE REQUESTS (FISCAL YEAR 2012-13)

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)**:**
$8,700.00	4325	Multifunction Copier ($2,7000) and Digital Data Storage System ($6,000)
$75.00	5020	Increase in CACCRAO Membership
$5,000.00	5100	Professional Development and Attendance to Conferences/Workshops

SUMMARY UPDATE FROM COMPREHENSIVE PROGRAM REVIEW

Based on data provided:

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

The A&R Office is dedicated to supporting student success and providing quality service. The Registration Center facilitates comprehensive information and services both in person and via the Feather River College Website, and the Admissions Webpage. Since the late Program Review, the A&R Office has partnered with the Financial Aid Office to create an efficient flow of student support services. Student workers have been cross trained to assist students with A&R and Financial Aid questions, guide students to access resources on their Student Portals, to execute Internet searches for Federal Financial Aid information, and transfer requirements for colleges/universities. Monthly departmental meetings are held during morning office closures (8-9 a.m.) to provide training and a platform to brainstorm methods of delivery of each department's respective services. We continue to emphasis positive communications with other departments and concentrate on better approaches of providing customer services.

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

3. Due to the unstable California state budget, the District endorsed a 17% budget cut in preparation for the projected state's budget cuts. One of the Student Services Technician's positions was reduced from 100% to 60%. When the Interim Director of Admissions & Records/Registrar was hired, her old position was vacated. The interim employee was scheduled to work until the end of September, however due to bumping/transfer rights of the Classified Union; members had first rights to the vacant position. Any Classified members who were affected by position eliminations or reduction of hours were eligible to interview for the A&R vacant position. The A&R director worked with the Human Resources (HR) director to create interview questions and a typing test. Interested Classified members notified HR of their interest and interviews were scheduled and ranked by members with the most seniority. A candidate successfully completed the interview process and was offered and accepted the position. The start date was Monday, August 29th, the second week of the Fall 2011 semester. Due to the heavy volume of students, telephone calls, eligibility verification for the Fall student-athletics there wasn't sufficient time to provide extensive training for the new person. With only 24 hours per week to train the new person the stress level has elevated within the A&R Office. The Director is assigning projects and designating staff members to assist with training.

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

5. With the deployment of TouchNet and CCCApply students will be able to pay student fees and complete online applications via the Internet. Payment policies will reflect paying at the time of registration and outstanding balances will be cleaned up. Banner training will continue and all staff members will be trained in functional areas within the Student Module. User guides will be completed and updated as needed. The A&R staff will be active in planning for the relocation of the new Registration Center. Our department will provide input to create an area that provides optimal student customer service.

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 and collate monthly counts
- Maintain the file drawers (yearly purging and organizing)
- Enter Transcript Request data in spreadsheet
- Greeting students and assisting them with Online resources
- Directing students to the appropriate person in A&R or Financial Aid
- Processing Photo ID's
- Guide students through the online applications, registration, printing of schedules, billing inquiries and transcript requests
- Registration data entry in Banner for paper applications

Short Term Classified Employee—Request for the A&R temporary classified employee to work 300 hours per year during peak times (December-January, April-May, and July-August). Preparing for the relocations of the Registration Center, the Short Term classified position will staff the check-in counter directing students to appropriate services. Duties performed are 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.

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Appendix C: Program Awards, FTES and Student Traffic Counts

Year	Number of Programs Awards
2010-2011	260
2009-2010	221
2008-2009	159

Year	Credit FTES	Non-Credit FTES
2010-2011	1,743.91	
2009-2010	1,883.82	24.41
2008-2009	2,102.66	26.59

2010-11	FinAid	Admissions	Student Accts	Vets	Totals
October	376	194	146	4	720
November	299	371	181	2	853
December	172	271	106	1	550
January	859	1048	449	9	2365
February	446	305	171	2	924
March	443	368	108	7	926
April	153	209	115	9	486
May	378	402	141	11	932
June	159	113	40	7	319
July	139	85	45	7	276
August	1029	806	411	21	2267
September	677	523	248	5	1453
Totals	5130	4695	2161	85	12,071

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**