Solano Community College

2009-2010

Student Services Program Review:

Admissions and Records

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Admissions and Records Overview

Admissions and Records is responsible for the admission and registration of students, and the evaluation and maintenance of student records. We strive to maintain the core values of the College, and perform our functions and processes with a focus on students. Our goal is to provide these services in an efficient and professional manner, with patience and understanding for the diverse population we serve.

The services provided by Admissions and records are numerous, a partial list of which is included here:
- Admissions of domestic and foreign students
- Registration of currently active students
- Storage, maintenance and distribution of student records
- The collection and storage of attendance and grading records
- The granting of degrees and certificates
- Evaluations and certification of transfer general education requirements
- Determination of California residency
- Processing registration and other fees
- Determination of athletic eligibility

Admissions and Records is staffed by the Director, two Student Services Assistant II positions, two Student Services Assistant III positions, three Records Evaluation Technician positions, and an Administrative Assistance III position. Hourly registration aides and student workers are employed to meet increasing student needs.

Our client base is all current, past, and prospective students. Since Admissions and Records is typically the first point of contact with the College, we take great care in assuring that the quality of customer service we provide is nothing short of excellent.

Program Review & Analysis for Institutional Support Services.

Part I – Goals and Objectives

1. *What are the Service Area Outcomes (SAOs) and Institutional-Level Outcomes ("Core Four") of the area? List each along with descriptions of the appropriate indicators of area success (i.e. measures of outcomes). Include both qualitative and quantitative measures.*

Outcome(s)	Qualitative Measure(s)	Quantitative Measure(s)
Accurate notification of probationary and disqualified students. Begin implementation immediately.	Run Banner reports and send email notifications of probationary or disqualified status.	Records of: 1. Readmission after Academic Disqualification Petitions 2. Academic Disqualification Compare annual data to evaluate yearly increases or decreases.
Tracking of student online usage.	Develop and run banner report to track student online usage.	Records of: 1. Website traffic and usage data. 2. Hardcopy cards for A&R functions (e.g. Add cards, drop cards, etc.)
Students become more knowledgeable of online resources and services.	Give Admissions, Registration, and Records workshops to teach students to use online resources.	Records of: 1. Workshop attendance data. 2. Track workshop attendee online usage specifically and compare annual increases or decreases.
Diversity profile of college.	Collect student demographic information via application for admission.	Report demographic information to Research and Planning department for inclusion in and review of Student Equity Report.
Student computer and information competency	Train students to use online resources.	Records of: 1. Website traffic and usage data. 2. Hardcopy cards for A&R functions (e.g. Add cards, drop cards, etc.)
Setup BOGW as exemption from attribute	Run Banner reports of students with BOGW and verify fee application and payments are correct.	Manually change all student records with BOGW from attribute to exemption
Strong connections to the community	Send emails, mailings, and flyerings of Student Services events, policies, procedures, changes, etc.	Records of: 1. Online resources usage data. 2. Increases or decreases in area of interest of communication piece.

2. *What are the specific Solano Community College Strategic Directions and Goal(s) supported by this area?*

Strategic Goal 1: Quality Teaching & Learning

Objective 1.1: Enhance attainment of educational goals by students.

Objective 1.4: Validation and improvement of student learning.

Strategic Goal 2: Student Access

Objective 2.1: The number of student served.

Objective 2.3: Access and success of underserved populations.

Objective 2.4: Student retention and persistence.

Strategic Goal 3: Institutional Diversity

Objective 3.1: Diversity profile of college workforce & student body.

Strategic Goal 4: Organizational Development

Objective 4.1: Promote effective program review, planning, and budget development.

Objective 4.2: Transparency and accountability of decision making.

Strategic Goal 5: Technology and Learning Resources

Objective 5.1: Enterprise Resource Planning.

Objective 5.5: Computer & information competency.

Strategic Goal 6: Fiscal Strength

Objective 6.1: effectiveness and efficiency of fiscal service operations.

Strategic Goal 7: Community Relations

Objective 7.3: Strong connections to the community

Part II – Analysis
1. *Identify and Explain Trends*

With the increased number of applications of both new and returning students, Admissions and Records is working to provide more features online in an effort to serve more students. Paper application submissions and processing have fallen by 74.43% since the 08-09 academic year. Online application submissions and processing have increased slightly from 08-09 levels by 0.17% and remained over 25,000 in the 09-10 academic year. The volume of add a drop cards processed by A&R staff has dropped by 29.35% and 30.71%, respectively, in the 09-10 academic year after already experiencing larger declines in the previous academic year. There is a heavy push for students to order transcripts and enrollment verifications online as indicated by declining figures for these forms as well. Additionally, the push toward online purchases of parking decals has helped to reduce the number of unused parking decal inventory by 61.43%, which had been on the rise just after the implementation of the Banner system. These figures

indicate students becoming accustomed to performing the most routine functions via the student MySolano portal.

Accreditation requirements after the Show Cause status and various audit findings indicate there has been laxity in enforcement of Title V policies. In the past year, there was notable effort to strictly enforce the "Day before Census" convention for performing registration functions so as to ensure accuracy of the 320 reporting. Although the number of grade changes increased by 44.59% from the previous academic year, it grows slower that the 1685.71% by which it increased from the 07-08 year to the 08-09 year. Additionally, apportionment figures are becoming more stable due to modifications of internal procedures regarding the acceptance of Late Add Petitions which were reduced by 17.78% after seeing an increase of 75.59% in the 08-09 reporting year. Submissions of Petitions to Drop Late with a "W" have dropped by 52.56% after increasing by 51.95% in the previous year.

As staff and students become more accustomed to the Banner system, fewer things are deemed insurmountable problems and are being resolved in the proper and formal manner. Processes have been installed to handle unclear residency situations of new and returning students. Where registration statistics are concerned, the overall FTES of the entire district, Vallejo and Vacaville centers has increased from the previous year by 6.85%, 20.54%, and 14.37%, respectively. Meanwhile, headcount has been less consistent, having declined in the overall district by 4.81% but having increased at the Vallejo and Vacaville Centers by 26.79% and 4.06%, respectively. This is a combined result of the recent shift in our demographic which increased enrollment and registration and also the ability of the Solano College community to retain those students by providing client services as they want them.

2. Retention

It is the responsibility of the department to provide students with access to the educational opportunities Solano College provides as well as assist students in graduating and continuing their educational or career endeavors by collecting and maintaining their academic records. However, with the staggering number of students that must be served, one of Admissions and Records' primary goals is to provide more features online and to teach our students to utilize their resources in an effort to help them learn to be more self-sufficient and self-reliant.

With the online format of the applications for admissions, a procedure was implemented to select online applications flagged for residency errors in order to correct or clarify student's residency situations before registration fees are charged or effected. Basic Residence Questionnaire submissions declined by 14.42% from 881 in the 08-09 academic year to 754 in the 09-10 year. However, the volume of AB 540 forms that were processed rose by 32.76% from 58 to 77 from the 08-09 to the 09-10 academic years.

Student access is another key area for which Admissions and Records is accountable. The number of applicants to the Registered Nursing Program offered by the college has risen 20.59% since the previous academic year. The volumes of degree and certificate petitions and evaluation worksheets that have been processed have remained fairly stable during the year and saw increases in the previous academic year.

3. Operational Data

	Summer 2008	Fall 2008	Spring 2009	Summer 2009	Fall 2009	Spring 2010	08-09 Totals	09-10 Totals	% Change
Admissions Application - Paper Only	507	398	151	95	91	84	1056	270	-74.43%
Admissions Application - Online Only	6712	10288	8940	7096	10352	8537	25940	25985	0.17%
Special Admissions Forms	1494	869	932	1270	494	882	3295	2646	-19.70%
Self-Service Clearinghouse Degree/Verifications Requests	0	0	82	49	103	121	82	273	232.93%
Clearinghouse Submissions	2	2	3	3	6	7	7	16	128.57%
Add Cards	1123	2125	1502	502	1585	1269	4750	3356	-29.35%
Drop Cards	211	724	586	126	490	438	1521	1054	-30.70%
Pass/No Pass	217	386	355	245	399	270	958	914	-4.59%
Degree Petitions	125	401	505	112	313	599	1031	1024	-0.68%
Certificate Petitions	45	81	95	14	79	119	221	212	-4.07%
Evaluation Worksheets	315	675	1093	229	601	1115	2083	1945	-6.63%
Basic Residence Questionnaires	281	312	288	268	273	213	881	754	-14.42%
AB 540	18	15	25	22	25	30	58	77	32.76%
Late Add	537	740	579	281	576	669	1856	1526	-17.78%
Change of Grade	199	346	705	144	1249	296	1250	1689	35.12%
Drop Late without "W"	29	58	70	23	67	137	157	227	44.59%
Drop late with "W"	17	120	97	14	83	14	234	111	-52.56%
Request for Refund Late	48	21	xx	xx	xx	xx	69	0	100.00%
Carry Excess Load	44	60	43	6	12	46	147	64	-56.46%
Repeat with "C" or better	23	65	47	20	61	28	135	109	-19.26%
	Summer 2008	Fall 2008	Spring 2009	Summer 2009	Fall 2009	Spring 2010	08-09 Totals	09-10 Totals	% Change
Incomplete Grade Contracts	10	50	44	10	68	71	104	149	43.27%
Time Conflict Petitions	27	50	69	19	161	77	146	257	76.03%
Parking Decals Inventory Total	277	87	222	78	124	24	586	226	-61.43%

Parking Decals Sold Online	1787	5753	4478	2258	5425	4960	12018	12643	5.20%
Audit Forms	22	24	32	8	31	34	78	73	-6.41%
Subpeonas	0	8	5	5	7	6	13	18	38.46%
RN Applications	0	14	156	28	19	158	170	205	20.59%
IGETC Certifications	69	27	50	60	29	34	146	123	-15.75%
CSU Certifications	4	7	8	26	5	6	19	37	94.74%

Part III – Conclusions and Recommendations
1) What are the major accomplishments of the service area in the past year?

Service Elements
1. Increased staff availability to students at lobby pc's
2. Implemented use of Info Booth-better service to students
3. Conducted eight successful Registration (Reg) Labs that became increasingly better each time
4. Streamlined incoming transcript process. More efficient. Better service to students. Less unnecessary work. New forms.
5. Updated 20-30 web pages in Self Service Banner-improve ease of use for students
6. Provided assistance to Centers during peak periods
7. Processed thousands of class cancellation/student notifications
8. Established new and improved signage
9. Provided ongoing security support for "student"
10. Implemented "OF" and "DT" holds
11. Established initial Banner Sub Reports-K12-10%, 5%, Under 13, AB540
12. Worked with Deans to begin dramatic reduction of Late Adds-made good progress for first year of process.
13. Establish initial draft for new, more efficient and student success oriented Standings process to be followed.

Technical Elements
1. Completed required Official Payments conversion
2. Set up materials fees in Banner
3. Created Registration Statistics document and reports
4. Establish Banner job to place and remove Special Admission holds
5. Participated in New Faculty Orientation-provided "cheat sheet"
6. Provided substantial data necessary for VJOCTR "Center" status
7. Implemented enrollment fee increase
8. Completed initial draft of Credentials procedures
9. Completed initial NSC (Clearinghouse) procedures. Submissions occurring accurately and on time.
10. Streamlined processing of Enrollment Verifications for Solano County Health and Welfare.
11. Completed multiple Banner patch implementations
12. Completed initial COTOP process
13. Completed initial PVET (Ch. 33 Veterans) process
14. Completed BOGG conversion from attribute to exemption (Banner)
15. Completed MIS submissions for Spring 09, Summer 09 and Fall 09

16. Added appropriate VTEA questions to CCCApply
17. Completed initial implementation of VTEA registration interface
18. Completed 320 submissions (08/9 P3, 08/9 Recal, 09/10 P1, 09/10 P2)
19. Provided required information for IPEDS
20. Completed duplicate ID corrections
21. Fully corrected inaccurate set up of academic and progress standings and disqualifications in Banner
22. Established document used for billing
23. Established monthly billing cycle. We have billed monthly since November 2009
24. Made multiple updates to CCCApply/Banner online application processing
25. Added required questions to CCCApply per the Dean of Physical Education/Athletics
26. Completed multiple XAP updates
27. Updated K12 to grad status-Banner
28. Completed 1098 processing
29. Completed debt threshold setup
30. Established log of daily reports-online applications (non-resident, military, etc)
31. Establish initial headcount report
32. Establish system for registration/collection of hours-Tutor 500
33. Completed feeder High Schools-Senior grades processing
34. Developed method to log and subsequently minimize approximately 3,500 grade changes

Process Elements
1. Completed initial Registration Aide Manual
2. Implemented Banner 7.6 320
3. Completed 7.6 Upgrade-Banner
4. Completed initial Banner 8 Test Plan
5. Implemented Banner 8
6. Held multiple Banner 101 trainings (Basic Customer Service)
7. Established high school prerequisite clearing "cheat sheet" to be used by all staff. Increase efficiency
8. Established Repeats process that is compliant with new Title 5 regulations. Created "cheat sheet" and distributed to all applicable parties. Made edits based on input.
9. Established registration status codes "cheat sheet" to be used by all applicable staff. Better service to students.
10. Completed Maximus requirements

Internal Elements
1. Provided hundreds of hours of support to Fiscal Services-Student Accounts Receivables
2. Established initial SAO's
3. Participated in ACCCA Mentor Program

4. Completed Audit responses
5. Completed Accreditation responses
6. Completed Chancellor's Office Enrollment Survey
7. Completed all internal staff evaluations
8. Notified appropriate parties of daily registration statistics
9. Conducted Standings In-Service with Counseling-September
10. Conducted Standings/Repeats Forum with Counseling/Academic Council/Academic Senate

2) Based on the trend analysis above, are there any changes needed in order to meet program goals or to improve effectiveness? Explain.

1. **Improve reliability & timeliness of information:**

The website is the single most used reference for current and prospective students whether Admissions and Records directs them to the website or not. It has been a complaint of future and current students as well as faculty members and representatives of other students that the information for Admissions and Records is incomplete, not far-reaching enough, or lacking in clear details. More care must be devoted to publishing timely and appropriate information on the Admissions and Records website.

Additionally, students are frequently misinformed or not informed at all of pertinent changes regarding Student Services. The MySolano portal should be used as the primary method of informing both faculty and students of pertinent information throughout the academic year of what will impact their educational and financial situations.

2. **Increase visibility of Education Code in the Student and Faculty Communities and raise transparency of Admissions and Records' compliance with Education Code and Title 5:**

In conjunction with Recommendation 1, explanations of changes in policy and procedure should be given to help students and faculty understand the need for any and all changes. It is believed the negative impact of admitting any previous transgressions will be overshadowed by the stronger ethical standpoint that Solano seeks to have.

Due to audit findings, the need for such transparency will aid in reducing activities and requests of the Office of Admissions and Records that would otherwise undermine the reliability of the figures reported to the Chancellor's office. For example, the impact of changes of grade that would impact apportionment claims would be a target issue.

3. Give Student Workshops to teach new applicants to use MySolano portal resources:

Although in this era of technology, most students will be familiar with computers and online platforms such as MySolano, the usability of the Banner system (SSB) does not necessarily imply the ease of use to which students would expect. Coupled with the selection of the demographic that Solano College serves that may be poorly trained in using technology, it becomes the responsibility of Solano College to also teach these students to use the valuable and convenient resources it provides. This need can be filled by giving workshops that will provide the functional Student Services training that is parallel to preliminary orientations given at other institutions such as UC Berkeley and Sac State.

4. Train Center Staff to perform common A&R functions:

As the presence of Solano College permeates the community via its new centers, there is a need to provide, at a minimum, the basic services which students commonly required. Although most of these features are possible online, there are still some functions that can only be performed with the assistance of staff members. By training the center staff in these functions, they will have the ability to meet students' needs and relieve students of the majority of their dependency upon the Main Campus to accomplish their goals.