

# Student Services Units Program Review Year Five Update - Admissions & Records Latest Version

This cycle is for Student Services Units to complete the Year Five Update of the Program Review cycle.

## Program Overview, Engagement, VfS Goal Setting, and Assessment Update

### 1. Overview : Version by Hall, Rikki on 02/02/2022 21:13

**a. Include essential functions of your department, program or unit, any unique characteristics or trends affecting the unit, as well as a description of how the unit aligns with the college mission.**

The Admissions & Records Office staff strive to provide quality and efficient services to students, faculty, and community members. By focusing on student learning and success, we aim to help students build their abilities and competencies as lifelong learners.

**b. Please discuss the relationship and engagement with other support services, programs, and/or instruction or administrative units and how these relationships support the department, program or unit to meet its goals.**

Financial Aid, Outreach, DSPS, Counseling, and Admissions & Records tend to have a high number of shared students going back and forth to address issues such as, providing requested documents, adjusting billing for CCPG recipients, and moving through the application and registration processes. As a result, processes have been streamlined with the support of the dynamic forms queue management software system, additional web based resources have been implemented and published, and timelines outlined in an effort to decrease the need for students to go back and forth between the each of the departments. In addition, the Ocelot Chatbot was launched to further support student needs in real time for direction in assistance.

**c. Please describe how external factors (if applicable), such as State and Federal laws, advisory board recommendations, changing demographics, etc. have an impact on the support services your department, program, or administrative unit provides.**

State mandates and the change in the state funding formula continue to have an ongoing effect on the Admissions and Records Office. Additionally, the passage of SB1440 which essentially calls for better accountability and success at all community colleges. At its foundation, student success is measured by degree completion, certificate, and/or transfer. It is imperative that we continue to evaluate the current roles, practices, and identify gaps in the process for processing and evaluating critical documents in a timely manner and use resource technology when available.

The department performs at a level relative to its current staffing structure. The department works together to ensure that work is completed timely, operating with a high level of customer service while working with management to solve problems. An understanding of the critical need for an evaluation and improvement plan for current and future office processes is underway with the use of a queue management software system to support staff in streamlining requests pertinent to this process.

**d. Describe current level of staff, including full-time and part time faculty/staff and other categories of employment.**

Currently Admissions & Records has the following staff:

#### Pittsburg Campus

1 Director of Admissions and Records

1 FTE Lead Admissions & Records Assistant

1 Transcript and Degree Audit Specialist

3 Senior Admissions & Records Assistant (3 vacancies)

1 Admissions & Records Assistant I

#### Brentwood Campus

1 Senior Admissions & Records Assistant

1 Admissions & Records Assistant II

1 Admissions & Records Assistant I (vacancy)

**e. How does your department ensure that students are aware of learning support outcomes?**

The Admissions & Records website continues to be the central resource location for student/faculty/staff. It has recently been updated to include resourceful information to assist students. A live chat option was added in the spring as an additional method of communication for student, faculty, and staff inquiries. The department is aware that a more concentrated effort can be made to inform students of learning support outcomes. For this reason, the department is evaluating its materials to enhance and support awareness of Admissions & Records Learning Support Outcomes.

### 2. Engagement : Version by Hall, Rikki on 02/02/2022 21:13

**a. Discuss how faculty and staff have engaged in institutional efforts, such as committees, presentations, and departmental activities.**

The Admissions & Records department engage in various campus and districtwide committees, such as, Districtwide Process Expert Teams, LMC Curriculum Committee, and the LMC Distance Education Committee. Additionally, there is engagement in the following:

- Their role in supporting professional development and orientations for new and returning faculty are offered each semester and by request.
- The department presents new regulatory information, InSite self-service updates, and evaluation updates to the counseling staff at departmental meetings.
- The department engages in the Web Advisory Committee to support streamlined functions and access to web pages.
- The department has participated in design team meetings as LMC strives to implement the Guided Pathways framework and Strategic Enrollment Management (SEM). Input from the department are important in the development of recommendations and identifying practices to support collegewide priorities, which include strategic enrollment planning and implementation of Guided Pathways.
- The department presents current trends at the Nursing Advisory Committee meetings in conjunction with hospital partners within the community.
- The department presents residency and noncredit flex sessions to faculty and staff in conjunction with representatives from CTE.
- The department participates in key shared governance groups such as Classified and Academic Senate.

**b. Discuss how faculty and staff have engaged in community activities, partnerships and/or collaborations.**

Financial Aid, Outreach, DSPS, Counseling, and Admissions & Records tend to have a high number of shared students going back and forth to address issues such as, providing requested documents, adjusting billing for CCPG recipients, and moving through the application and registration processes. As a result, processes have been streamlined with the support of a dynamic forms queue management software system, additional web based resources have been implemented, and timelines outlined in an effort to decrease the need for students to go back and forth between the each of the departments. A shared effort to support dual enrollment (CCAP) students with the use of dynamic electronic forms, queue management software, and the creation of cohorts was implemented in the fall. The Ocelot Chatbot was implemented and launched to further support collaborations in assisting students, faculty, and staff in real time.

**c. Discuss how part-time/temporary employees (students, classified professionals, and adjunct faculty) are included in departmental training, discussions, and decision-making.**

During this period of transition to remote services, current leadership has been working on strengthening communication through a consistent meeting schedule and with the support of enhancements in technology. Regularly scheduled meetings occur weekly within the department to introduce newly published electronic dynamic forms, report out on current statuses and

processing times, and updates to legislation from the Chancellor’s Office. Additionally, email communications and updates to the Admissions & Records department are inclusive of hourly staff and Brentwood campus employees. The Director of Admissions and Records publishes updates for faculty each semester on the admissions and records faculty and staff resources page in addition to sending communication out via email.

**d. IF APPLICABLE: Please provide an Advisory Board Update and Analysis. Include dates of Advisory Board meetings in 2019-20 and 2020-21, and those completed or planned in 2021-2022. Provide a brief description of the major items discussed and any action taken by your Advisory Board between 2019-2021.**

No Value

### 3. Vision for Success Goals Update : Version by Hall, Rikki on 02/02/2022 21:13

**a. Summarize your program’s strategies to increase success for populations identified in LMC’s Equity Plan: African American students, foster/former foster youth, low income students, and students in DSPS.\***

*Link to LMC Equity Plan:* <https://www.losmedanos.edu/equity/plan.aspx> (<https://www.losmedanos.edu/equity/plan.aspx>)

New initiatives and regulations while promoting a positive change for our students, also require Admissions & Records to reevaluate current practices and develop new procedures to provide a high level of service to our students.

The goals identified below are inclusive of the following:

- Recruit key vacancies within the department: 3 Senior Admissions & Records Assistants (Pittsburg) and 1 Admissions & Records Assistant I (Brentwood).
- Evaluate and potentially restructure departmental roles and responsibilities to ensure areas needing more support, such as, transcript evaluations, residency, veteran students, concurrent enrollment, and nursing applications, are prioritized accordingly.
- Provide training and resources for professional development to increase effective and efficient communication.

**b. Please align your goals from Program Review Year Three with the accreditation and Vision for Success indicators below.**

*\*Please copy the table below into your response and complete accordingly*

INDICATOR	PROGRAM REVIEW YEAR THREE GOALS	ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	MEASURE	STATUS		ACTION STEPS	TIMELINE	RESPONSIBLE PARTIES
				(Please enter Abandoned, In Progress, Completed or New Goal to indicate the status for each goal)				
<i>Accreditation: Course Success</i>								
<i>VFS1: Increase by 20 percent the number of CCC students annually who acquire associate degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.</i>								
<i>VFS2: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</i>								
<i>VFS3: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</i>								
<i>VSF4: Increase the percent of exiting CTE students who report being employed in their field of study, from the most recent statewide average of 69 percent to an improved rate of 76 percent—the average among the quintile of colleges showing the strongest performance on this measure in the most recent administration of the CTE Outcomes Survey.</i>								
<i>VFS5: Reduce equity gaps across all of the above measures through faster improvements among traditionally underrepresented groups as identified by the college.</i>								
INDICATOR	PROGRAM REVIEW YEAR THREE GOALS	ALIGNED STUDENT SERVICES GUIDING PRINCIPLES	MEASURE	STATUS		ACTION STEPS	TIMELINE	RESPONSIBLE PARTIES
				(Please enter Abandoned, In Progress, Completed or New Goal to indicate the status for each goal)				
<i>Accreditation: Course Success</i>								

<p><b>VFS1: Increase by 20 percent the number of CCC students annually who acquire associate degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.</b></p>	<p>Streamlining the automated processes related to the enrollment and graduation process.</p>	<p>Student Engagement and Success</p>	<p>Department Statistical Reports by semester.</p>	<p>In Progress</p>	<p>-2 Senior A&amp;R (Pittsburg) Positions are currently in recruitment.                      -Roles and responsibilities are being evaluated and reassigned as needed.                      -Petitions for Degree/Certificate have been converted to electronic submission and SQL report updated for better tracking.                      -Skills Certificates and Noncredit Certificates of Competency and Completion have been converted to dynamic forms.                      -Early graduation application for priority registration converted to Dynamic Form.                      -Review SQL reports to adhere to deadlines and establish check and balance format for degree/certificate awarding.</p>	<p>FA2021-SP 2022</p>	<p>Director of A&amp;R</p>
<p><b>VFS2: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</b></p>	<p>Rebuild degree audit evaluation system in Colleague.</p>		<p>Statistical measure using data driven resource report for degree/certificate attainment.</p>	<p>In Progress</p>	<p>-2 Senior A&amp;R Assistant positions recruitment in progress.                      -Developing a coding system in degree audit to link courses to area fulfillment for GE and transfer requirements.                      -Data connection will include enhancement to student planning through self-service to support correct selection of course based on GE pathway.                      -Train counselors on new degree audit system once implementation is complete.</p>	<p>SP2022</p>	<p>Director of A&amp;R</p>
<p><b>VFS3: Decrease the average number of units accumulated by CCC students earning associate degrees, from approximately 87 total units (the most recent system-wide average) to 79 total units—the average among the quintile of colleges showing the strongest performance on this measure.</b></p>	<p>Rebuild degree audit evaluation system in Colleague.</p>		<p>Statistical measure using data driven resource report for degree/certificate attainment.</p>	<p>In Progress</p>	<p>-2 Senior A&amp;R Assistant positions recruitment in progress.                      -Developing a coding system in degree audit to link courses to area fulfillment for GE and transfer requirements.                      -Data connection will include enhancement to student planning through self-service to support correct selection of course based on GE pathway.                      -Train counselors on new degree audit system once implementation is complete.</p>	<p>SP 2022</p>	<p>Director of A&amp;R</p>

<p><b>VSF4:</b>  <i>Increase the percent of exiting CTE students who report being employed in their field of study, from the most recent statewide average of 69 percent to an improved rate of 76 percent—the average among the quintile of colleges showing the strongest performance on this measure in the most recent administration of the CTE Outcomes Survey.</i></p>							
<p><b>VFS5:</b> <i>Reduce equity gaps across all of the above measures through faster improvements among traditionally underrepresented groups as identified by the college.</i></p>	<p>Improve certification process for veterans by converting files to a paperless process.</p>	<p>SQL data reports demonstrate timeline of certification process.</p>	<p>GROW@4cd transcripts.</p>	<p>In Progress</p>	<p>-Veterans Program Coordinator completion of SCO training for student VA certification.                      -Shift/enhance onboarding/certification process from A&amp;R Evaluators to VA Program Coordinator.                      -Developed VA Student Certification Semester request form &amp; VA Student Checklist in electronic format using Dynamic Forms.                      -Add certification status into VETS screen.                      -Provide VA Once certification report to the State for VA Grant funding.                      -Look at potential of adding VA Works software system. Connects to Dynamic Form. Has a student view component.</p>	<p>FA 2021-SP 2022</p>	
	<p>Support and enhance Professional Development opportunities for A&amp;R staff.</p>	<p>Template to track committee and conference participation.</p>			<p>-Developing a template for tracking employee participation in professional development activities.                      -Staff committee report out communication via email and weekly team meetings.</p>		<p>VPSS &amp; Director</p>
					<p>-Ensure staff engage in professional development activities provided regarding strategic college initiatives.                      -Attend equity presentations and workshops held from the Office of Equity and Inclusion and report out to team via team meetings and/or email.                      -Attend VA presentations and workshops and report out to team via team meetings and/or email.                      -Conference attendance and report out to the team via weekly meetings and/or email.</p>		

Goals and Objectives	Modified	In Progress	Abandoned	Completed
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Goals and Objectives		Modified	In Progress	Abandoned	Completed
Goal 1. Strengthen a culture of equity, diversity, inclusion, and racial justice. (District #2 and #4)					
<b>Recommended Actions</b>	Streamlining the automated processes related to the enrollment and graduation process.	0 linked SLOs 0 resource requests			
Goal 2. Increase and maximize equitable opportunities for students to successfully complete courses and programs. (District #1 and #2)					
<b>Recommended Actions</b>	Rebuild degree audit evaluation system in Colleague.	0 linked SLOs 0 resource requests			
Goal 3. Increase opportunities that will prepare students to enter high-demand and living-wage occupational fields. (District #3)					
<b>Recommended Actions</b>	Rebuild degree audit evaluation system in Colleague.	0 linked SLOs 0 resource requests			
Goal 4. To better support students in accomplishing their academic and career goals – from entry to completion/transition – and to enhance course-level and program-level achievement, expand and deepen educational, workforce, and community partnerships. (District #3)					
Goal 5: Effectively utilize institutional resources to meet the needs critical to the College mission. (District #4 and #5)					
<b>Recommended Actions</b>	Improve certification process for veterans by converting files to a paperless process.	0 linked SLOs 0 resource requests			

4. Assessment Update and Effectiveness : Version by Hall, Rikki on 02/02/2022 21:13

*\*PLEASE COPY AND PASTE THE TABLE BELOW IN YOUR RESPONSE AND COMPLETE ACCORDINGLY*

LEARNING SUPPORT OUTCOMES UPDATE	
<b>LEARNING SUPPORT OUTCOME</b>	<i>Example:</i> Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
<b>TARGET*</b> <i>*Indicate at least one of the following in your response:</i>	
<ul style="list-style-type: none"> <li>• Student</li> <li>• Employee</li> <li>• Service</li> </ul>	
<b>MEASURE</b>	<i>Example:</i> Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
<b>STATUS*</b> <i>*Please indicate a status from the following options:</i>	
<ul style="list-style-type: none"> <li>• Abandoned</li> <li>• In Progress</li> <li>• Completed</li> <li>• New Outcome</li> </ul>	
<b>INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT</b>	
<b>NEXT STEPS</b>	<i>Example:</i> Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.
<b>RESPONSIBLE PARTIES</b>	<i>Example:</i> Jennifer Ma, Financial Aid Office
<b>ALIGNED STUDENT SERVICES GUIDING PRINCIPLES</b>	<i>Example:</i> SS Theme #1: Demonstrate proficiency in the use of college online services.
<b>ALIGNED PROGRAM REVIEW YEAR THREE GOALS</b>	<i>Example:</i> Increase the FAFSA filing and completion rate for currently enrolled students.

Significant changes/improvements in Admissions and Records include the following:

1. Enhanced trainings and materials for faculty and staff as it pertains to A&R processes.
2. Streamlined accessibility in forms for faculty, students, and staff with the use of technological advances in dynamic forms.

3. Increased participation of staff members in college-wide committees, such as, Curriculum, DE, GE, and SEM work groups provides a different lens and the opportunity to explore ideas for how to streamline processes for our students.

LEARNING SUPPORT OUTCOMES UPDATE				
<b>LEARNING SUPPORT OUTCOME</b>	Students will utilize the InSite Plan-Progress tool to register for courses.	Faculty will successfully complete regulatory processes related to Admissions and Records.	Veteran students will be able to adhere to key timelines for Admissions and Records processes.	<b>Example:</b> Students who attend the Financial Aid Lab will be able to complete and submit a Free Application for Federal Student Aid (FAFSA) and receive financial aid successfully (if determined eligible).
<b>TARGET*</b> <i>*Indicate at least one of the following in your response:</i>	<ul style="list-style-type: none"> <li>Student</li> </ul>	<ul style="list-style-type: none"> <li>Employee</li> </ul>	<ul style="list-style-type: none"> <li>Student</li> </ul>	
<b>MEASURE</b>	A&R collects statistical reports each semester using the SQL Reporting service. A&R will track student count by registration method for each term using the Online and In-Person (staff overrides) Registration report.	<p>Compare number of census rosters completed and submitted by deadline.</p> <p>Compare number of outstanding grades issued at end of terms.</p> <p>Compare and track reduction in amount of receipt of student appeals related to no show drops.</p>	<p>Collect statistical reports showing number of VA students who completed processes on time.</p> <p>Collect statistical reports showing student utilization of priority registration dates.</p> <p>Track reduction in amount of student appeals received.</p>	<b>Example:</b> Will gather the following data: # of students completed and submitted FAFSA for each workshop and the # of students successfully received financial aid.
<b>STATUS*</b> <i>*Please indicate a status from the following options:</i>	<ul style="list-style-type: none"> <li>In Progress</li> </ul>	<ul style="list-style-type: none"> <li>In Progress</li> </ul>	<ul style="list-style-type: none"> <li>In Progress</li> </ul>	
<b>INSERT LINK TO COMPLETED LEARNING SUPPORT OUTCOME REPORT</b>	<a href="https://documentcloud.adobe.com/link/review?uri=urn:aaid:sods:US:e02bad17-29ac-4db7-8c6d-f7bee09912c5#pageNum=1">https://documentcloud.adobe.com/link/review?uri=urn:aaid:sods:US:e02bad17-29ac-4db7-8c6d-f7bee09912c5#pageNum=1</a>	Data collection is ongoing for 2021-2022 and will be completed in spring.	Data collection is ongoing for 2021-2022 and will be completed in spring.	
<b>NEXT STEPS</b>	Enhance web instructions and create video tutorials for registration using InSite Plan-Progress tool.	<p>Continue to build communication and training materials through flex sessions, department chair meetings, and web resources.</p> <p>Conversion of census rosters to Dynamic Forms.</p> <p>Create mail merge letters related to required processes for faculty.</p> <p>Encourage A&amp;R staff participation in the creation of training materials, enhancements to electronic forms, and committee engagement.</p>	<p>A&amp;R converted forms through Dynamic Forms electronic submission with regular effective communication/interaction with students.</p> <p>Dynamic forms queue management software supports staff ability to maintain deadlines without the need for additional exceptions. Additional organization created specifically for Veteran student management.</p> <p>Created ZOOM account for VRC to conduct student orientation process.</p>	<b>Example:</b> Current data illustrates a need to modify the Financial Aid workshop. This work is currently in process and we will continue to evaluate its effectiveness.
<b>RESPONSIBLE PARTIES</b>	Outreach Admissions & Records	DO IT Office of Instruction Admissions & Records	Veterans Resource Center Admissions & Records	<b>Example:</b> Jennifer Ma, Financial Aid Office
<b>ALIGNED STUDENT SERVICES GUIDING PRINCIPLES</b>	Student Engagement and Success Equity and Inclusion	Commitment to Innovation and Creativity Equity and Inclusion	Student Engagement and Success Equity and Inclusion Commitment to Innovation and Creativity	<b>Example:</b> SS Theme #1: Demonstrate proficiency in the use of college online services.

<p><b>ALIGNED PROGRAM REVIEW YEAR THREE GOALS</b></p>	<p>Streamlining the automated processes related to the enrollment and graduation process.</p>	<p>Support and enhance Professional Development opportunities.</p>	<p>Improve certification process for veterans by converting files to a paperless process.  Support and enhance Professional Development opportunities.</p>	<p><i>Example:</i> Increase the FAFSA filing and completion rate for currently enrolled students.</p>
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## Impact of Resource Allocation