# Skyline College
## *Admissions and Records*
## Program Review
## Executive Summary

## Short Summary of Findings

The Admissions and Records Office is a critical contact point for students from the initial application process to graduation or transfer. Staff members provide students with clear, accurate, and consistent information along with friendly assistance as they access and progress through the educational system. The office is also a primary contact area for faculty and administration regarding student enrollment, grades and attendance. The Admissions and Records Office will responsibly maintain and protect student records in a manner that ensures accuracy, security of information and compliance with accreditation standards. The office strives to be innovative and flexible in providing a delivery system to better provide services to students, faculty and staff while responding in a sensitive and helpful manner. We commit to excellence in performing all the critical tasks to contribute to overall student success and faculty effectiveness.

## Three Strengths of the Program

- The office facilitates access to admissions, registration and records information. Accurate information is provided by knowledgeable staff.

- The office promotes a "user-friendly" office environment that is oriented to assisting the campus community and the general public.

- The office continuously reviews current and/or proposed technological software/hardware programs to improve the efficiency of the admissions and records delivery of services.
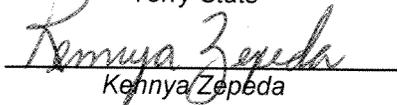
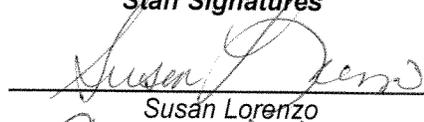## Three Suggestions for Improvement

- Conduct an annual assessment from students and the campus community regarding service satisfaction.
- Secure resources for routine equipment replacement.
- Analyze and evaluate space needs and ensure input from staff if/when reconfiguration is done.
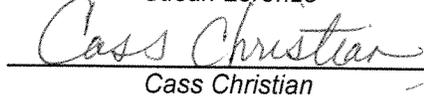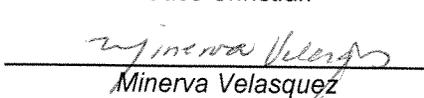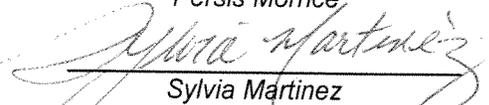
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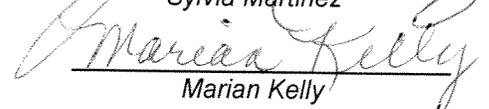
| | | |
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**Submitted on:**

# SKYLINE COLLEGE
## PROGRAM REVIEW SELF STUDY
### ADMISSIONS AND RECORDS

## PART A: Mission Effectiveness

**Overview**

1. **State the goals/ focus of this program and how the program contributes to the mission and priorities of the College and District.**

   *Goals of Admissions and Records:*

   a. *Facilitate students' access to admission, registration, and records.*
   b. *Provide a timely and efficient delivery system for these services.*
   c. *Maintain the confidentiality, integrity, accuracy and security of records.*
   d. *Promote a friendly office environment that is oriented to assisting the campus community and the general public, through "quality" customer service.*
   e. *Enhance the cooperative effort with other student services areas and instructional services.*
   f. *Conduct continuous reviews of current technological software programs to improve efficiency of the admissions and records delivery system.*
   g. *Remain current regarding information, policy and procedure through committee involvement, workshops and classes.*

   *Contribution to the college mission:*

   **"Skyline College is a comprehensive, open access community college..."**

   a. *The Admissions Office is the "door" to access for students. Accurate and efficient service is provided by staff to assist students with the Admissions process and to provide open access to which the college is committed.*

   **"The College is committed to preparing students to be ...proficient users of technology, effective communicators....**

   a. *The majority of admissions and records processes are now technology based, both for students and faculty. Continuous review of the program (system and web access) and informational material is done by management and staff to ensure that staff can assist students and faculty to become proficient users of these processes and communicate needs for improvement.*

## 2. Discuss how this program coordinates, impacts, and/or interacts with other programs in the College.

*Every piece of information the college uses is based on the creation of an admission record for a student. This college record for each student impacts and interacts with all other departments as shown on the chart below. The culmination of the process is the student's permanent record which is used continuously for follow up and research in order to strive for improvement in instructional and student services.*

### THE ADMISSIONS PROCESS AND RELATIONSHIP OF PROCESS TO THE COLLEGE

WEB application → PROSPECT COMPLETES ADMISSIONS APPLICATION ← Paper application

Electronic entry → Application information loads into Banner ← Manual entry

Is application information complete? — No → Student is contacted for additional information — No

Yes

Seeks counseling

Assessment performed

Orientation completed

Student Record is created ← Yes ← Information provided?

Matriculation steps complete — Yes ← Matriculation required?

No

Becomes a part of department/college enrollment data ← Student registers for a class → Meets veterans eligibility requirements

Meets EOPS eligibility

Student accesses instructional services

Meets financial aid eligibility

Fills class on class rosters

Meets athletic eligibility requirements

Meets international student eligibility

Student accesses other student services

Instructor(s) submit grades

Permanent record maintained

3. **Explain how this program meets the needs of our diverse community.**

   a. Bi-lingual staff volunteer their services and are available during office hours to assist students.
   b. Workshops are available during the year to assist students with the English/Spanish versions of the admissions process.
   c. Bi-lingual application material is available.
   d. Admissions staff currently assist with, and participate in, outreach activities in the high schools and community.

4. **If the program has completed a previous self-study, evaluate the progress made toward previous goals.**

   *The last self-study was completed in December of 1996. The recommendations were:*

   1. Creation of a Campus Information Center
   2. Increase evening and weekend services
   3. Improve customer service
   4. Automate: Web, Certification, Articulation, Transcript Exchange, Extend "SMART", Image pre-1981 records, Image Incoming Transcripts.
   5. Improve consistency
   6. Integrate Cashiers with Admissions
   7. Centralize Outgoing/Incoming Transcripts
   8. Improve Equipment

   *All of the goals have been addressed as follows:*
   (numbered as they relate to the 1996 Self Study Recommendations)

   1. A "One-Stop" Center was established in 2001, with the move to Building 2.
   2. Web functionality eliminated the need to increase personal contact services.
   3. "One-Stop" concept has greatly increased student access to all student services. Technological changes allow for a faster turn-around time for processing.
   4. Technological changes:
      - The Admissions Application transitioned from paper to first an automated download and subsequently became web-based.
      - All faculty census and grade reporting changed from paper to web-based reporting.
      - Registration changed from manual and manual/phone to web-based. Phone registration was discontinued in 2003.
      - Transcripts may be requested via the web.
      - Banner is continuously refined to automate and streamline process flow.
      - Response to student applications and questions may be done via e-mail in place of traditional mail correspondence.
      - Phone system has been set up to route calls to specific services when needed.
   5. The "One-Stop" allows for coordination and consistency in service.
   6. A decision was made in 2003 to not integrate Cashiers with Admissions because they require different job skills.
   7. Imaging of records was initiated in 2002. Most records are now readily available through Banner Webxtender. All incoming transcripts are imaged immediately.
   8. A plan has been established to purchase office equipment on a rotating basis.

# PART B: Student Learning Programs and Services

## Overview

1. **If the program utilizes advisory boards and/or professional organizations, describe their roles.**

   *The Admissions and Records Office does not utilize an advisory board, but works closely with a number of professional organizations such as; CACCRAO, CCCAPPLY and Banner User Group. Staff members attend statewide conferences and/or workshops for training and updates on Title 5 regulations, veterans regulations and federal laws that pertain to international students.*

## Curriculum

1. **Describe how the courses offered in the program meet the needs of the discipline(s) and the students. (This may be answered through descriptive narrative evaluation or quantitative research).**

2. **State how the program has remained current in the discipline(s).**

   *Staff attend meetings at the state and district levels for continual updates. Staff collaborate with the other district colleges and the I.T. Department to maintain currency on software and regulatory issues.*

3. **If the student population has changed, state how the program is addressing these changes.**

   *The Admissions and Records Office provides assistance with admissions processes and registrations for all students. Staff attends outreach training sessions to assist special populations when requested.*

4. **All courses in this program should be reviewed for currency and modified every six years. If this has not occurred, please list the courses and explain.**

5. **If external accreditation or certification is required, please state the certifying agency and status of the program.**

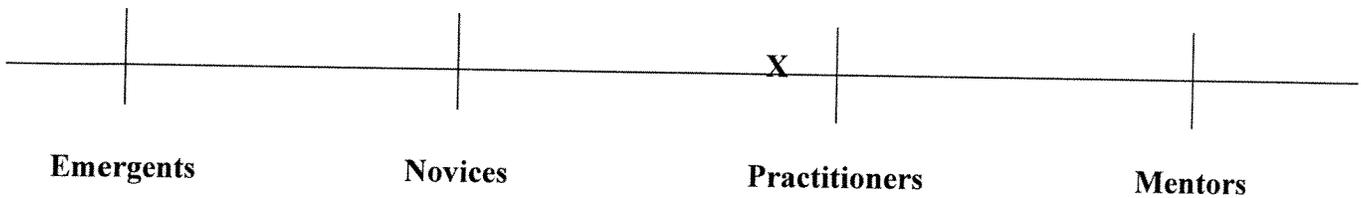## Student Learning Outcomes & Assessment

1. **Highlight any major findings and resulting course or program modifications.**

   a. *Modifications have been and will continue to be submitted to CCCApply based on student comments captured by the student survey at the end of the Admissions Application. The initial data was captured from March 1 through September 30, 2007.*

   b. *Additional outcomes will be assessed during 07-08.*

2. **Where on the continuum do you believe your department is on the SLOAC Initiative?**

| Emergents | Novices | Practitioners | Mentors |
|---|---|---|---|
| • Learning and discovering<br>• Gathering information<br>• Attending workshops | • Beginning a dialogue<br>• Drafting SLOs<br>• Drafting assessment plans<br>• Taking inventory of assessments<br>• Creating instruments for assessment | • Engaging in widespread dialogue<br>• Implementing assessment plans<br>• Refining SLOs<br>• Reviewing outcome data and discussing implications | • Facilitating discussions and generating new dialogue<br>• Conducting workshops<br>• Lending assistance |

**Mark an X on the continuum and briefly comment.**



Emergents    Novices    Practitioners    Mentors

3. **How many courses have implemented changes to improve learning based on the outcomes of the assessment?**


4. **What student populations are disproportionately underperforming? Has the department done anything to address these students' needs? If so, what does the department plan to do?**


5. **What additional resources are needed to implement the plan?**

   *No additional resources are needed.*


## Facilities Equipment Material and Maintenance

1. **Describe the use of technology in the program. Discuss if technology is current and comparable to other college and business or industry.**

   a. *The Admissions and Records Office has all computer equipment required at the performance capacity needed to do our jobs.*
   b. *Imaging equipment was provided by ITS approximately five years ago. New replacement equipment was recently purchased.*
   c. *The Dean and Assistant Registrar participate in a District advisory group for Enrollment Services and ITS personnel. Continual updates are identified on programming changes.*
   d. *Regular equipment replacement plan must be established. Technology needs will be a part of the annual work plan/budget process.*
   e. *Maintenance of equipment is well-supported by the IT technicians.*
   f. *Banner system response to users is slow at times.*
   g. *Phone system has not been as adaptable to office needs as would be desired.*

# PART C: Resources

## Faculty and Staff

1. **List major development activities completed by faculty and staff in this program in the last six years and state what development is needed or proposed by staff in this program.**

   *Staff changes have occurred in the past three years. This has allowed for the following changes:*

   a. *A Coordinator for Degree Audit was hired to set-up and maintain our degree audit program*
   b. *Two part-time positions were merged into one position. That position provides general Admissions and Records support as well as support for the International program.*
   c. *A permanent, part-time staff member was hired to process all transcript requests.*
   d. *All positions have been defined on a staff job planner. The planner is reviewed at least once a year to analyze staff support needs.*
   e. *Job responsibilities have evolved with the change to web-based registration and grading and undoubtedly will continue to change.*

2. **Describe the orientation process for new faculty and staff (include student workers such as tutors and aides).**

   a. *Many processes in A & R have been documented and scripted. These processes have been assembled in binders to use for training new staff members.*
   b. *New staff is assigned to shadow and work with all other staff members to learn the variety of tasks that must be done.*
   c. *An annual calendar is available at all times to assist in timeliness of performing tasks. The calendar is reviewed annually to ensure accuracy.*

3. **If recruitment of new and/or diverse faculty is needed, suggest recruitment techniques.**

   *N/A All available positions are filled at this time.*


## Facilities, Equipment, Materials and Maintenance

1. **Discuss the effectiveness of the facilities, equipment, equipment maintenance, and materials for the program to meet its goals and focus. Include if they impact success and if they are accessible to all students.**

   a. *The facilities are effective and readily accessible to provide one stop service to students.*
   b. *Internal and external office noise can cause frustration when a staff member has a project that requires concentration.*
   c. *Equipment maintenance is satisfactory.*
   d. *Materials are satisfactory. Admissions applications are included in class schedules. Spanish applications are available. Registration is primarily done on the web, but some paper forms are always available for those students who wish to complete a form.*

2. **List projected needs.**

   a. *Equipment replacement over the next two to three years. This includes computers, monitors and printers.*
   b. *Additional scanning equipment is needed.*

3. **Describe the use of technology in the program and discuss if technology is current and comparable to other college and business or industry.**

   a. *Technology is the primary tool used in the Admissions and Records Office for all processing functions.*
   b. *The District utilizes SunGARD Banner software. Our District is generally in the forefront in implementation of innovative programs. We were one of the first districts to implement:*
      - *Web-based admissions*
         *Utilizes the CCCApply software for application processing*
      - *Web-based grading*
         *Includes census with time clocks and reminders to faculty*
         *Provides Early Alert capability for faculty to use*
      - *Web-based registration*
         *Auto repeat checking*
         *Auto roll of incomplete grades*
         *Auto pre-requisite checking*
      - *Web-based transcript requests*
      - *Degree Audit*
         *Provides degree or certificate audit for native courses*
         *Web access for counselors for developing education and graduation plans*
      - *Automated Degree, Certificate and Enrollment Verification*
         *SMCCD submits enrollment and degree data to the National Student Clearninghouse. All services are accessible to students at no charge*
      - *Student Tracker was purchased to enable research to be done on students in special programs.*
   c. *We continue to refine all of these processes to stay current or ahead of other college practices.*
   d. *We will begin programming for CCCTran in the near future.*
   e. *Website redesign is critical to assist students with access to all college information.*

4. **If appropriate, describe the support the program receives from industry. If the support is not adequate, what is necessary to improve that support?**

   a. *We have access to provide input on a continual basis to the vendor for CCCApply.*
   b. *State support for the cost to subscribe to CCCApply would be desirable.*

**Budget Request**

1. **What resources (staff, facilities, equipment and/or supplies) will be needed in the next six years?**

   *New computers, printers and furniture (such as chairs), for 16 - staff desks/work stations to replace aging equipment; replacement of image scanner every 5 years; office supplies*

2. **If appropriate, discuss methods the program could share resources with other programs in the College and District.**

# PART D: Leadership and Governance

1. **What leadership roles do the faculty and staff of your program hold in the college?**

   *The following staff members participate on various committees:*

   > **Sherri Hancock, Dean of Enrollment Services:** *College Managers, Student Services Council, Enrollment Services Council, Health and Safety Committee, Scholarship Committee, Degree Audit Committee, Ed Policy, Curriculum Committee, Student Services Leadership Team, Institutional Planning Committee, Skyline Technology Advisory Committee, First Year Experience, District Matriculation Committee.*

   > **Sue Lorenzo, Assistant Registrar:** *Student Services Council, Enrollment Services Council, College Managers, Student Services Leadership Team, Outreach Committee, Art on Campus Committee, Expanding Your Horizons, Museum of Tolerance Debrief Chair, Accreditation, District Matriculation Committee, Ed Policy/Curriculum Committee (back-up)*

   > **Persis Morrice, Program Services Coordinator:** *Curriculum Committee, Degree Audit Committee, Commencement Committee, Accreditation Writing Team, various hiring committees*

   > **Terry Stats, A & R III:** *Degree Audit Committee*

   > **Cass Christian, A & R II:** *Union steward, Student Services Council, hiring committees, Vision Committee*

   > **Sylvia Martinez, A & R II:** *Commencement, hiring committees*

   > **Kennya Zepeda, A & R II:** *International Advisory Committee, Outreach*

   > **Minerva Velasquez, A & R II:** *Outreach Committee*

2. **How do the faculty and staff in your program participate in the governance processes of the college/district?**

> *Committee involvement, staff meetings, district meetings, participation in decision-making and voting.*

3. **How do the faculty and staff in your program exercise initiative/leadership in improving practices and services related to the program?**

> *Committee participation: communicating to the various groups - practices, ideas, and policies that would benefit/improve the community college experience, enhance the performance of the system and improve working conditions.*

# PART E: Action Plan

1. **Describe the program's plan for addressing areas of improvement.**

   a. *Regularly purchase new equipment, including computers/printers/scanners capable of keeping up with current and future technology.*
   b. *Ensure staff input in the event of a redesign of Building 2, Second Floor*
   c. *Analyze physical space to address sound issues*
   d. *Review desk configuration to improve the security of information exposed*
   e. *Additional committee involvement to promote communication between groups/departments*
   f. *Increase of outreach efforts and development of an outreach plan*
   g. *Continue progress toward a paper-less environment*
   h. *Expand campus directory information with direct access to numbers specific to Admissions and Records services.*