Admissions and Records NIPR

LASSEN COMMUNITY COLLEGE

(Admissions and Records, Kimberly Clain, Admissions Technician, Karen Clancy Admissions Assistant II and Tara Harkema, Admissions Assistant II)

Accepted by Cabinet: (insert date)
Accepted by Consultation Council: (insert date)
Accepted by Governing Board: (insert date) 1/9/2018

CONTENTS

Admissions and Records NIPR

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

The Lassen College Admissions & Records office is quite often the first place that a new student visits as they start the enrollment process. Admissions & Records (A&R) serves thousands of students each and every year as they provide the services needed to begin the process of attending college or continuing their education.

Description/Evaluation:

Since 2007 the Admissions and Records (A&R) office has been located in the Student Services Area, housed in the Vocational Technical Building on campus. The general objective of this department is to provide outstanding customer service to all its patrons; students, staff and the public.

The Admissions and Records Office is comprised of highly qualified staff dedicated to Lassen Community College. The nature of the work requires a high level of skill and competence when working with student records and attendance accounting; it requires constant attention detail and issues of confidentiality. The entire classified staff within A&R enhances the professionalism that is observed and appreciated daily by students and other employees.

The Admissions and Records office is responsible for the production, distribution, recording, data entry, and tracking of enrollment, attendance and grading documents. The A&R staff processes applications, student information changes, class registration and student payments manually using Datatel as well as receiving and reviewing online submission.

A & R is the first point of entry for many students in the California community college system. There are many state laws and regulations that govern California Community College admissions and records processes and policies, including those related to course enrollment, registration priorities, grades, admissions requirements, academic renewal, probation, dismissal, student records and confidentiality, residency, and residency fee determinations. Considered the "Hub" of the campus, A&R provides general information about all available services offered to students; which is one of the most important links to student success and retention. The staff is knowledgeable and helpful in providing referrals to campus and community resources.

Evaluation:

Admissions and Records collaborative efforts with other departments have greatly improved over past years in both efficiency and effectiveness that has positively affected customer service and adherence to the collective goals of the college.

The Admissions and Records Office is responsible for a wide range of services and functions including, but not limited to:

- Processing applications for admissions

- Enrolling students in credit and noncredit classes

- Census and Attendance roster printing, distribution, filing and storage.

- Processing grades

- Generating enrollment data from admissions applications that identifies student groups by age, ethnicity, and gender to meet Chancellor's Office reporting requirements

- Using technology to provide accessible and efficient admission services and information to students, such as online admissions applications

- Maintaining student records in accordance with FERPA

- Enforcing academic regulations and deadlines

- Residency and residency fee determinations

- Collection of payment for enrollment and class fees, and any charges in student accounts receivable

- Collection of fees and paperwork for Driver's Training

- Transcript generation and processing, which includes collection of associated fees

- Tracking of international students; requires compliance with SEVIS and immigration (INS) regulations

- Requests for information relating to a student's official college record

- Preparation, processing and validation of a variety of reports for submission to state and federal agencies

Recommendations:

Require all submission and maintenance of census, attendance, and grade rosters to be done electronically. Usage by faculty of online/electronic resources for submission and maintenance of census, attendance and grade rosters has increased however is not

completely utilized. Timely and accurate grade and attendance submission will increase the student's overall satisfaction.

Planning Agenda:

- Restructure the Admissions and Records up front area to create privacy between work stations to create a confidential environment for staff and students. Need locking doors and floor to ceiling walls as well as security windows in the department. Windows will provide security for staff during registration. Locking doors and floor to ceiling walls will secure the confidential storage of student applications, transcript requests, registration add/drop cards, grades and attendance records. *Not started*

- Hiring an A&R Assistant I to assist with phone and Web registration will increase student satisfaction, and thus improving student success and retention. This will improve timely completion of tasks within the office. ($50,000.00). *Not started*

- Provide Perceptive Intelligent Capture – document imaging scanners on all work stations in admissions and records. We currently have only one scanner on the front desk which is not a confidential area. We need three more.

- Computer in our file room for accessing the scan pro microfilm printer.

- Increase A&R travel budget to allow office staff to continue to attend training opportunities available to help improve the processes in Admissions and Records. The learning opportunities will be shared among the Admissions and Records staff ($3000.00 more yearly). *Not Started*
  - The budget is currently $800 for travel.

- Provide staff with office furniture that is in good working condition and appropriate to the needs of their job duties ($3000.00). *Not started*

- Replace computers with up to date technology. Provide staff with equipment that is no more than 5 years old ($4000.00.) *Not started*
  - There are six computers in A&R, not all of them have the necessary hardware/software to accommodate everyday workload.

- A printer is needed in the lobby, so students do not have to wait in line at the financial aid window to pick up their print out ($500.00). *Not started*

II Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment

Description/Evaluation:

Admissions & Records-SLO 1: Correctly complete Application for Admission

During each term, an internal audit of student applications is done weekly using Datatel and CCCApply and using data obtained from the Report Server student alpha list, missing information is identified. Applications are reviewed for errors. Computer input errors are corrected. Student errors in submission are identified; students are contacted for correction when necessary.

Target:

Students will accurately complete the admissions application online through CCCApply on the Lassen College website. Internal audit review will be used for applications for completeness at the time of Datatel input; use of the report server for error reports. Follow up with students who fail to complete the application; via phone, mail, email and in person at the counter.

Findings:

Target has been partially met. Students are using CCCApply more frequently.

Admissions & Records -SLO 2: Increase the use of MyLassen LCC Portal to register for and drop courses, obtain grades, unofficial transcripts, view account balance and to make payments.

Target:

The percentage of students using MyLassen LCC Portal will increase since our last review.

Findings:

Target has been met. Registration statistics reflect a slight increase in MyLassen LCC Portal usage from fall 2015 to fall 2017. However, the percentage is still small.   Students do use the MyLassen LCC Portal to check their grades and retrieve their schedules however, not consistently.

Using the Report Manager in Datatel and compiling Registration Statistics by Date for students using MyLassen LCC Portal to add and drop classes;

Fall 2015   10.7%
Spring 2016   7.1%
Fall 2016   8.1%
Spring 2017   12.9%
Fall 2017   13.2%

Evaluation:

Three computers are set up in the lobby for student access to Web Advisor; a printer is available in the financial aid office

Recommendations:

The use of MyLassen LCC Portal to register is very low. Students continue to have problems registering for their classes due to prerequisite blocks as well as the inability to pay for their classes. Current staff is not able to leave confidential tasks in order to assist students in navigating MyLassen LCC Portal. MyLassen LCC Portal needs to be more user friendly and easier to navigate. With additional help in the Admissions and Records office of an Admissions Assistant I we would have more one on one help available to students in navigating the portal and application.

We would like to increase our goal of students using the LCC Portal to add and drop classes to 25% by the next reporting.

A printer in the lobby is needed so students do not have to go the Financial Aid window to retrieve their printed documents.

Planning Agenda:

- Students continue to have problems using MyLassen LCC Portal to register and drop classes.
- Students have had instances where classes were dropped in error when looking at their schedule. The site needs to be more users friendly and give a warning before a drop occurs to ensure that the drop is actually wanted.

III. Equipment

Description/Evaluation:

<u>Equipment</u>

Description:

<u>Staff furniture, equipment and computers</u>

4 Staff desks

6 Staff computers

6 Staff (approx. half are adequate) computer chairs

3 Staff (outdated) single printers

1 Office printer/scanner/fax hub (on contract)

4 Staff desk phones

4 Filing cabinets

1Cement lined file cabinet

1 Image Microfilm Scanner

1 Perceptive Content Intelligent Capture Scanner

Various office supplies (staplers, tape dispensers, hole punches, etc.)

Evaluation:

The single use printers have issues of cycling intermittently.   Some chairs are broken, no adjustment, height issues, which according to Keenan and Assoc., do not meet ergonomic standards. File cabinets are inadequate in size to accommodate the increasing number of students.

Planning Agenda:

1) Restructure the Admissions and Records up front area to create privacy between work stations (possibly walls to the ceiling at each station) or something more effective to create a confidentiality centered environment for our students. Need locking doors and floor to ceiling walls as well as security windows in the department. Windows will provide security for staff during registration. Locking doors and floor to ceiling walls will secure the confidential storage of student applications, transcript request, registration add/drop cards, grades and attendance records.
2) Hire Admissions and Records Assistant I
3) Intelligent Capture Scanners at all desks. We currently have only one on front desk.

4) The need for secure storage of student records continues to be a concern. Since the 2007 office relocation to the Vocational Building, A&R does ~~not~~ have secure/locking file cabinets for confidential student records However; there is not adequate space to house all confidential items. Under FERPA regulations the storage of student records must be housed in a secure location. Complete the restructure of the records room for security purposes to include walls to the ceiling and a locked door. (Unknown)
5) Computer in our file room for accessing the scan pro microfilm printer.
6) Provide staff with office furniture that is in good working condition and appropriate to the needs of their job duties ($3000.00).
7) Replace or provide other secure file cabinets to accommodate the increase in student population (specifically international students) ($700.00).
8) Replace computers with up to date with technology. Provide staff with equipment that is no more than 5 years old ($4000.00.)
9) A printer is needed in the lobby, so students do not have to wait in line at the financial aid window to pick up their print out ($500.00).
.

IV. Outside Compliance Issues (if appropriate for program)

Description:

The Admissions and Records Office is audited annually by an outside Auditing service, Cossolias, Wilson, Dominguez, Leavitt Certified Public Accountants, (C.W.D.L.) hired by the district. The audit helps to keep the office in compliance with state and federal regulations, and ensure regulatory requirements.   Admissions and Records are required to submit information to SEVIS regularly to maintain government regulations in regards to International Students population.

Evaluation:

The Admissions and Records Office has maintained its compliance and no finding were found on the last audit. Files are kept current and up to date on all International Students.

Planning Agenda:
N/A

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff
N/A

B. Prioritized Recommendations for Inclusion in the Planning Process
List all recommendations made in Section One that should be included in Lassen College's planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

- Restructure the Admissions and Records up front area to create privacy between work stations to create a confidential environment for staff and students. Need locking doors and floor to ceiling walls as well as security windows in the department. Windows will provide security for staff during registration. Locking doors and floor to ceiling walls will secure the confidential storage of student applications, transcript requests, registration add/drop cards, grades and attendance records. *Not started*

- Hiring an A&R Assistant I to assist with phone and Web registration will increase student satisfaction, and thus improving student success and retention. This will improve timely completion of tasks within the office. ($50,000.00). *Not started*

- Provide Perceptive Intelligent Capture – document imaging scanners on all work stations in admissions and records. We currently have only one scanner on the front desk which is not a confidential area. We need three more.

- Computer in our file room for accessing the scan pro microfilm printer.

- Increase A&R travel budget to allow office staff to continue to attend training opportunities available to help improve the processes in Admissions and Records. The learning opportunities will be shared among the Admissions and Records staff ($3000.00 more yearly). *Not Started*
- The budget is currently $800 for travel.

- Provide staff with office furniture that is in good working condition and appropriate to the needs of their job duties ($3000.00). *Not started*

- Replace computers with up to date technology. Provide staff with equipment that is no more than 5 years old ($4000.00.) *Not started*

- There are six computers in A&R, not all of them have the necessary hardware/software to accommodate everyday workload.

- A printer is needed in the lobby, so students do not have to wait in line at the financial aid window to pick up their print out ($500.00). *Not started*

- Manager/Registrar to direct A&R and ensure effectiveness, efficiency, and compliance ($100,000).*Not started*

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan
Admissions and Records 2017

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Restructure A&R for security and safety.	2018	$10,000	Increase Safety
2	Hire Admissions and Records Assistant 1	2018-2019	$50,000	Increase efficiency and customer service
3	Intelligent capture scanners at each work station	2018	Unknown	More efficient
4	Computer in file room to access microfilm scanner/printer	2018	$2,000	Accessible to all A&R staff
5	More secure filing cabinets	2018	Unknown	Safe and secure for all files
6	Increase Travel Budget	2018-2019	$3,000	Allow for more training and outreach
7	Printer in Lobby	2018-2019	$500	Accessibility for students

Prioritized Recommendation for Inclusion in Student Services Master Plan
Admissions and Records 2017

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Restructure A&R for security and safety.	2018	$10,000	Increase Safety
2	Hire Admissions and Records Assistant 1	2018-2019	$50,000	Increase efficiency and customer service
3	Intelligent capture scanners are each work station	2018	Unknown	More efficient
4	Computer in file room to access microfilm scanner/printer	2018	$2,000	Accessible to all A&R staff
5	More secure filing cabinets	2018	Unknown	Safe and secure for all files
6	Increase travel budget	2018-2019	$3,000	Allow for more training and outreach
7	Printer in lobby	2018-2019	$500	Accessibility for students

Prioritized Recommendations for Inclusion in Educational Master Plan
Admissions and Records 2017

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Restructure A&R for security and safety.	2018	$10,000	Increase Safety
2	Hire Admissions and Records Assistant 1	2018-2019	$50,000	Increase efficiency and customer service
3	Intelligent capture scanners are each work station	2018	Unknown	More efficient
4	Computer in file room to access microfilm scanner/printer	2018	$2,000	Accessible to all A&R staff
5	More secure filing cabinets	2018	Unknown	Safe and secure for all files
6	Increase travel budget	2018-2019	$3,000	Allow for more training and outreach
7	Printer in lobby	2018-2019	$500	Accessibility for students

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:

Kim Clain - Admissions Technician working out of class as the Lead

Karen Clancy - Admissions Assistant II working out of class as a Technician

Tara Harkema - Admissions Assistant II

Need Admissions Assistant I

Need to maintain regular work-study schedules for at least two work studies per semester.

Planning Agenda:

Desk audits have been completed by Admissions Staff however, there has been no resolution. The desk audit was submitted over three years ago and no resolution has been made.

II. Professional Development

Description/Evaluation:

Admissions staff does not have the ability to attend many professional developments due to the lack of staffing and the amount of travel budget.

Planning Agenda:

Increase current travel budget. Increase staff in admissions and records to enable all staff the opportunities for professional development.

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

Admissions Staff completed desk audits of current positions three years ago. No results or outcomes at this time

Planning Agenda:

Desk audit resolution needs to be completed.

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff

Admissions Technician working out of class as the Lead

Admissions Assistant II working out of class as a Technician

Admissions Assistant II

Need Admissions Assistant I

Need to maintain regular work-study schedules for at least two work studies per semester.

Prioritized Recommendations for Inclusion in the Planning Process

Admissions Technician working out of class as the Lead

Admissions Assistant II working out of class as a Technician

Admissions Assistant II

Need Admissions Assistant I

Need to maintain regular work-study schedules for at least two work studies per semester.

Prioritized Recommendations for Inclusion in Human Recourse Master Plan
Admissions and Records 2017

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Reclassification of current staff	2017-2019	To be determined	Unknown at this time
2	Admissions Assistant I	2018-2019	$50,000	Better Customer Service

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. *Describe and evaluate the Lassen Community College facilities available to the program*.

   The Admissions and Records Office is located in the Vocational Tech building across from Financial Aid. The office has a large open counter in the front of the office which allows for no security and safety for staff within the office. There is also no privacy for confidential matters within the office.

2. *Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)*

   N/A

3. *Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes*

   More security for staff and records. Need the ability to conduct business with students in confidential area.

4. *Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.*

   We are not within security compliance for our students and our documents/files.

Planning Agenda:

Admissions and Records need walls which reach to the ceiling in the file room and at the front counter. We need a door to lock our file room for compliance and FERPA. We need a locking device on the front counter window area when our office is closed. We are currently exposed to anyone entering our office during office closure.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

Admissions and Records restructure for security

Prioritized Recommendations for Inclusion in the Planning Process

More security for staff and records. Need the ability to conduct business with students in confidential area.

Prioritized Recommendations for Inclusion in the Facilities Master Plan
Admissions and Records 2017

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Restructure Admission Office	2018	$10,000	Safety and confidentiality
2	Office furniture/chairs	2018	$3,000	Less risk of injury

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

1. *Describe and evaluate technology and technology support provided for instruction and instructional support.*

   Need a more user friendly website for registration and student access.

   Need Intelligent capture scanners at each desk.

   Need computer in file room to access the microfilm scanner/printer

   Need printer in lobby for students,

2. *Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.*

   Need for portal registration sites to work properly and direct students to payment screens automatically.

Planning Agenda:

Updated computers and a new computer in our file room will help make processes run smoother for the office staff and will lessen delays in processes for the students. Scanners at each desk will help staff work more effectively.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

N/A

Prioritized Recommendation for Inclusion in the Planning Process

Need a more user friendly website for registration and student access.

Need Intelligent capture scanners at each desk.

Need computer in file room to access the microfilm scanner/printer

Need printer in lobby for students,

Need for portal registration sites to work properly and direct students to payment screens automatically.

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

Admissions and Records 2017

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1	Updated Computers	2017-2018	Unknown	Faster processing
2	Intelligent capture scanners (3)	2018	Unknown	More efficient
3	Computer in file room for microfiche printer.	2018	$2,000	Easy access for all in A&R

(insert information as needed)

(insert information as needed)

(insert information as needed)

(insert information as needed)

(insert information as needed)

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.