Oxnard College

STUDENT SERVICES ANNUAL UPDATE

Admissions and Records Office

2016/2017

February 13, 2017

STUDENT SERVICES PROGRAM REVIEW – ANNUAL UPDATE

Area: Admissions and Records Office	Manager: Joel Diaz

1. **Program Overview**

Current status of program; purpose, role, benefits to students; current activities.
The purpose and charge of the Admissions and Records Office is to support and promote the Oxnard College mission, vision and goals. The staff of the Admissions and Records Office and Registrar's Office facilitates students' access to the institution and successful attainment of their educational goals by offering a comprehensive range of student services and processes.

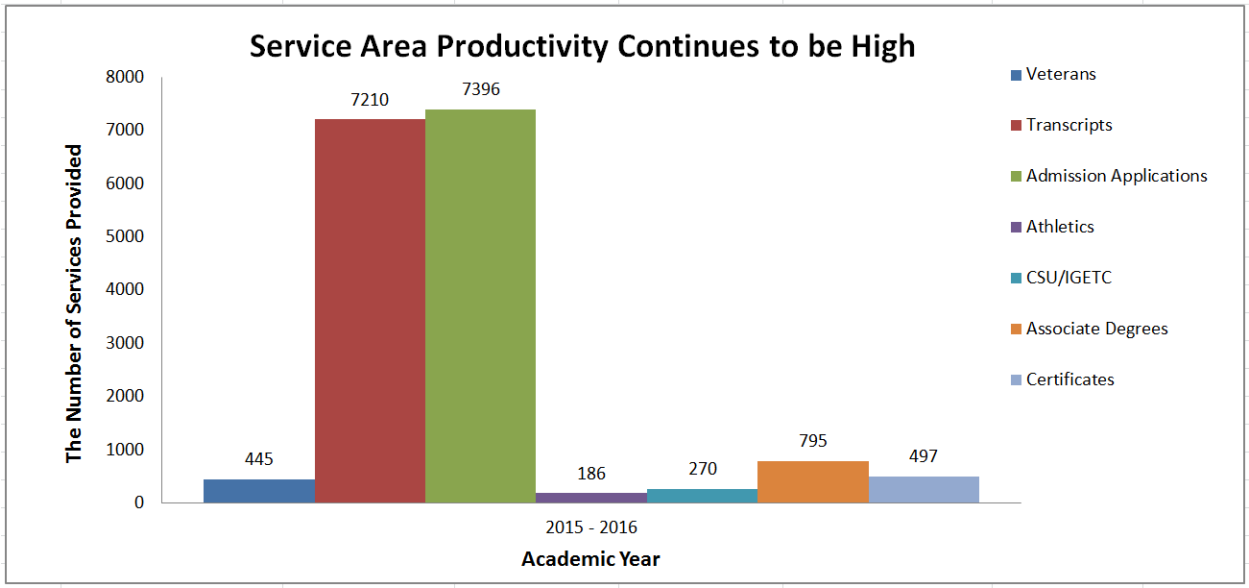
Under the supervision of the Registrar, staff in the office of Admissions and Records is primarily responsible for ensuring that functions of admission, registration, the accuracy and maintenance of all student records, residency determination, IGETC/CSU certifications, Parchment and eTranscript California (electronic transfer of transcripts), preparation of degree and certificate list for Board Policy, subpoenas, enrollment verifications, grading, degree and certificate awarding and printing, educational records security, and release of records are compliant with state and federal law and local board policy. Staff is knowledgeable and experienced in the complexities of residency determination, transcript and degree evaluation, eligibility determination and certification for athletic participation and veterans' educational benefits, and legally mandated attendance reporting requirements.

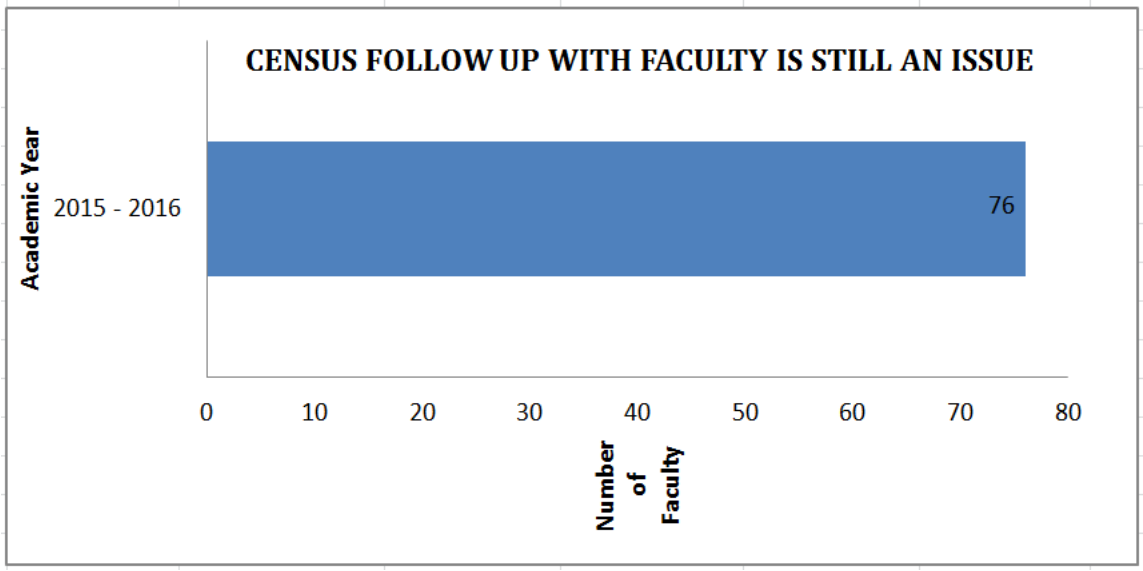
Provide qualitative and quantitative data to demonstrate services provided and traffic patterns. Include student satisfaction survey results and analysis, and program effectiveness (SLO's).

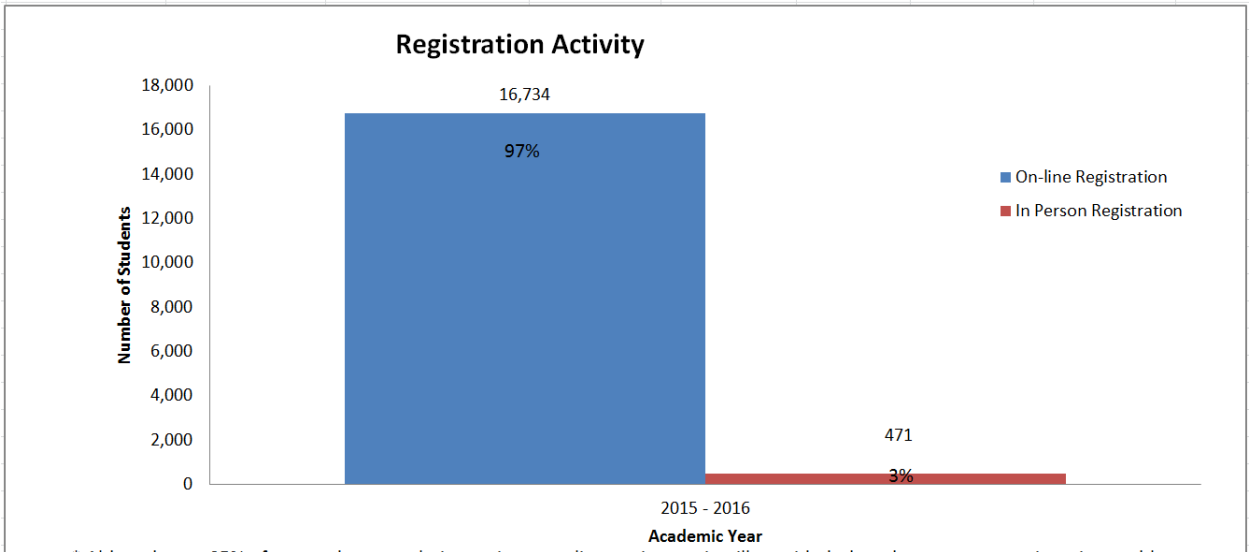
I	II	III	IV
Course or Program Student Learning Outcomes	**Assessment Method** Includes assessment method, & who, what when how	**Assessment results report** Include main findings, date and report authors(s)	**Use of results** How will instructors modify instruction and /or assessment if appropriate? Include date of discussion.
Students will leave our office with a feeling of satisfaction that their needs have been met.	Student satisfaction survey was developed and administered through SurveyMonkey in the Spring 2016 semester. The survey will continue to be administered on a regular basis every Spring semester.	We surveyed students that came to the counter for services. An email was sent to each student a week after they visited A&R. Survey responses indicate a high level of satisfaction (92% Very Satisfied or Satisfied) with the services we provide. The survey was administered by the Registrar in Spring 2016.	The results were discussed during a meeting with staff. Although we received a high level of satisfaction, there is always room for improvement. Based on the high level of satisfaction, our office is doing a great job in satisfying the student's needs. To increase the participation in the survey, we will let students know in

			advance that they will be receiving a survey.
GI Bill recipients are knowledgeable of benefits and services available to them and are informed of their military service-related rights and benefits.	A survey was developed and administered through SurveyMonkey in the Fall 2016 semester. The survey will continue to be administered on a regular basis every Fall semester.	All students using GI Bill benefits in the Fall 2016 semester were surveyed. Close to 200 students were surveyed and only 25 responded. Of the students that responded, 96% Strongly Agree/Agree felt they received the information and assistance they needed to get their benefits started. The survey was administered by the Registrar in Fall 2016.	The results were used to determine if improvements in the current process can be improved. A meeting took place to discuss the outcome and determine if changes needed to be made. The survey results were shared with the Veterans Resource Center. The survey will continue to be administered on a regular basis during the Fall term. Subsequent surveys will be administered by the Veteran's Certifying Officials to encourage more participation.
Students will be able to complete admissions and/or registration functions satisfactorily.	A survey will be developed and administered through SurveyMonkey beginning with the Fall 2017 semester.	All students that apply for admission and register for courses will be surveyed to determine the effectiveness of the instructions and information on the website. The survey will be administered by the Registrar beginning in Fall 2017.	Survey results will be used to determine the effectiveness of the information that is available on the website. It will also be used to determine if the instructions provided are clear enough or need to be reworded.

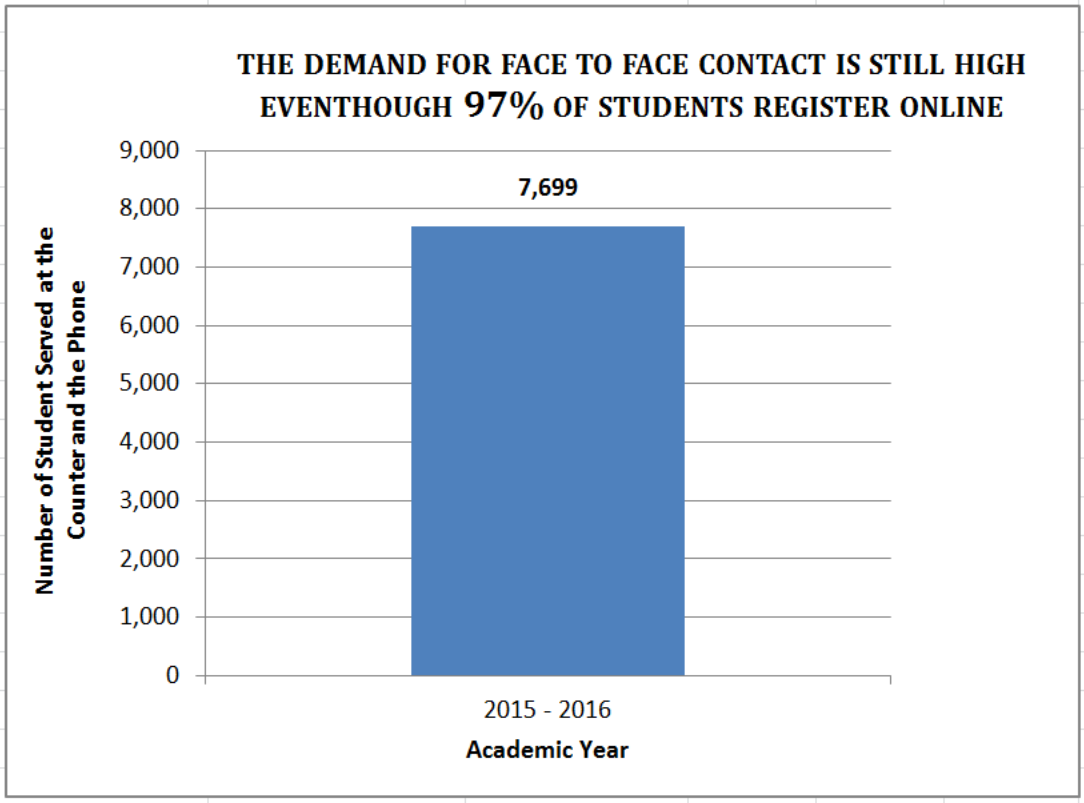
Appendix C -DATA

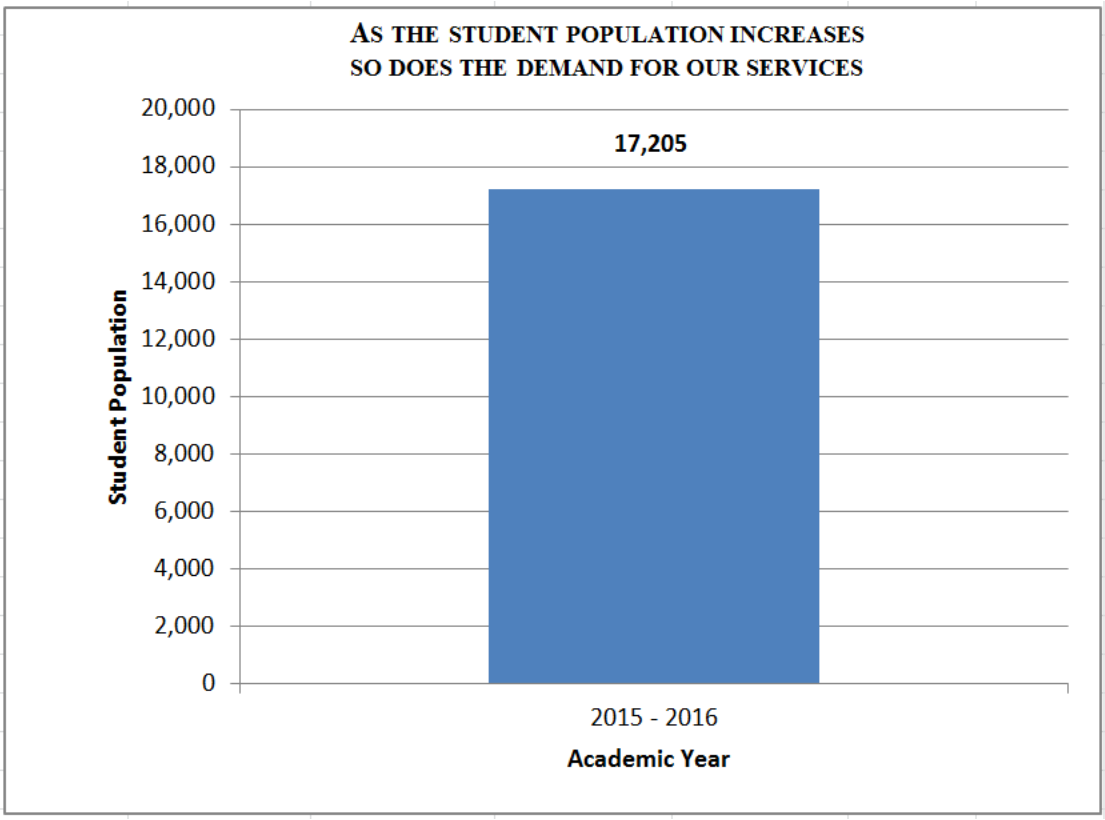


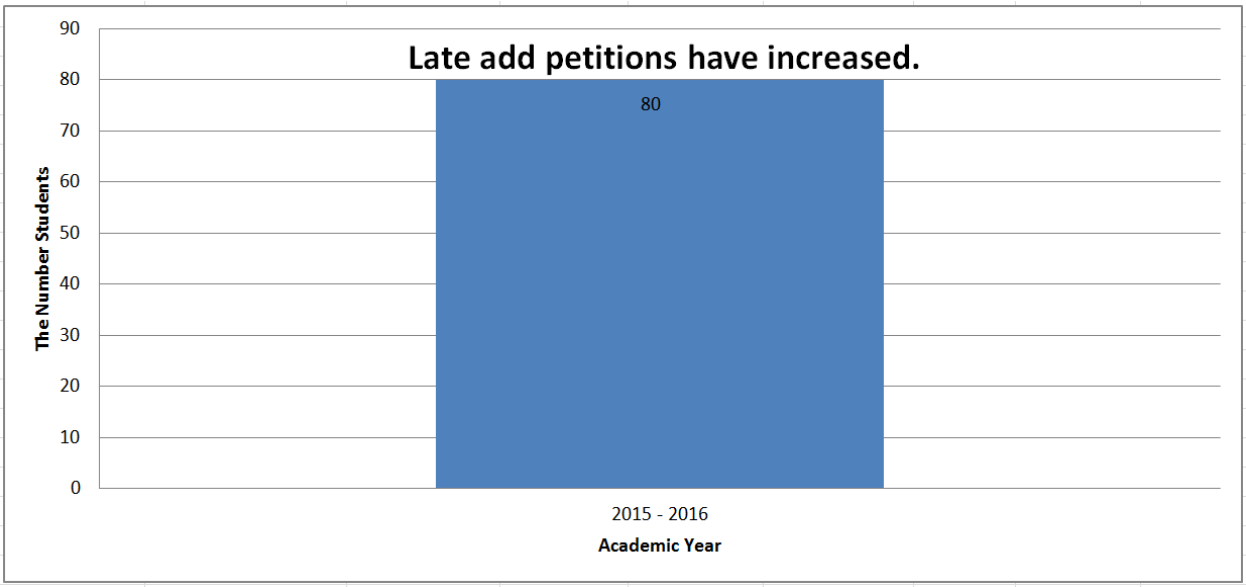




* Although over 95% of our student population registers on-line, assistance is still provided when they ecounter registration problems or have questions. These numbers don't reflect the amount of assistance provided to students in person.


THE DEMAND FOR FACE TO FACE CONTACT IS STILL HIGH EVENTHOUGH 97% OF STUDENTS REGISTER ONLINE
Number of Student Served at the Counter and the Phone
9,000
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
7,699
2015 - 2016
Academic Year


AS THE STUDENT POPULATION INCREASES SO DOES THE DEMAND FOR OUR SERVICES
Student Population
20,000
18,000
16,000
14,000
12,000
10,000
8,000
6,000
4,000
2,000
0
17,205
2015 - 2016
Academic Year



What is working well in your area?

- Knowledgeable staff. Due to the breadth of their knowledge, A&R staff serves as resources for students, staff, faculty and administrators. They are relied upon by all staff when complex questions arise with the many services we offer.
- Bilingual staff (4)
- Excellent customer service as shown by our annual survey.
- Excellent working relationship with other departments.
- The Admissions and Records Office provides courteous, friendly service in a timely and efficient manner while being responsive to the needs of students, staff and faculty.
- Two Veteran's Certifying Officials who are very knowledgeable. Having two employees' process certifications ensures there is always someone available to assist Veterans so they are not turned away.
- Cross trained staff. Students will be able to be assisted by any staff regarding any of the services provided in A&R.
- Document imaging software (OnBase) allows us to store the documents electronically. Student services staff and counselors can conveniently access the necessary electronic documents. All documents are being scanned on a regular basis to ensure easy retrieval of the documents. Accessing the documents electronically allows all staff to work more efficiently.

What is not, and why?

- No travel budget.
    - Not having a travel budget makes it difficult to attend pertinent trainings. Attending certain trainings provided by the Chancellor's Office is necessary to ensure we stay in compliance. Every year I have to apply for professional development funds to attend the yearly CACCRAO conference. The PDC committee has recommended on more than one occasion that a travel budget line item be included as part of my budget. Attending the conferences is necessary for my job to ensure the college stays in compliance and I am kept abreast of the changes that occur.
    - The opportunities for staff to attend trainings are limited due to the fact we don't have travel budget. In most instances I can find funds for staff to attend but the number of staff that can attend is limited. Having a travel budget would increase professional development opportunities for all A&R staff.

What changes have occurred in/to your program since the last program review?

- Cassy Marcum (A&R Tech) promoted to Matriculation Specialist on August 19, 2016.
- Kathy Downes (A&R Tech) promoted to Assistant Registrar at Moorpark College. She starts her new position on February 27, 2017.

2. **Planning**

What plans are being developed to address these changes?

A provisional employee was hired to until Cassy's position was filled. The provisional employee alleviated the workload to ensure staff was able to complete their work in a timely manner. A new A&R Tech (Imelda Fernandez) was hired in December 2016 to fill Cassy's position. Imelda is doing a great job and is a great fit for our office.

We are recruiting for another A&R Tech to replace Kathy Downes. Kathy's last day at OC is February 27, 2017. To ensure her position is filled as quickly as possible, her position was submitted immediately and interviews are being conducted on February 13, 2017.

Ongoing training will be provided to the new employees. The new employee training manual was updated to ensure all the information is current. Kathy Downes is also working on documenting some of her duties to assist with the transition of the new employee that will be replacing her.

a. **What is working; how to continue/maximize?**

Documents continue to be scanned by staff and student workers on a daily basis. Student workers have been trained to scan documents and they scan them daily. Scanning all incoming documents are a student worker's primary duty so they are constantly scanning to ensure the documents are available electronically so staff and counselors can access them when needed. Having the documents available electronically allows us to work more efficiently. The purchasing of additional scanners has greatly helped in scanning all documents.

The 3SP checklist continues to be updated on a regular basis. This tool has been very effective when staff and counselors are assisting students. Having all the information in one location has really helped us resolve and answer questions quickly. IT has been very responsive when additional requests are made.

Class rosters were updated to include the census deadline date. This will assist faculty with the census reporting deadline. There continues be a lot of follow with faculty not complying with census reporting but we are hoping this enhancement with help.

Associate Degree and Certificates of Achievements are processed timely despite the increased number of Degrees/Certificates and the requirement for ADTs to be processed sooner. To ensure transfer students are not impacted when they transfer, ADT degrees are given priority and processed first. With the addition of another

A&R Tech, the workload has been more manageable and it alleviated staff from the extra burden placed on them.

Having two A&R Tech's process VA benefits is very effective and it allows us to process the certifications in a timely manner to ensure VA payments are not delayed. Veterans can always receive assistance when they come to A&R due to the fact we two employees that process the certifications. Vacations, lunch and breaks are scheduled with the needs of our students to ensure someone is always available to assist them. This is a model that VC and MC plan to implement since it has been very effective at Oxnard College.

The cross training of staff has really helped the office become more efficient. All staff works as a team and help each other when needed. Everyone works as a team when one needs assistance or when an issue is encountered that the other staff member has more experience. They rely on each other when issues arise and everyone is always will to assist when needed.

b. What doesn't; how will you address?

We are still encountering issues with our current vendor that processes our electronic transcripts. Discussions continue to take place to address the issues. IT has been very receptive to the issues we are encountering and continue to work with the vendor directly to resolve them. Most issues have been addressed but issues continue to appear. IT will continue to monitor the issues and resolve them as they are encountered to ensure students are not impacted.

c. How do you plan to deal with the change?

We will continue to monitor the issues with electronic transcripts and report any issues to IT immediately. Issues will be resolved right away to ensure students are not negatively impacted.

New employee was hired to replace Cassy's position. Training was provided and will continue to be provided on a regular basis. The new employee is working out great and has been a great addition to our A&R team.

Kathy's position was advertised immediately so we can replace her position as soon as possible. Our hope is to hire someone so they can start in March 2017. We scheduled the interviews for February 13, 2017. Training will be provided to the new employee with all the duties they will be assigned.

Cross training has been and continues to be very effective. We have a great A&R Team that is very receptive to changes and can easily adapt to new requirements. As workshops become available, we will continue to send staff to training if funds can be secured to pay for the cost.

3. Budget

What are the budget implications/needs for your area?
The Admissions and Records Office does not have a line item for travel. Professional development funds are always requested when attending a conference. The Professional Development Committee (PDC) has recommended on more than one occasion that a line item be added to the A&R budget for travel. The PDC feels that attending the annual CACCRAO conference is crucial and the Registrar should not have to apply for professional

development funds every year. Attending this conference is essential to ensure A&R is kept abreast of the many regulations and Title 5 changes. The lack of a line item for travel in our budget will pose an issue if the Registrar is not able to secure the necessary travel funds. Attending this conference is crucial in order for the college to stay in compliance and necessary for the Registrar to receive the proper training. A travel item will also allow staff to attend professional development opportunities.

Funds need to be set aside to purchase additional degree and certificate paper as needed. A&R does not have enough money in the budget to purchase additional paper. Degree and certificates cannot be awarded unless additional paper is purchased when the current supply is running out. With the increase in degrees and certificates awarded, the paper purchased will run out sooner than later. We purchased 3,000 of each in September 2016 to hopefully get us through the next 2 – 3 years. The cost for 6,000 (3,000 Degree stock/3,000 Certificate stock) was ~$4,000. Our current budget that is used to purchase office supplies could not afford to absorb this additional cost.

Funding Source	2015/2016
General Fund	**$522,002*** ***50% of one A&R Tech's salary is funded from 3SP.**

	2015/2016
Make Up of Staff	**1 – Classified Supervisor** **1 – Assistant Registrar** **3 - A&R Techs** **1 – A&R Assist – Seasonal**
Total Employees	**5**

4. **Resource Requests**
   In light of program needs, what are your top 3 – 5 resource requests?

   (Note: Staffing requests must be supported by data to indicate increased need.)

   - **A budget line item for travel**. The Admissions and Records Office does not have a line item for travel. Professional development funds are always requested when attended a conference. The Professional Development Committee (PDC) has recommended on more than one occasion that a line item be added to the A&R budget for travel. The PDC feels that attending the annual CACCRAO conference is crucial and the Registrar should not have to apply for professional development funds every year. Attending this conference is essential to ensure A&R is kept abreast of the many regulations and Title 5 changes. The lack of a line item for travel in our budget will pose an issue if the Registrar is not able to secure the necessary

travel funds. Attending this conference is crucial in order for the college to stay in compliance and necessary for the Registrar to receive the proper training. A travel item will also allow staff to attend professional development opportunities.

- **Associate Degree and Certificate of Achievement Paper**. Funds need to be set aside to purchase additional degree and certificate paper as needed. A&R does not have enough money in the budget to purchase additional paper. Degree and certificates cannot be awarded unless additional paper is purchased when we are running out. With the increase in degrees and certificates awarded, the paper purchased will run out sooner than later. We purchased 3,000 of each in September 2016 to hopefully get us through the next 2 – 3 years. The cost for 6,000 (3,000 Degree stock/3,000 Certificate stock) was ~$4,000. Our current budget that is used to purchase office supplies could not afford to absorb this additional cost.

APPENDIX B

Program Action Plan

Operational Plan

Objectives	Activities	Desired Outcomes	Lead	Timeline
All A&R documents will be scanned and available in our new OnBase document imaging system.	All incoming documents will be scanned as time permits.	All documents will be available districtwide via our document imaging system. Having the documents imaged will allow us to work more efficiently when retrieving a document.	Registrar and A&R Staff	Archived documents were scanned and indexed in OnBase. Scanning will continue to be done on an Ongoing
Administer a Student Satisfaction Survey	A survey will be administered during the Spring semester. All students assisted at the counter will be surveyed via SurveyMonkey.	Determine if we are meeting the needs of our students. The responses will be utilized to determine if there are areas that we could improve upon.	Registrar	Administer survey every spring semester
Administer a survey to all students using GI Bill benefits to measure effectiveness of our GI Bill benefits process.	Survey will be administered during the Fall semester via Survey Monkey. All students using GI Bill benefits during the Fall semester will be surveyed.	Determine if improvements are needed in our current GI Bill process. Modify the process and/or information given to recipients to ensure the information they receive is clear.	Registrar A&R Tech (Veteran's Certifying Officials)	Administer the survey every Fall semester
Administer a survey to all new students to ensure they were able to successfully apply for admission and	Survey will be administered during the Fall semester via Survey Monkey. All students that	Ensure that students are not encountering unnecessary obstacles when applying and registering for	Registrar	Administer the survey every Fall semester

register for classes.	applied and registered for the Fall semester will be surveyed	classes.		
SEVIS Certification	SEVIS certification was obtained and will be retained.	International students from other colleges will be able to take courses at OC.	Registrar	Ongoing
Update the A&R Website	Review the website on a regular basis to ensure the information is current.	Students will view the most current and correct information.	Registrar & A&R Staff	Ongoing
Update Forms	Update and create new forms as needed.	The forms will be current.	Registrar	Ongoing
Electronic Transcripts	Electronic transcript ordering system was implemented.	Students can request official transcripts online without the need to submit a request. The ordering system will be monitored on a daily basis to ensure transcripts are being processed without any delays.	Registrar, A&R Staff & District IT	Ongoing
Online Petition Workflows	Allow for the submission of petitions electronically.	Significantly decrease processing time and allow the petitions to be tracked as they move through approval process.	Registrar, A&R Staff & District IT	Implement by 2018