

[Plans for Admissions / Records >> 2018 - 2019 Admissions / Records CHC Student Services Annual Plan 2018-2019](#)

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Name :

2018 - 2019 Admissions / Records CHC Student Services Annual Plan 2018-2019

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Instructions

The annual plan provides the opportunity for each program to update their four-year action plan and requires each plan to provide the current status on outcomes assessment, progress on effectiveness measures, and progress each program has made on achieving their goals and objectives.

Please respond to the following questions. Please consult the [Integrated Planning and Program Review Handbook](#) for detailed instructions, the [timeline](#) for due dates, and the [schedule](#) for the four-year plan schedule.

1. Mission

Updating this Question is Optional on the Annual Plan!

- a. Tell us your unit's mission: Provide a mission statement for your unit that clearly and succinctly describes your unit's purpose, idealistic motivations, and change it hopes to inspire.
- b. Alignment with the college Mission: **Rubric Item** ([Mission Alignment](#)): The Mission of Crafton Hills College is to advance the educational, career, and personal success of our diverse campus community through engagement and learning. **In what ways does your program advance the mission of the college?**

Mission Statement

The mission of the Admissions & Records Office is to educate students in the use of online services, college policies, procedures and processes related to admissions, registration and student records and to provide accurate and timely admissions, registration, and records services to the college community.

Vision

The vision of Admissions & Records is to:

- Support students through the application, registration, transcript, and graduation processes
- Educate the college community on policies, processes, and procedures related to academic records
- Continually modernize and streamline admissions and enrollment services using new and innovative technology
- Effectively maintain current and historical record retention for students and faculty

Three-year goals and objectives

In three years, Admissions & Records Office hopes to accomplish the following goals and objectives:

- Continue to automate and streamline Admissions & Records processes and procedures as appropriate
- Provide effective support for online self-service methods of application, registration, and other interactions with students
- Promote efficient student service and develop consistent application of policies and procedures
- Assess and develop the Admissions & Records infrastructure necessary to support new initiatives and changing programs
- Automate degree audit and provide increased support for the credit evaluation process to allow incoming transfer coursework to be evaluated quickly to promote effective educational planning
- Allocate sufficient resources to support or build the personnel and infrastructure necessary for the department to adapt to the changing needs of the College
- Establish a fully functional Veterans Service Department to assist veterans, spouses and their dependents with V.A. educational benefits, counselling services, academic advising, and other related outreach programs

Relationship to college mission and vision

The Admissions and Records Office assists students through the application, registration, and graduation processes to advance their educational goals as a successful student in a quality learning environment. In this way, the mission and vision of the Admissions & Records Department contribute to that of the College's mission and vision.

2. Description of Program

Updating this Question is Optional on the Annual Plan!

- Organizational structure and staffing
- Whom you serve (including demographics and representativeness of population served)
- Provide a list and a brief description of the services you provide as well as a minimum of three years of trend data for each identified service
- Rubric Item:** Describe your [Pattern of Service](#) including standard hours of operation, alternative modes and schedules of delivery (e.g.: online, hybrid, early morning, evening services, etc.) and how that service meets the needs of students or clients

a. Organization

Admissions & Records is a department within the Student Services Division of the College. Admissions & Records does not have a Director to oversee and manage the daily functions of the department. Instead, the staff report directly to one of two Deans within the Student Services Division. Below is the organizational structure of the department.

Organizational Structure

1 FTE - Larry Aycock, Director, Admissions & Records

The Admissions & Records Director serves as the manager of the department.

1 FTE - Reyna Uribe, Admissions & Records Evaluator

The Evaluator processes and evaluates all graduation applications as well as transcripts transferred from other institutions. This position is very technical and detail oriented. It requires the use and maintenance of systems such as Degree Audit and ADT reporting.

1FTE – Kristin Garcia, Admissions & Records Evaluator

The Evaluator processes and evaluates all graduation applications as well as transcripts transferred from other institutions. This position is very technical and detail oriented. It requires the use and maintenance of systems such as Degree Audit and ADT reporting.

1 FTE - Steven Rush, Admissions & Records Specialist / V.A. Certifying Official

This position is responsible for hiring and scheduling student workers within the department. The A&R Specialist maintains files for current and previously enrolled veterans and is responsible for certifying them for their benefits. The A&R Specialist must maintain a working relationship with state and local V.A. offices in regards to benefits and changing regulations for certifying veterans.

1 FTE - Vacant, Admissions & Records Technician

1 FTE - Floyd Simpson, Admissions & Records Technician

1 FTE - Ali Raventos, Admissions & Records Technician

The Technicians are responsible for much of the front line interaction with students. Technicians process transcripts, enrollment verifications, applications, registration, payments, and provide troubleshooting assistance for applications and registration.

1 FTE - Kristina Heilgiest, Schedule Catalog Data Specialist

This is a new position responsible for building and maintaining the Degree Audit system, developing, editing, and publishing the annual college catalog, and oversees the OEI project. This position replaced the vacated Lead Evaluator position previously held by Ben Mudgett.

b. Primary Purpose

Mission Statement: The mission of the Admissions & Records Office is to educate students in the use of online services, college policies, procedures and processes related to admissions, registration and student records and to provide accurate and timely admissions, registration, and records services to the college community.

Program Overview

The unit processes students' educational records from the initial admissions application to final graduation, including transfer certification and issuance of official transcripts. The unit ensures that registration in classes is accurate and timely, and that grades and transcripts are processed and available.

The unit assists faculty in accessing their class and grade rosters online (WebAdvisor) and resolving any problems associated with class registration and grading.

The unit is responsible for delivering and maintaining the degree audit/education planning tools to support student success planning. The unit assists other college staff and offices in the provision of accurate and timely data and information for reports, decision-making and problem-solving.

The unit serves the public and local community by responding to questions concerning college admission, registration, academic requirements, graduation, and transfer work.

The majority of the unit's services are available online 24 hours per day, 7 days per week, year-round via WebAdvisor or third-party services. Examples of online services include the California Community Colleges (CCCApply) online admissions application, 24/7online transcript ordering service, 24/7 enrollment/degree verification service, the department's active email response service, and a comprehensive informational section on the CHC/Admissions & Records website; including the availability to download most Admissions and Records forms.

The services provided by the unit are essential for students to be registered in their classes in a timely manner, to have access to their registration and academic records, and for faculty to be able to access accurate and current class rosters.

The unit is typically the first point of contact for prospective students and community members in response to initial inquiries and applications.

c. Whom do you serve?

Below is a list of various groups of students directly served by the Admissions & Records Department.

- Dual Enrollment programs (high school students via partnerships)
- Concurrent Enrollment (high school students attending on-campus classes)
- Veterans Students (current and former members of the U.S. armed forces)
- Transfer Students (students transferring to/from CHC)
- AB540 Students (undocumented students or non-resident students who qualify under AB540 regulations to attend as a CA. resident)
- Foster Youth (offering additional benefits to this group of students such as increased priority registration)
- Homeless students (offering additional benefits to this group of students such as increased priority registration)
- International Students (assisting students with the application process. Additional functions are planned to move to A&R during the proposed phase 3 of the Student Services Reorganization.)
- Non-resident students (assisting students with residency determinations and planning to establish CA. residency)

Population Served:

Community

100% of prospective students

100% currently enrolled students

100% of former students/alumni

100% of Faculty

d. What kind of services are provided?

Services Provided:

- Incoming Transcripts - process and record incoming transcripts from other institutions. The department scans these transcripts into an imaging system so other departments are able to access them when assisting students.
- Outgoing Transcripts (online and in-person) - Sending CHC transcripts to other institutions, potential employers, etc.
- Verifications for enrollment and degrees earned (online and in-person) - Providing verification services for students for employers, potential employers, other educational institutions, etc.

- Maintain and store academic student records in a secure environment that is compliant with Federal, State and SBCCCD policy
- Evaluation Services
 - Evaluate coursework from other colleges and universities
 - Evaluate and process Advanced Placement test scores to post credit to the student's transcript
 - Evaluate and certify students for transfer general education requirements (CSU GE and IGETC)
 - Evaluate student records for degree/certificate requirements and confer degrees/certificates
- Prepare and maintain student files for various offices as needed in hard copy and electronic formats
- Respond to court-ordered subpoenas for student records
- Produce and submit annual reports to the state for compliance and funding
- Facilitate and adjudicates various student appeals regarding such items as late adds, denial of graduation, grades, add/drops, refunds, and other academic exceptions
- Maintain and process CCCApply online admission applications
- Coordinates web registration
- Enforce district education code and the California Code of Regulations (Title 5)
- Enforce policies and/or regulations including but not limited to: refunds, residency, high school concurrent enrollment, grade change, academic renewal
- Produce the Admissions and Records text for the class schedule and college catalog
- Support the many Datatel functions in admissions and student records processes such as uploading applications, positive attendance, communications management, enrollment verifications for federal and state agencies, directory information for military branches, end of term processing, etc...
- Run the background processes to complete the process of all online faculty grading, roster updates, prerequisite reporting, high school concurrent enrollment reporting
- Troubleshoots and recommends to DCS improvements to Datatel/Colleague system
- Runs reports/queries for various college and district needs
- Processes and edit the State's Management Information Systems reporting in Basic Student Data, Student Enrollment Data
- Off-site application and enrollment assistance (SOAR, Dual Enrollment Partnerships, etc.)

3. External Factors with Significant Impact

Updating this Question is Optional on the Annual Plan!

What external factors have a significant impact on your program? Please include the following as appropriate:

- a. Budgetary constraints or opportunities
- b. Competition from other institutions
- c. Requirements of four-year institutions
- d. Requirements imposed by regulations, policies, standards, and other mandates
- e. Job market
 - i) Requirements of prospective employers
 - ii) Developments in the field (both current and future)

The following external factors have a significant impact on the Admissions & Records Department:

a. Budget

Admissions & Records (A&R) is currently operating with the same level of staffing as it was four years ago despite the colleges' continued growth in student population and the implementation of various programs such as dual enrollment and non-credit courses. Programs such as the dual enrollment partnerships require A&R staff to go off campus to assist students with application and enrollment processes. This causes a shortage of staff in the A&R Office to assist students on the phone and in-person.

A&R is responsible for the cost of diploma supplies i.e. diploma paper, envelopes, seals, address labels, etc... When A&R switched to the new diploma format, the president at the time transferred additional funds into the A&R account to cover the cost of the supplies. Since then, A&R has had to pay for the cost of the supplies using the department's general funds without an increase to the budget. As a result, A&R has fewer funds available to send staff to training workshops, conferences, or purchase necessary supplies for the department to function.

A&R's budget has remained the same over the past four years despite the implementation of several online services, such as QLess, TESS, ImageNow scanning licenses, etc. These systems require the department to pay for part of the annual cost. The cost of some services are shared among other departments using the same service. These costs impact the departments budget and reduce the amount usable for purchasing office supplies and equipment needed to maintain the functions of the department.

b. Service area demographics

- Veterans are one group identified as a disproportionately impacted group with regards to access.
- Homeless students are another disproportionately impacted group. A&R has identified a staff member within the department to work with these students and assist them through the enrollment process. The technician also attends committee meetings with other staff and members of the community to discuss how to better serve this population.

c. Requirements of four-year institutions

CSU Transfer Degree Deadlines - with one evaluator, it is difficult to complete mandatory evaluations in a timely manner for students graduating with transfer degrees.

d. Requirement of prospective employers

N/A

e. Job Market

N/A

f. Developments in the field (both current and future)

Legislative developments are constantly changing the way colleges process and implement programs.

g. Competition from other institutions

N/A

h. Requirements imposed by regulations, policies, standards, and other mandates

- Changes to Title 5, such as priority registration, residency standards, course repetition rules, SSSP, etc... heavily impact the operations of Admissions & Records.
- Federal Mandates
- State Mandates
- Best Practices recommended by the State Chancellor's Office

- Loss of BOGFW/Priority Registration
- AB-288 CCAP Dual Enrollment requirements

4. Progress on Outcomes Assessment

Updating this Question is **Required** on the Annual Plan!

Rubric Item: [Service Area and Student Learning Outcomes Process](#).

- Please summarize Service Area Outcome (SAO) assessment results. Include a discussion of whether or not the program met its target for each SAO.
- Please describe any service area improvements you plan to make as a result of the SAO assessment(s).
- What objective(s) or action step(s) will you add to Question 10 as a result of the SAO assessment(s)? If none, please explain.
- If your program has SLOs, please address b and c above in relation to the SLO assessment results.

The department continues to implement many innovations and service improvements using online modes of delivery. A grid listing the department's SAO's and when they are planned to be evaluated is attached. The department has implemented the following Service Area Outcomes:

Students will express satisfaction with Admissions and Records services

In fall 2016, Admissions & Records implemented a new online queueing system called QLess. This system allows students to get in a virtual line rather than standing in a physical line waiting to be helped. One of the benefits of using this system is that it has the ability to send a text message to the student after they are served at the counter. After being helped, the students receive a text message with a link to a brief online point of service survey. This is proving to be a very effective way for the department to collect feedback from students on the service level received when interacting with the department. The survey is focused on customer service and the ability to resolve the student's issue or provide options to move their issue closer to a resolution. Although the system has only been in place for one term, the responses to the survey show promising positive results.

"Ninety-three percent of respondents either agreed or strongly agreed that staff were friendly, and 92% either agreed or strongly agreed that they felt comfortable asking the staff any questions they had. Furthermore, 91% of respondents either agreed or strongly agreed that the staff were helpful. While only 10% of respondents disagreed or strongly disagreed that they were able to resolve their issue(s) or question(s), 30% of those respondents agreed that their issue(s) or question(s) moved closer to resolution because of their visit." (see the full report in the attached document admissions-pos-rrn-1524.pdf)

This data is contrasting the data previously collected from the CHC Student Satisfaction Survey which indicated that the students were not happy with the service level provided by Admissions & Records. The department has chosen to maintain a 90% satisfaction rate and will continue to evaluate the data on an annual basis in the Fall term of each year.

CHC students will use the online transcript ordering system.

In Fall 2016, Admissions & Records implemented a Point of Service Satisfaction Survey with the online transcript ordering system to evaluate whether or not students prefer to use the online system to order transcripts and their level of satisfaction with the system. Again, preliminary

analysis after one term shows positive results indicating students are satisfied with and prefer to use the online ordering system stating convenience and cost as factors in their level of satisfaction.

"Table 1 indicates respondents' self-identified level of importance with various aspects of the online transcript ordering process. Respondents were more likely (98%) to select both speed and ease of use as important or very important aspects. Ninety-six percent of respondents selected both 24-hour service and cost as important or very important aspects.

Table 2 indicates respondents' level of agreement with various statements about the transcript ordering process. Ninety-eight percent of respondents either agreed or strongly agreed the transcript ordering process was easy to use. Of the four respondents who disagreed with that statement, three also disagreed the online ordering service offers a convenience to students indicating these students may prefer the in-person ordering process. Ninety-five percent of respondents either agreed or strongly agreed that they would recommend using this service to other students and that they would prefer using an online ordering service in the future rather than ordering in-person." (see full report attached transcript-ordering-evaluations-rm-1525.pdf)

Additionally, in Spring of 2015, CHC began using the ERobo Mail service from Credentials Inc. This service allows Credentials to process the transcript order by printing the transcript and mailing it from one of their facilities as our authorized agent. The department saw immediate positive results. By implementing this service, a majority of the transcripts were processed and mailed by Credentials rather than the Admissions & Records Department. The result was a massive reduction in the staff time needed to process transcript orders which had an additional effect of using less security transcript paper. Purchasing security transcript paper has been a major line item cost in the department's budget. By using less transcript paper, A&R has saved money in the budget because we no longer have to order massive quantities of transcript paper. In fact, the department has not had to order paper since the implementation of ERobo-Mail with Credentials. We estimate that we have enough transcript paper to last another year before we have to place a new order. As part of the agreement with Credentials, when we need to order paper again, we can place the order through the same vendor that Credentials uses and receive a greater discount because the order will be grouped with the quantity ordered by Credentials.

The data showing numbers of transcripts ordered by each method are attached for further review. The department will continue to use Credentials Inc. as our authorized agent for third-party online transcript orders. The department has also decided to maintain a 90% customer satisfaction rate with the online ordering system. This data will continue to be reviewed on an annual basis in the Fall term of each year.

CHC students will use the online enrollment and degree verification systems

The Admissions & Records Department evaluates the number of enrollment and degree verification processed on an annual basis in the Fall term for the previous academic year. The goal is to increase the number of verifications processed online vs. in the office. Online verifications require little to no staff processing time and can be completed online 24/7 through the National Student Clearinghouse. The Admissions & Records Office encourages students to

use the online service. Potential employers and other agencies are required to use the online service since the office cannot release student information over the phone due to FERPA regulations. The data shows that the online verification system is utilized more each year. For the 15/16 academic year, online verifications grew 94% compared to the previous year. The data shows a positive indication that the online verification system is being used by students. A&R will continue to evaluate and analyze the numbers annually in the Fall term for the previous academic year.

Military veterans will report overall satisfaction with the services offered by Admissions and Records (satisfaction survey attached to Military Veterans certification paperwork)

This survey was never implemented. However, Veterans Services also uses QLess and plans on creating an online Point of Service survey to be sent to students after they visit the office. This is planned to be implemented in Spring 2017 and will begin collecting data. The results of this survey will also be evaluated annually in the Fall term for the previous academic year.

CHC students will express satisfaction with the online application process

At the end of the online admission application, students are asked to complete a brief optional survey about their satisfaction with the online application. This survey is administered and maintained by the State Chancellor's Office and cannot be modified by the college. The survey consists of two questions.

- Question 1 asks: Rate your experience with this application. There are five levels of satisfaction provided to responding students: Very Satisfied, Satisfied, Neutral, Dissatisfied, and Very Dissatisfied. Students who do not answer the question are included in the No Response category.
- Question 2 asks: Would you recommend this application? Here students are provided with two simple choices: yes or no. Again, all students who do not answer the question are included in the No Response category.

Each year, the results of the survey are analyzed by the department. The department has set a minimum standard of 85% or higher level of satisfaction. The results of those who answered the questions show a 90% or higher satisfaction level with the online application and less than 2% indicating they were dissatisfied. The high ratings and the overwhelmingly positive remarks support the continued promotion of the on-line application. Application submittal statistics show that submissions are highest during the months of November, December and January.

Admissions & Records will continue to monitor and evaluate the responses from the application survey each year in the Fall term.

A&R will identify and track the number of HS concurrently enrolled students to better understand trends in the CHC population

Admissions & Records has not been able to accurately track the number of high school concurrently enrolled students due to the way they are processed in Datatel. Programming changes are needed to use custom fields to better track this subgroup of students. Additionally, CHC started working with local high schools to develop a Dual Enrollment Partnership program to offer courses at the high schools. These students are currently entered the same as concurrently enrolled students. A&R needs DCS assistance to code and track the different groups of students in the system before an evaluation can be completed.

A&R will increase students' knowledge of graduation and transfer certification processes by offering workshop to students enrolled in targeted transfer-preparation courses.

As a result of the Lead Evaluator position being vacated, and interim assignments for evaluator position, the department has not been able to begin work on this goal. Evaluation cannot be completed until the staffing level is at an adequate level to allow the evaluation team to offer workshops and collect data on their effectiveness. This goal will remain on the list of SAO's for the department to implement and evaluate in the future.

A&R will improve intradepartmental communication and knowledge by developing a catalog of services/department handbook

In summer 2016, the Admissions & Records Department hired an intern from the University of Redlands to document and start preparing a catalog of services that the A&R department offers. The intern was able to provide an Excel sheet with the various services we provide. However, the department has not been able to continue the efforts in creating a catalog of services due to a shortage of staffing necessary to maintain service levels and perform the functions of the office. This will remain as a project the department will work on but does not have a set date when we anticipate this to be completed. Currently, this project has a low level of priority.

In Spring 2017, the department began using Microsoft Groups. The staff will begin using the Group OneNote to document processes and procedures within the department. This will ultimately become the department handbook for processes and procedures. Currently the group is closed only to A&R staff. Any A&R staff member will have access to add or edit entries in the handbook within OneNote. The staff are working on documenting processes and have set a goal to document a majority of the processes by the end of 2017. However, it will take at least one full-year's cycle to document every process.

5. Unit's Performance on Institutional Quantitative Effectiveness Indicators

Updating this Question is Required on the Annual Plan!

Please discuss your program's performance on each data item below.

a. Non-Instructional Program Effectiveness Evaluation Rubric

i) **Rubric Item:** Describe a significant [innovation or enhancement](#), and the data collected and analyzed that has helped to determine the efficacy of the innovation.

ii) **Rubric Item:** Describe at least three external and internal [partnerships](#) that substantially affect the quality of services to students or clients.

- QLess Virtual Line System - In Fall 2016, Admissions & Records and Financial Aid implement QLess, a virtual line system. Students now have the ability to check-in onto a virtual line, online. This system prevents students from having to physically stand in a line while waiting to be served by the department and has eliminated physical lines. Students are able to sit in the cafeteria or elsewhere while waiting to be served and will receive a text message when it is close to their turn informing them to return to the area. The QLess system also tracks data elements such as average wait times, average transaction times, peak usage periods, and the reason indicated by the student for their

visit to the office. This data will be evaluated in the future to help the departments determine staffing levels of optimum office hours.

- Credentials ERobo Mail Transcript Service - As mentioned in # 3 for outcomes assessments, the department implemented a new service called ERobo Mail from Credentials, our third-party online transcript ordering service. This service allows Credentials to process, print, and mail students transcripts from their facilities rather than waiting for A&R staff to process, print and mail the order. The result has been a significant decrease in the amount of staff time needed to process transcripts as well as a cost savings on security transcript paper. The result has been positive for the department allowing assigned staff to work on other tasks. Also, the money normally used to purchase large quantities of transcript paper each year has been reallocated to purchase needed equipment for the department to operate, such as iPads for staff to use with the QLess system and to help students with registration issues at the counter.
- Education Planning Initiative - CHC is one of several community colleges throughout the state working as a pilot program for the EPI, a program run by the State Chancellor's Office. The EPI is a system that will allow student education plans to be developed online using cross-college information. Students will not be limited to courses at a single college for their education plan. The system will tie into the College's student information system to allow students to register for courses directly from their education plan.

6. Other Unit-Specific Quantitative and Qualitative Results (Student Services Only)

Updating this Question is Required on the Annual Plan!

- a. **Rubric Item:** How do your [program student demographics](#) relate to the college demographics? What are the discrepancies? – Click [HERE](#) to view program and college demographics by year.
- b. Summarize the results of any quantitative or qualitative measures not provided in any previous question that you have chosen to gauge your program's effectiveness (e.g.: number of transfers, degrees, certificates, student contacts, students serviced, student and faculty satisfaction, equity data, correlation data on the relationship between program participation and student outcomes, Perkin's data, equity data, student research experience, student clubs, etc.) Click [HERE](#) to access your program specific data on degrees and certificates.
- c. What improvements/changes have you implemented or do you plan to implement as a result of your analysis of the measures illustrated in 6a and 6b?

A&R has been tracking processed Transcripts, Enrollment Verifications and Veterans Enrollment. Data collected shows that we are consistently processing more Transcripts and Verifications each semester. Data also shows that we are enrolling more Veterans each school year. These numbers are indicative of increasing enrollment and increasing transfer rates. The following two measures have been used to gauge the satisfaction level of students with the program.

- Qless Customer Service POS Survey - As mentioned in #3, the results of the point of service survey indicate a high level of customer satisfaction with the program. For more information, please see the results in #3 and the attached document admissions-pos-results-rn-1524.pdf.

- Transcripts POS Survey - Also mentioned in #3, the results of the point of service survey for the online transcript ordering service indicates a high level of satisfaction with the service provided by the department. A majority of the number of students using the online service would recommend the service to a friend and would prefer to use the online service in the future when ordering transcripts. For more information, please see the SAO response in #3 and the attached file transcript-ordering-evaluations-rrn-1525.pdf.
- Number of Online Transcript Orders - Each year the number of online transcript orders has increased vs. order placed in the office. This indicates that students prefer to use the online service rather than ordering transcripts in-person. This data is an indication that the department has effectively provided a service utilized and preferred by students to order transcripts.

7. Evaluation

Updating this Question is Optional on the Annual Plan!

You have already provided a description and analysis of the program in questions 1-6, please provide an analysis of what is going well/not well and why, in the following areas:

Alternative modes and schedules of delivery (e.g.: early morning, evening services, etc.)

- Innovation and Implementation of best practices
- Efficiency in operations
- Efficiency in resource use
- Staffing
- Participation in shared governance (e.g., do unit members feel they participate effectively in planning and decision-making?)
- Professional development and training
- Group dynamics (e.g., how well do unit members work together?)
- Compliance with applicable mandates

Items not going well with the department:

- Compliance with applicable mandates - compliance often requires DCS programming. We are reliant upon other departments to build the systems for us to be compliant.
- Staffing levels - The Admissions & Records Office has the same staffing levels as it had four years ago. Over the past four years, there have been several changes and interim assignments causing difficulties maintaining service levels for the department. Due to the small number of staff, each staff member has to be cross-trained in most aspect and functions of the department to be effective in assisting students. Thus, each position requires a highly skilled staff member to perform the duties making it difficult to find substitutes that can effectively step in to fill a vacancy.
- Alternative modes of delivery - The department would like to implement more online services to students. Starting in Fall 2016, the department began discussion on how to use the new Cranium Cafe system to provide online technical support to students with the admission and registration systems. However, to offer this online service, it will likely require someone to be assigned to strictly assist students online. Given the workload of the staff members at this time, the department may not be able to implement this service right away until staffing levels increase to the point a staff member can be dedicated to this online service.

Items going well with the department:

- Efficiency in operations and resource use - Despite low staffing levels, the department has performed extremely well with providing services. An example is the Dual Enrollment partnerships which requires a significant level of staff time to assist with admission and registration activities and process paperwork for students.
- Efficiency in resource use - Most of the staff are cross-trained and able to perform many of the functions of the office rather than specializing in a single function.
- Group dynamics - The team members work well together. Often times the staff will joke around with one another in the office. There is a high level of comradery within the office. Many of the staff members consider each other friends and will participate in activities together outside of work. When needed, the team members will pull together to fill a gap in the office to ensure the department is providing services to students.
- Implementation of best practices - Due to low staffing levels the department is required to implement best practices and new technologies to maintain service levels.
- Professional Development and Training - Staff are encouraged to participate in professional development both on and off campus. However, due to budget constraints, sometimes staff are not able to attend workshops or conferences due to the high admission costs of the events.
- Participation in shared governance - The staff actively participate in the decision-making process when implementing new processes or services within the department. Their input and expertise is strongly considered before making any final decisions.

8. Vision

Updating this Question is Optional on the Annual Plan!

a. Tell us your unit's Vision: Where would you like your program to be four years from now? Dream big while considering any upcoming changes (e.g.: new buildings, growth, changes to the service area, etc.).

b. Alignment with the college Vision: **Rubric Item** ([Vision Alignment](#)): The Vision of Crafton Hills College is to be the college of choice for students who seek deep learning, personal growth, a supportive community, and a beautiful collegiate setting. **In what ways does your program advance the vision of the college?**

Mission Statement

The mission of the Admissions & Records Office is to educate students in the use of online services, college policies, procedures and processes related to admissions, registration and student records and to provide accurate and timely admissions, registration, and records services to the college community.

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- Establish a fully functional Veterans Service Department to assist veterans, spouses and their dependents with V.A. educational benefits, counselling services, academic advising, and other related outreach programs

Relationship to college mission and vision

The Admissions and Records Office assists students through the application, registration, and graduation processes to advance their educational goals as a successful student in a quality learning environment. In this way, the mission and vision of the Admissions & Records Department contribute to that of the College's mission and vision.

9. Progress on Prior Goals

Updating this Question is Required on the Annual Plan!

Briefly summarize the progress your unit has made in meeting the goals and objectives identified in your last Four-Year Action Plan.

- **1 - Goal - Provide an optimal level of service to CHC students, faculty, staff and the community while using technological advances where appropriate**

Priority Rank:

1

Objectives:

- **1.1 - Objective - Ensure A&R office is able to meet the needs of the campus community effectively**

Priority Rank:

1

Original Start Date:

01/01/2011

Original End Date:

12/30/2020

Revised Start Date:

01/01/2011

Revised End Date:

12/30/2020

Responsible Person:

Larry Aycock

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Site

Institutional Learning Outcome:

-- Pick One --

Resource Requests:

- **1.1.r1 - A&R Coordinator**

Description

Hire one FTE Admissions & Records Coordinator

Rationale

The previous Admissions & Records Coordinator, Larry Aycock, was promoted to Director of Admissions & Records. As such, the Coordinator position was frozen due to lack of funding. The A&R Coordinator position is crucial to support the functions of the Admissions & Records Office and oversee the daily office functions in the absence of the Director. The A&R Coordinator would oversee the processing of Dual enrollment, non-credit, and other programs which require special processing by A&R staff.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

Funded:

No

Funding Source:

Unknown

First Year Cost/Savings:

\$75,999.00/\$0.00

Second Year Cost/Savings:

\$78,952.00/\$0.00

Third Year Cost/Savings:

\$82,049.00/\$0.00

- **1.1.r2 - A&R Specialist - Dual Enrollment**

Description

Hire one FTE Admissions & Records Specialist to assist with processing paperwork for the dual enrollment programs and partnerships.

Rationale

Additional A&R Specialists are needed to assist with programs such as Dual Enrollment and non-credit registrations. Additionally, international admissions is planned to be moved to Admissions & Records as part of the proposed phase 3 of the Student Services Reorganization. Each of these programs requires specialized skills and knowledge in order to perform the functions necessary to support the programs.

Additional staffing is needed to assist dual enrollment students on the phone and in-person. This A&R Specialist would primarily be responsible for assisting students through the dual enrollment process at partnering

high schools and would work directly with the office of Instruction for contract ed courses offered at the high school. This specialist would process all dual enrollment paperwork for courses offered at local high schools through contract ed. Processing for this programs requires specialized skills/knowledge to troubleshoot and resolve issues as they arise.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

Funded:

No

Funding Source:

Unknown

First Year Cost/Savings:

\$63,068.00/\$0.00

Second Year Cost/Savings:

\$65,361.00/\$0.00

Third Year Cost/Savings:

\$67,799.00/\$0.00

▪ **1.1.r3 - A&R Specialist - Non-Credit**

Description

Hire one FTE Admissions & Records Specialist to assist with processing paperwork for the non-credit programs and partnerships.

Rationale

Additional A&R Specialists are needed to assist with programs such as Dual Enrollment and non-credit registrations. Additionally, international admissions is planned to be moved to Admissions & Records as part of the proposed phase 3 of the Student Services Reorganization. Each of these programs requires specialized skills and knowledge in order to perform the functions necessary to support the programs.

Additional staffing is needed to admit and process enrollments for the non-credit program. This A&R Specialist would primarily be responsible for assisting students through the enrollment process for non-credit courses. Processing for this programs requires specialized skills/knowledge to troubleshoot and resolve issues as they arise.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

Funded:

No

Funding Source:

Unknown

First Year Cost/Savings:

\$63,068.00/\$0.00

Second Year Cost/Savings:

\$65,361.00/\$0.00

Third Year Cost/Savings:

\$67,799.00/\$0.00

▪ **1.1.r4 - A&R Specialist - International Admissions**

Description

Hire one .5 FTE Admissions & Records Specialist to assist with processing paperwork for international student admissions

Rationale

Additional A&R Specialists are needed to assist with programs such as Dual Enrollment and non-credit registrations. Additionally, international admissions is planned to be moved to Admissions & Records as part of the proposed phase 3 of the Student Services Reorganization. Each of these programs requires specialized skills and knowledge in order to perform the functions necessary to support the programs.

Additional staffing is needed to assist international students with the SEVIS certification process. This A&R Specialist would primarily be responsible for admitting and assisting international students through the enrollment process. This position requires specialized training to stay current with applicable laws and regulations regarding international admissions and reporting requirements.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

Funded:

No

Funding Source:

Unknown

First Year Cost/Savings:

\$31,534.00/\$0.00

Second Year Cost/Savings:

\$32,680.00/\$0.00

Third Year Cost/Savings:

\$33,899.00/\$0.00

▪ **1.1.r5 - Increase A&R Budget**

Description

The department is requesting an increase to the discretionary budget in the amount of \$2028.00 which would give a total of \$10,000.00 for the department to use each year.

Rationale

A&R's current annual budget for supplies is \$7972.00. These funds are used to purchase the following:

- Office supplies for the staff to perform their duties and complete tasks
- Diploma paper and supplies

- Transcript paper and supplies
- Office equipment needed to perform the duties and functions of the department
- Sending staff to off-campus trainings, conferences, and workshops
 - Currently, the availability to send staff to trainings & conferences is dependant on whether or not other funding sources can pay for the staff member to attend.
 - Shared cost of various software contracts such as QLess, TES, etc.

The department is requesting an increase to the discretionary budget in the amount of \$2028.00 which would give a total of \$10,000.00 for the department to use each year. This increase will allow the department to purchase necessary equipment for the operations of the office and provide the ability to send more staff to off-campus trainings and conferences.

Resource Type:

Ongoing

Expenditure Category:

Non-Instructional Supplies (4500)

Funded:

No

Funding Source:

Unknown

First Year Cost/Savings:

\$2,028.00/\$0.00

Second Year Cost/Savings:

\$2,028.00/\$0.00

Third Year Cost/Savings:

\$2,028.00/\$0.00

▪ **1.1.r6 - Records Evaluator**

Description

Hire one additional FTE Records Evaluator

Rationale

An additional Evaluator is needed in order to provide all matriculated students at Crafton Hills College the opportunity to have a detailed official course by course evaluation of their academic history. Currently, two evaluators serves the entire CHC student population. Due to limited resources, only students who have earned residency (12 units) at Crafton are able to receive an official evaluation. The evaluation is critical in helping students make a clear and informed decision regarding transfer, graduation, career and educational planning, and basic skill remediation. The Evaluators are responsible for the development, maintenance and implementation of the Degree Audit system as well as evaluating records to determine eligibility for graduation, prerequisites, EOP&S, Respiratory Program, Radiology Program, veterans services, financial aid term dismissal evaluations, and CSU and IGETC certification for transfer. The proposed addition of one evaluator would be instrumental in successfully managing all aspects of these responsibilities while serving all

matriculated students at Crafton. Additional evaluators would allow the evaluation processes to take place at the front end (admissions to the college) for students rather than the back end (graduation).

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

Funded:

No

Funding Source:

Unknown

First Year Cost/Savings:

\$71,501.00/\$0.00

Second Year Cost/Savings:

\$74,230.00/\$0.00

Third Year Cost/Savings:

\$77,091.00/\$0.00

- **1.1.r7 - Administrative Secretary**

Description

Hire one FTE Administrative Secretary for the Admissions & Records Office.

Rationale

Hiring an Administrative Secretary for the Admissions & Records Office will assist the department with supply orders, preparing conference and travel paperwork, scheduling appointments with the Director, evaluators and other staff, etc. Adding a secretary will also align services to match A&R resources at our sister college, SBVC.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

Funded:

No

Funding Source:

Unknown

First Year Cost/Savings:

\$69,103.00/\$0.00

Second Year Cost/Savings:

\$71,727.00/\$0.00

Third Year Cost/Savings:

\$74,451.00/\$0.00

Actions/Activities:

- **1.1.a1 - Implement Virtual Phone System**

Work with DCS to setup, test, and implement the virtual phone system with auto attendant and automatic phone queuing for call waiting.

During peak times throughout the year, it is difficult for A&R staff to answer the high volume of calls to the office. When a student calls the office, the line continues to ring until a staff member can answer the call. The caller does not know that they are in a queue because the call continues to ring endlessly. This results in complaints from students who think that the office staff are not answering phones. A virtual phone system with auto attendant will allow the caller to select what they are calling about and have their call directed to the appropriate person or recording with the pertinent information. In addition, the system will allow callers who are waiting to be placed in a holding queue and be told how many callers are ahead of them along with the approximate wait times before their call is answered. This will allow students to know that their call is important and they are not being ignored.

Start Date:

05/01/2014

End Date:

12/30/2017

Responsible Person:

Larry Aycock

Status Code:

Work is Underway

Progress Description:

In Fall 2018, the phone queue system was implemented with great success. Immediately, complaints about A&R not answering phones were reduced to almost zero. Data from the phone queue system shows that calls are answered within 1.5 minutes on average. The average call length is three minutes. The next step is to implement more reporting features and a phone tree with options for the student to select from with pre-recorded information. A new upgrade to the system is planned to be implemented in March 2019 which will have significant improvements to the reporting functions.

Measurements/Documentation of Progress:

N/A

- **1.2 - Objective - Increase, and maintain the variety and quality of online and automated services for CHC students**

Priority Rank:

3

Original Start Date:

01/01/2011

Original End Date:

12/30/2019

Revised Start Date:

01/01/2011

Revised End Date:

12/30/2019

Responsible Person:

Larry Aycock
Strategic Direction:
9. Optimize Resources
Impact Type:
Site
Institutional Learning Outcome:
-- Pick One --

Actions/Activities:

▪ **1.2.a1 - Develop Online Positive Attendance Submission Process**

Develop a process for instructors to post Positive Attendance online.

Start Date:

01/01/2013

End Date:

12/30/2018

Responsible Person:

Larry Aycock

Status Code:

Work is Underway

Progress Description:

District Computing Services is in the progress of researching options for the Datatel delivered function for submitting positive attendance through Self-Service.

Measurements/Documentation of Progress:

Na

○ **1.3 - Objective - Transfer International Student Admissions to A&R Dept.**

Priority Rank:

13

Original Start Date:

01/01/2012

Original End Date:

06/30/2019

Revised Start Date:

01/01/2012

Revised End Date:

06/30/2019

Responsible Person:

Larry Aycock

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Division

Institutional Learning Outcome:

-- Pick One --

Resource Requests:

- **1.3.r1 - Funding for Mandated Training of Assigned Staff
Description**

Funds to send assigned staff to mandated training sessions and related workshops/conferences.

Rationale

Admissions & Records does not currently have funds budgeted to allow assigned staff to attend mandated training sessions/conferences.

Resource Type:

Ongoing

Expenditure Category:

Conference and Travel (5200)

Funded:

No

Funding Source:

Unknown

Actions/Activities:

- **1.3.a1 - Training for Designated Staff**

Send designated staff to appropriate/mandated conferences and training sessions.

Start Date:

01/01/2012

End Date:

12/30/2019

Responsible Person:

Larry Aycock

Status Code:

Work is Planned but not yet firmly scheduled

Progress Description:

This objective remains unfunded at this time.

Measurements/Documentation of Progress:

NA

- **1.3.a2 - Transfer International Admissions to A&R Dept.**

Implement transfer of responsibility from Counseling to Admissions & Records as part of Phase 3 of the Student Services Division reorganization.

Start Date:

01/01/2012

End Date:

12/30/2019

Responsible Person:

Larry Aycock

Status Code:

Work is Planned but not yet firmly scheduled

Progress Description:

Until we acquire funding to train staff on international admissions, we are unable to move this function to the Admissions & Records Dept.

Measurements/Documentation of Progress:

NA

- **2 - Goal - Develop, streamline and improve internal processes and services**

Priority Rank:

2

Objectives:

- **2.1 - Objective - Full Automation of CCCApply Imports**

Priority Rank:

11

Original Start Date:

01/01/2011

Original End Date:

06/30/2019

Revised Start Date:

01/01/2011

Revised End Date:

06/30/2019

Responsible Person:

Larry Aycock

Strategic Direction:

9. Optimize Resources

Impact Type:

Department

Institutional Learning Outcome:

-- Pick One --

Status Code:

Work is Planned but not yet firmly scheduled

Progress Description:

This objective requires DCS programming to automate the process. DCS is unwilling to customize programming to automate processes. As such, this is a low priority for DCS.

- **3 - Goal - Adopt strategies for continuous development and quality improvement of services and staff**

Priority Rank:

3

Objectives:

- **3.1 - Objective - Ensure that appropriate measurement strategies are selected**

Priority Rank:

4

Original Start Date:

07/01/2010

Original End Date:

06/30/2018

Revised Start Date:

07/01/2010

Revised End Date:

06/30/2018

Responsible Person:

Larry Aycock

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Department

Institutional Learning Outcome:

-- Pick One --

Actions/Activities:

▪ **3.1.a1 - Develop A&R Mission, Vision, and Values**

Use staff meetings to develop departmental Mission, Vision, and Values that align with college Missions, Vision, and Values around the Engage, Learn, and Advance themes.

Start Date:

01/01/2014

End Date:

06/30/2018

Responsible Person:

Larry Aycock

Status Code:

Work is Underway

Progress Description:

A&R is in the process of developing an updated mission, vision, and values statements that directly align with the college mission, vision, and values.

Measurements/Documentation of Progress:

NA

▪ **3.1.a2 - Update/Develop new Department SAO's**

Update and add additional A&R SAO's annually and use the information for program improvement

Start Date:

01/01/2014

End Date:

06/30/2018

Responsible Person:

Larry Aycock

Status Code:

Work is Underway

Progress Description:

The A&R Department is currently in progress of updating current SAO's and defining new measurements.

Measurements/Documentation of Progress:

NA

○ **3.2 - Objective - Ensure continuous professional development of staff**

Priority Rank:

2

Original Start Date:

08/01/2013
Original End Date:
12/30/2018
Revised Start Date:
08/01/2013
Revised End Date:
12/30/2018
Responsible Person:
Larry Aycock
Strategic Direction:
8. Support Employee Growth
Impact Type:
Department
Institutional Learning Outcome:
-- Pick One --

Actions/Activities:

- **3.2.a1 - Develop a method to evaluate student workers and provide constructive feedback**

Develop a method to evaluate student workers and provide constructive feedback

Start Date:

01/01/2014

End Date:

06/30/2018

Responsible Person:

Steve Rush

Status Code:

Work is Underway

Progress Description:

A&R is currently developing an evaluation form for student workers as well as an onboarding training presentation.

Measurements/Documentation of Progress:

NA

- **4 - Goal - Expand and provide an optimal level of service to veterans, their spouses and dependents**

Priority Rank:

4

Objectives:

- **4.1 - Objective - Enhance services offered through Veterans Resource Center**

Priority Rank:

12

Original Start Date:

01/01/2012

Original End Date:

12/30/2017

Revised Start Date:

01/01/2012

Revised End Date:

12/30/2017

Responsible Person:

Larry Aycock / Steve Rush

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Site

Institutional Learning Outcome:

-- Pick One --

Status Code:

Work is Underway

Progress Description:

We are currently in the process of recruiting to fill the vacant Veterans Resource Coordinator position.

Resource Requests:

- **4.1.r1 - VA Certifying Official**

Description

Hire one FTE VA Certifying Official

Rationale

This position is an administrative support person who processes certifying paperwork for veterans, military members and their dependents. This position acts as a liaison between the campus and the Veterans Administration and promotes the student veterans' integration into the campus community and serves a central contact for student veteran issues. Of the 90,000 U.S. troops currently deployed, 22,000 are expected to return home by this autumn, with the remaining scheduled to withdraw "at a steady pace" by the end of 2014. An influx of returning veterans will use their G.I. Bill benefits to attend colleges and universities. It is anticipated that an increased workload will require the current VA Certifying official be increased from 60% dedicated to VA related duties to 100% within the next three years.

This position does not currently exist but would be similar to the duties of an Admissions & Records Specialist.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

Funded:

No

Funding Source:

Unknown

First Year Cost/Savings:

\$63,068.00/\$0.00

Second Year Cost/Savings:

\$65,361.00/\$0.00

Third Year Cost/Savings:

\$67,799.00/\$0.00

▪ **4.1.r2 - VA Work Study Position(s)**

Description

Hire VA Work Study Position(s)

Rationale

VA Work Study positions are fully funded by the U.S. Dept. of Veterans Affairs and can augment a Veteran's Liaison position and the Veterans Certifying Official. A work-study position can serve as the point of contact (POC) for student support services and referrals regarding VA educational benefits.

Resource Type:

Ongoing

Expenditure Category:

Work/Study Hourly (2383)

Funded:

No

Funding Source:

Unknown

10. Four-Year Action Plan (Goals, Objectives, Resources, and Actions)

Updating this Question is **Required** on the Annual Plan!

Rubric Item: Reflect on your responses to all the previous questions. Complete the Four-Year Action Plan, entering the specific program goals ([goal rubric](#)) and objectives ([objective rubric](#)) you have formulated to maintain or enhance your strengths, or to address identified weaknesses.

In writing your objectives and developing your resource requests, take into account student learning and program assessment results. Assign an overall priority to each goal and each objective. In addition, enter any actions and/or resources required to achieve each objective. (Click here to see a definition of [goals](#), [objectives](#), [actions](#), and how they work [together](#).)

- **1 - Goal - Provide an optimal level of service to CHC students, faculty, staff and the community while using technological advances where appropriate**

Priority Rank:

1

Objectives:

- **1.1 - Objective - Ensure A&R office is able to meet the needs of the campus community effectively**

Priority Rank:

1

Start Date:

01/01/2011

End Date:

12/30/2020

Responsible Person:

Larry Aycock

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Site

Institutional Learning Outcome:

Not Applicable

Resource Requests:

- **1.1.r1 - A&R Coordinator**

Description

Hire one FTE Admissions & Records Coordinator

Rationale

The previous Admissions & Records Coordinator, Larry Aycock, was promoted to Director of Admissions & Records. As such, the Coordinator position was frozen due to lack of funding. The A&R Coordinator position is crucial to support the functions of the Admissions & Records Office and oversee the daily office functions in the absence of the Director. The A&R Coordinator would oversee the processing of Dual enrollment, non-credit, and other programs which require special processing by A&R staff.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

First Year Cost/Savings:

\$75,999.00/\$0.00

Second Year Cost/Savings:

\$78,952.00/\$0.00

Third Year Cost/Savings:

\$82,049.00/\$0.00

- **1.1.r2 - A&R Specialist - Dual Enrollment/Non-Credit**

Description

Hire one FTE Admissions & Records Specialist to assist with processing paperwork for the dual enrollment and non-credit programs and partnerships.

Rationale

Additional A&R Specialists are needed to assist with programs such as Dual Enrollment and non-credit registrations. Additionally, international admissions is planned to be moved to Admissions & Records as part of the proposed phase 3 of the Student Services Reorganization. Each of these programs requires specialized skills and knowledge in order to perform the functions necessary to support the programs.

Additional staffing is needed to assist dual enrollment students on the phone and in-person. This A&R Specialist would primarily be responsible for assisting students through the dual enrollment process at partnering high schools and would work directly with the office of Instruction for contract ed courses offered at the high school. This specialist would

process all dual enrollment paperwork for courses offered at local high schools through contract ed. Processing for this programs requires specialized skills/knowledge to troubleshoot and resolve issues as they arise.

Additional A&R Specialists are needed to assist with programs such as Dual Enrollment and non-credit registrations. Additionally, international admissions is planned to be moved to Admissions & Records as part of the proposed phase 3 of the Student Services Reorganization. Each of these programs requires specialized skills and knowledge in order to perform the functions necessary to support the programs.

Additional staffing is needed to admit and process enrollments for the non-credit program. This A&R Specialist would primarily be responsible for assisting students through the enrollment process for non-credit courses. Processing for these programs requires specialized skills/knowledge to troubleshoot and resolve issues as they arise.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

First Year Cost/Savings:

\$63,068.00/\$0.00

Second Year Cost/Savings:

\$65,361.00/\$0.00

Third Year Cost/Savings:

\$67,799.00/\$0.00

- **1.1.r3 - A&R Specialist - International Admissions**

Description

Hire one .5 FTE Admissions & Records Specialist to assist with processing paperwork for international student admissions

Rationale

Additional A&R Specialists are needed to assist with programs such as Dual Enrollment and non-credit registrations. Additionally, international admissions is planned to be moved to Admissions & Records as part of the proposed phase 3 of the Student Services Reorganization. Each of these programs requires specialized skills and knowledge in order to perform the functions necessary to support the programs.

Additional staffing is needed to assist international students with the SEVIS certification process. This A&R Specialist would primarily be responsible for admitting and assisting international students through the enrollment process. This position requires specialized training to stay current with applicable laws and regulations regarding international admissions and reporting requirements.

Resource Type:

Ongoing

Expenditure Category:
Classified Unit Member Non-Instruction (2181)
First Year Cost/Savings:
\$31,534.00/\$0.00
Second Year Cost/Savings:
\$32,680.00/\$0.00
Third Year Cost/Savings:
\$33,899.00/\$0.00

▪ **1.1.r4 - Increase A&R Budget**

Description

The department is requesting an increase to the discretionary budget in the amount of \$2028.00 which would give a total of \$10,000.00 for the department to use each year.

Rationale

A&R's current annual budget for supplies is \$7972.00. These funds are used to purchase the following:

- Office supplies for the staff to perform their duties and complete tasks
- Diploma paper and supplies
- Transcript paper and supplies
- Office equipment needed to perform the duties and functions of the department
- Sending staff to off-campus trainings, conferences, and workshops
 - Currently, the availability to send staff to trainings & conferences is dependant on whether or not other funding sources can pay for the staff member to attend.
- Shared cost of various software contracts such as QLess, TES, etc.

The department is requesting an increase to the discretionary budget in the amount of \$2028.00 which would give a total of \$10,000.00 for the department to use each year. This increase will allow the department to purchase necessary equipment for the operations of the office and provide the ability to send more staff to off-campus trainings and conferences.

Resource Type:

Ongoing

Expenditure Category:
Non-Instructional Supplies (4500)
First Year Cost/Savings:
\$2,028.00/\$0.00
Second Year Cost/Savings:
\$2,028.00/\$0.00
Third Year Cost/Savings:
\$2,028.00/\$0.00

▪ **1.1.r5 - Records Evaluator**

Description

Hire one additional FTE Records Evaluator

Rationale

An additional Evaluator is needed in order to provide all matriculated students at Crafton Hills College the opportunity to have a detailed official course by course evaluation of their academic history. Currently, two evaluators serves the entire CHC student population. Due to limited resources, only students who have earned residency (12 units) at Crafton are able to receive an official evaluation. The evaluation is critical in helping students make a clear and informed decision regarding transfer, graduation, career and educational planning, and basic skill remediation. The Evaluators are responsible for the development, maintenance and implementation of the Degree Audit system as well as evaluating records to determine eligibility for graduation, prerequisites, EOP&S, Respiratory Program, Radiology Program, veterans services, financial aid term dismissal evaluations, and CSU and IGETC certification for transfer. The proposed addition of one evaluator would be instrumental in successfully managing all aspects of these responsibilities while serving all matriculated students at Crafton. Additional evaluators would allow the evaluation processes to take place at the front end (admissions to the college) for students rather than the back end (graduation).

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

First Year Cost/Savings:

\$71,501.00/\$0.00

Second Year Cost/Savings:

\$74,230.00/\$0.00

Third Year Cost/Savings:

\$77,091.00/\$0.00

▪ **1.1.r6 - Administrative Secretary**

Description

Hire one FTE Administrative Secretary for the Admissions & Records Office.

Rationale

Hiring an Administrative Secretary for the Admissions & Records Office will assist the department with supply orders, preparing conference and travel paperwork, scheduling appointments with the Director, evaluators and other staff, and would assist as the point of contact for other departments when requesting assistance from A&R, etc. Adding a secretary will also align services to match A&R resources at our sister college, SBVC.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

First Year Cost/Savings:

\$69,103.00/\$0.00

Second Year Cost/Savings:

\$71,727.00/\$0.00

Third Year Cost/Savings:

\$74,451.00/\$0.00

- **1.2 - Objective - Increase, and maintain the variety and quality of online and automated services for CHC students**

Priority Rank:

3

Start Date:

01/01/2011

End Date:

12/30/2019

Responsible Person:

Larry Aycock

Strategic Direction:

9. Optimize Resources

Impact Type:

Site

Institutional Learning Outcome:

Not Applicable

Actions/Activities:

- **1.2.a1 - Develop Online Positive Attendance Submission Process**

Develop a process for instructors to post Positive Attendance online.

Start Date:

01/01/2013

End Date:

12/30/2018

Responsible Person:

Larry Aycock

- **1.3 - Objective - Transfer International Student Admissions to A&R Dept.**

Priority Rank:

13

Start Date:

01/01/2012

End Date:

06/30/2019

Responsible Person:

Larry Aycock

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Division

Institutional Learning Outcome:

Not Applicable

Resource Requests:

- **1.3.r1 - Funding for Mandated Training of Assigned Staff**

Description

Funds to send assigned staff to mandated training sessions and related workshops/conferences.

Rationale

Admissions & Records does not currently have funds budgeted to allow assigned staff to attend mandated training sessions/conferences.

Resource Type:

Ongoing

Expenditure Category:

Conference and Travel (5200)

Actions/Activities:

- **1.3.a1 - Training for Designated Staff**

Send designated staff to appropriate/mandated conferences and training sessions.

Start Date:

01/01/2012

End Date:

12/30/2019

Responsible Person:

Larry Aycock

- **1.3.a2 - Transfer International Admissions to A&R Dept.**

Implement transfer of responsibility from Counseling to Admissions & Records as part of Phase 3 of the Student Services Division reorganization.

Start Date:

01/01/2012

End Date:

12/30/2019

Responsible Person:

Larry Aycock

- **2 - Goal - Develop, streamline and improve internal processes and services**

Priority Rank:

2

Objectives:

- **2.1 - Objective - Full Automation of CCCApply Imports**

Priority Rank:

11

Start Date:

01/01/2011

End Date:

06/30/2019

Responsible Person:

Larry Aycock

Strategic Direction:

9. Optimize Resources

Impact Type:

Department
Institutional Learning Outcome:
Not Applicable

- **3 - Goal - Adopt strategies for continuous development and quality improvement of services and staff**

Priority Rank:

3

Objectives:

- **3.1 - Objective - Ensure that appropriate measurement strategies are selected**

Priority Rank:

4

Start Date:

07/01/2010

End Date:

06/30/2018

Responsible Person:

Larry Aycock

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Department

Institutional Learning Outcome:

Not Applicable

Actions/Activities:

- **3.1.a1 - Develop A&R Mission, Vision, and Values**

Use staff meetings to develop departmental Mission, Vision, and Values that align with college Missions, Vision, and Values around the Engage, Learn, and Advance themes.

Start Date:

01/01/2014

End Date:

06/30/2018

Responsible Person:

Larry Aycock

- **3.1.a2 - Update/Develop new Department SAO's**

Update and add additional A&R SAO's annually and use the information for program improvement

Start Date:

01/01/2014

End Date:

06/30/2018

Responsible Person:

Larry Aycock

- **3.2 - Objective - Ensure continuous professional development of staff**

Priority Rank:

2

Start Date:
08/01/2013
End Date:
12/30/2018
Responsible Person:
Larry Aycock
Strategic Direction:
8. Support Employee Growth
Impact Type:
Department
Institutional Learning Outcome:
Not Applicable

Actions/Activities:

- **3.2.a1 - Develop a method to evaluate student workers and provide constructive feedback**

Develop a method to evaluate student workers and provide constructive feedback

Start Date:

01/01/2014

End Date:

06/30/2018

Responsible Person:

Steve Rush

- **4 - Goal - Expand and provide an optimal level of service to veterans, their spouses and dependents**

Priority Rank:

4

Objectives:

- **4.1 - Objective - Enhance services offered through Veterans Resource Center**

Priority Rank:

12

Start Date:

01/01/2012

End Date:

12/30/2017

Responsible Person:

Larry Aycock / Steve Rush

Strategic Direction:

7. Develop Programs and Services

Impact Type:

Site

Institutional Learning Outcome:

Not Applicable

Resource Requests:

- **4.1.r1 - VA Certifying Official Description**

Hire one FTE VA Certifying Official

Rationale

This position is an administrative support person who processes certifying paperwork for veterans, military members and their dependents. This position acts as a liaison between the campus and the Veterans Administration and promotes the student veterans' integration into the campus community and serves a central contact for student veteran issues. Of the 90,000 U.S. troops currently deployed, 22,000 are expected to return home by this autumn, with the remaining scheduled to withdraw "at a steady pace" by the end of 2014. An influx of returning veterans will use their G.I. Bill benefits to attend colleges and universities. It is anticipated that an increased workload will require the current VA Certifying official be increased from 60% dedicated to VA related duties to 100% within the next three years.

This position does not currently exist but would be similar to the duties of an Admissions & Records Specialist.

Resource Type:

Ongoing

Expenditure Category:

Classified Unit Member Non-Instruction (2181)

First Year Cost/Savings:

\$63,068.00/\$0.00

Second Year Cost/Savings:

\$65,361.00/\$0.00

Third Year Cost/Savings:

\$67,799.00/\$0.00

- **4.1.r2 - VA Work Study Position(s)**

Description

Hire VA Work Study Position(s)

Rationale

VA Work Study positions are fully funded by the U.S. Dept. of Veterans Affairs and can augment a Veteran's Liaison position and the Veterans Certifying Official. A work-study position can serve as the point of contact (POC) for student support services and referrals regarding VA educational benefits.

Resource Type:

Ongoing

Expenditure Category:

Work/Study Hourly (2383)

11. Comments

This space is provided for participants and managers to make additional comments. Comments are not required.

There are no comments for this plan.

12. Supporting Documents

This question is for attaching supplemental materials. Supporting documents are not required.

There are no supporting documents for this plan.