



Admissions & Records

Student Services

Vision/Narrative

The Office of Admissions and Records compiles and maintains academic enrollment records for the College. We strive to provide accurate, responsive and respectful support services to students, staff and faculty. We are committed to the development of staff, the equitable application of policies, uncomplicated and reasonable procedures and the use of current technology to enhance students' success wherever possible. The Admissions and Records Office serves the Gavilan College community by providing three distinct areas of service: • Admission of eligible applicants, • Registration services • Collection and maintenance of official academic and graduation records for all time. Learning to use the services of the Admissions & Records Office is an integral part of a Gavilan student's education. Our goal is to provide an experience that exemplifies the respectful treatment expected of them as students and to offer the information and access to technology that enables them to act on their own behalf. Policies must be widely and clearly communicated and consistently administered in the spirit of their intent. Flexibility, guided by a commitment to institutional integrity, is an important value of this program. This office strives to provide leadership in the development and implementation of electronic processes, which support and integrate services delivered to students, staff and faculty. A&R supports technology that provides access to data used for research, decision-making and state reporting.

Feedback from Supervisor / Dean

The Admissions office has had a year of challenges, but has continued to work toward better communication with faculty and staff related to compliance and improved services to students. The office has seen an increase in degrees and certificates, which has benefited the college.



Program Objective 1: Improve enrollment projections and reduce audit findings related to enrollment/Census collection.

Strategy and Goal(s):

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #2: Assess Service Area and Student Learning results to inform program plans, make program improvements, and determine resource allocation.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: Online census reporting has been implemented as well as multiple email reminders before, during and after census due dates.

Activity 1: Provide timely assessment of enrollment reporting issues to Cabinet. Work with the Scheduling office and Dean of IR to determine best practices and assist in enrollment management process.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Continue communication efforts with faculty to increase number of faculty who use online census by 10 per year.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	Admissions has been instrumental in the continued focus on improving enrollment data, reducing audit findings, and projecting enrollment to support fiscal and Instructional planning.	11
Budget Committee		
President's Council		



Program Objective 2: Increase access and enrollment by collaborating with sites, services, and Guided Pathways planning teams to ensure seamless and transparent processes.

Strategy and Goal(s):

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #2: Assess Service Area and Student Learning results to inform program plans, make program improvements, and determine resource allocation.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: A&R has been working with the Welcome Center, Outreach, Financial Aid and Counseling to improve communication and online webpage information. New forms for AB 540 and residency have been uploaded, and a Steps for New Students Card is being updated. The Sites have provided staffing support regularly resulting in improved communication and collaboration. This year we will focus on creating a master approach (in writing) to onboarding students by participating in Guided Pathways planning and implementation.

Activity 1: Work with the Welcome Center, Outreach, Financial Aid, and Counseling to create a master approach to onboarding students.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		12
Budget Committee		
President's Council		



Program Objective 3: Develop and implement long-term tech enhancements leading to improved efficiency and compliance.

Strategy and Goal(s):

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #2: Assess Service Area and Student Learning results to inform program plans, make program improvements, and determine resource allocation.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: The number of degrees and certificates awarded last year increased by 11.8%. The goal to increase by 10 the number of degrees and certificates resulted in an increase of 1370%! Work will continue in this area to continue increasing degrees/certificates awarded by 10 this year as well. Collaborating with the Enrollment Management and Guided Pathways teams will also have an impact on completion.

Activity 1: Continue to work with IT to maximize Banner reporting capability and enhance student experience.

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President		10
Budget Committee		
President's Council		



Program Objective 4: Increase the number of awarded certificates and degrees by 10 each year.

Strategy and Goal(s):

Strategy #2: Increase student completion and meet institutional goals, improve student services and enhance curriculum and programs.

Goal #2: Assess Service Area and Student Learning results to inform program plans, make program improvements, and determine resource allocation.

IEC Program Review:

No: The State has increased focus on outcomes and awards.

Progress:

Yes: The number of degrees and certificates awarded last year increased by 11.8%. Our goal to increase the number of degrees and certificates by 10 resulted in an increase of 1370%! However, we need to continue work in this area, develop more streamlined processes with counseling/departments for identification of eligible graduates and improve degree petition evaluation, degree awarding and timeline for diploma mailing.

Activity 1: Identify students within a certain range of earned units and request counseling appt.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Follow up with students who have not completed graduation requirements.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Work with CTE and other programs to increase awards in their areas.

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: Work with counselors to support a flexible timeline to submit graduation petitions for students identified within a certain range of earned units

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

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**Admissions & Records**

Academic Year 2018-19

Ranker	Comments	Rank
Dean		
Vice-President	The creation of an Evaluations position has increased Admissions' ability to do more outreach to potential graduates/award earners and expedite the completion of grad petitions, degree awards, and transfer documentation.	12
Budget Committee		
President's Council		



Program Objective 5: Provide training opportunities to A&R staff in customer service and job related topics

Strategy and Goal(s):

Strategy #4: Recruit and develop employees to foster success for our diverse students.
Goal #2: Assess professional development needs for employees and provide training opportunities.

IEC Program Review:

No: This objective is directly related to the new Strategic Plan.

Progress:

No:

Activity 1: Provide professional development opportunities at regional/state conferences

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 2: Provide professional development opportunities on campus and locally

Personnel Request - *none*
Non-Personnel Request - *none*

Activity 3: Provide additional training on Banner 9 to reduce impact on services and departmental response.

Personnel Request - *none*
Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
SIG or Ellucian training	\$ 20000.00	SSSP / One-Time
<i>Total Requested</i>	<i>\$ 20000.00</i>	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	Any new tech implementation or change may have a negative impact on	12



	service delivery, enrollment or other institutional matters. As a result, being proactive in requesting training and anticipating potential challenges will result in fewer unpredicted consequences to the upgrade.	
Budget Committee		
President's Council		



Program Objective 6: Convert Microfiche/Microfilm Documents

Strategy and Goal(s):

Not Applicable: Converting microfiche/film to electronic documents is a technology improvement

IEC Program Review:

No: Records from the 1950s thru mid late 1980's are currently on microfiche. The transfer of the data on the microfilm to the document imaging system will enable staff to provide student transcripts and records faster and more efficiently with appropriate backups. Currently the microfiche is in a vault, but there is no backup to those records.

Progress:

No: The cost of this project has been prohibitive based on the current College budget.

Activity 1: Identify vendors based on recommendations from other community colleges

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Receive quotes and select vendor

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
microfiche conversion to electronic documents	\$ 75000.00	General Fund / One-Time
<i>Total Requested</i>	<i>\$ 75000.00</i>	

Activity 3: Provide microfilm to vendor for conversion

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: Test output and upload data.

Personnel Request - *none*

Non-Personnel Request - *none*



Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	Unfortunately, this is a records/doc protection issue and although having no bearing on student success is a responsibility of the college to provide secure and accurate records.	4
Budget Committee		
President's Council		