

Admissions and Records - Status Update

Recommendation:

Hire FT Banner Tec Support staff for Admissions and Records.

Progress:

This position (Admissions & Records Technical Analyst) was recommended in the Classification study (see page 10 of the document attached). No progress has occurred yet regarding the hiring for this position.

Recommendation:

Continue cross training even after new staff is hired, as well as when new upgrades and changes emerge.

Progress:

Ongoing cross training is in process. The front counter person and the transcript person switched places for several weeks before and during Fall registration to enable both to learn the skills and processes thoroughly. Since then, the staff person originally responsible for transcripts and high school student contracts etc. (and who was temporarily assigned to the front counter) transferred to a different department, so the cross training became especially valuable! The staff person who was temporarily responsible for transcripts/high school students continues to perform those duties and we are taking turns covering the front counter until that position can be backfilled. Other cross training occurs frequently and our next goal is for FAQs and user manuals to be created on primary tasks and duties within the office. This will assist staff when someone is out of the office.

Recommendation:

Continue pursuing making A& R front counter ADA compliant. Obtain appropriate layouts by ADA specialist. Continue working through shared governance: HSMG.

Progress:

The front counter for A&R is now located on the Admin side of the building and shares the space with the Financial Aid front counter. This counter was rebuilt during the retrofit and meets meets meets ADA regulations. This project is complete.