

IEC PROGRAM REVIEW

Executive Summary: Admissions and Records

Major Program Goals:

1. Upgrade to the latest version of Banner.
2. Hire 2 additional staff
3. Implement and customize new software/mobile apps to support communication with students/instructors.
4. Identify ways to streamline intake process with high school students.
5. Explore with the faculty options for creating a more efficient attendance tracking and grading process.

Concerns/Trends:

1. Limited staffing and new employees
2. SSSP initiatives require new processes and increase work for Admissions & Records
3. Front Counter not ADA Compliant
4. Priority Registration has increased from 3 levels to 5.

Plans for Addressing Concerns:

1. New employees are being cross trained
2. Hire 2 additional staff members to help distribute the work

IEC Recommendations:

1. Hire FT Banner Tec Support staff for Admissions and Records
2. Continue cross training even after new staff is hired, as well as when new upgrades and changes emerge.
3. Continue pursuing making A& R front counter ADA compliant. Obtain appropriate layouts by ADA specialist. Continue working through shared governance: HSFG

Self-Study Summary: Admissions and Records

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 faculty, staff and students. 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.

Significant accomplishments include the following:

- Implementation of an online parking permit order process. Students have a single sign-on with their myGav login, and order parking permits which are mailed to the address they designate. This eliminates the need for students to stand in line to purchase a permit. If they receive BOG funds, or are part of CARE or other group, any discounts are immediately reflected during the order process.
- Implementation of an online transcript ordering service. Students, and former students, are able to login and request official transcripts to be mailed to schools, employers or themselves. If the school/employer accepts electronic transcripts, that option is available, and the transcript is sent immediately. Mailed transcripts are shipped within 24 hours (often within a few hours) and email notices are sent to the students to notify them where the transcript is in the process. This reduced the turnaround time for transcript fulfillment from 7 to 10 days to hours. It also gives students the flexibility to manage their transcript orders regardless of where they are currently located.
- Implementation of an online admission application system. This occurred in two phases. The first phase was the conversion from paper to online applications. At the time, the technology was limited, and communication with students was a manual process. The download process was developed in-house and required several steps before the student data was downloaded into the Banner system. Despite these limitations, the turnaround time to process applications was decreased by nearly 50%. Formerly 7 to 10 business days (longer during peak times) we were able to process transcripts within 5 business days.

The second phase occurred last Spring and we went live in June 2015. The new Open CCCApply product was developed by the Technology Center of the Chancellor's office. This product was more efficient and complied with new regulations about collecting data regarding foster youth and veterans. A consultant was hired to develop the interface to enable specific email messages to be sent to each admitted student, indicating their status (e.g. resident, non resident, AB 540 eligible), noted their Gavilan ID number, and gave instructions on how to log in to the myGav portal. Special messages to students in a pending status due to incomplete application data or conflicting information from previous applications are also sent out.

- Currently working on project to implement eTranscriptCA, a Chancellor's Office initiative which will expand our current electronic transcript submission to more colleges, and will enable us to accept electronic transcripts and, if all goes well, download transfer information into our transcripts.
- First Census Rosters are now created in a PDF format and sent to instructors via Gavilan email. This was implemented for Spring 2016, and eliminated the need to print out hundreds of first census rosters and place in faculty mailboxes on campus, or mail to their homes. This is not an automated process yet, and was done with assistance from MIS. We hope to streamline this process and remove the dependency on MIS in the future.

Admissions & Records has a profound impact on student success at Gavilan College. We are the first contact with students via phone, email and in person. Our ability to create easy to follow steps, provide clear, friendly instructions and assistance both in person, online, and through email make a significant difference in the speed with which students are admitted and registered for classes. We know that many of our incoming students are vulnerable and have little or no experience with the matriculation process, and our goal is to provide kind, friendly, sensitive connections with all students we encounter.

The staff in Admissions & Records has undergone extensive changes over the last year. The Senior Program Services Specialist retired and an A&R staff person filled that position. Other staff were promoted and moved to different departments and the Student Financial Services position was moved to the Business Office. Currently, 4 out of the 5 staff members are new and learning their own jobs and being cross trained. This has resulted in added responsibilities for the Senior Program Services Specialist and the Director to perform additional tasks and maintain the same level of attention and responsiveness to students, faculty and staff while training staff on policies, processes and tasks. It is expected that by next Fall all staff will be fully trained.

Earlier in this report the trends were discussed. Additional initiatives from the Chancellor's Office (Online Education Initiative, eTranscriptCA, Common Assessment, updates to Open CCCApply that will track students statewide using their CCID etc.) as well as SSSP and BOG Fee Waiver projects, policies and processes created to intervene with students at the first sign of academic difficulty will all shape and impact the work done in Admissions & Records. The development of the Coyote Creek site and a planned increase in the FTES from our partnership

with South Bay Regional Public Safety Training will require guidance and active participation from our office as well.

Goals previously identified above include a) streamlining record keeping for faculty, b) implementation of alternate methods of communicating with students via mobile apps and other products (currently in the test phase with a planned “Go Live” date in June 2016), c) improved admission and registration processes for concurrently enrolled high school students and developed collaboration with high school counselors, d) implementation of Banner 10 (the newest version of Banner) which will enhance the student experience and e) additional staffing to support current and new initiatives and maintain the same level of quality and attention to detail as required by the rules and regulations of Title V Ed Code and to continue to provide excellent customer service to students, faculty and staff.

NOTE: Attachments include a spreadsheet that shows all the transcripts that were submitted online since March 2015 and shows the date/time the order was placed, and the date/time the order was processed, and a spreadsheet that shows the Open CCCApply applications that were submitted starting last June and the number of seconds/minutes it took to process them. According to the data provided by MIS, the average amount of time for processing was 16 minutes!