



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 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.

Feedback from Supervisor / Dean



Program Objective 1: Decrease processing time for international student application/enrollment process

Strategy and Goal(s):

Strategy #7: Develop and implement a plan for creating a College Life program, including outreach, recruitment, and support for increased numbers of international students.

Goal #3: Research best models of international student outreach and recruitment. Develop a plan for Gavilan to expand current international student enrollment over a period of years to specified target numbers.

IEC Program Review:

No: This program objective directly ties with the Strategic Plan for 2015-16 thru 2019-2020.

Progress:

Closed: This is a new initiative.

Activity 1: Develop marketing materials to send to international student inquiries

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Review current process for processing international student applications

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Become member of Natl Assn of Foreign Student Advisors (NAFSA)

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Annual NAFSA Membership	\$ 1000.00	General Fund / On-Going
<i>Total Requested</i>	<i>\$ 1000.00</i>	

Activity 4: Participate in campus wide research and planning to increase number of international students

Personnel Request - *none*

Non-Personnel Request - *none*



Activity 5: Attend regional/or national conferences on international students e.g. NAFSA conference.

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Annual Conference Attendance	\$ 1000.00	General Fund / On-Going
<i>Total Requested</i>	<i>\$ 1000.00</i>	

Activity 6: Develop webpage with international student information/guidelines/resources

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	This effort is currently on hold until we get the results of the Educational Master Plan and we determine if the population increase is really a college goal.	4
Budget Committee		
President's Council		



Program Objective 2: Provide training opportunities to A&R staff in customer service and job related topics

Strategy and Goal(s):

Strategy #4: Recruit and develop staff to foster success for our diverse students in their attainment of educational and/or career goals.

Goal #4: Determine the needs and scope of a Professional Development Plan for all employees

IEC Program Review:

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

Progress:

Closed: Staff have all attended one Regions 3 and 4 A&R workshop, and an in-house workshop conducted by Cuesta College staff.

RESUBMITTED: See Academic Year 2017-18 Program Plan

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

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Workshop fees and transportation/hotel annually	\$ 5000.00	General Fund / On-Going
<i>Total Requested</i>	<i>\$ 5000.00</i>	

Activity 2: Provide professional development opportunities on campus and locally

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Mileage to local events, conference fees	\$ 1000.00	General Fund / On-Going
<i>Total Requested</i>	<i>\$ 1000.00</i>	



Rankings:

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



Program Objective 3: Hire Part Time Technician to process Non Credit Applications/Registration and support JPA Apps/Reg

Strategy and Goal(s):

Strategy #5: Implement the Educational Master Plan goal specifying development of multi-college expansion by coordinating all instructional programs, student and administrative support services, organizational structure and staff, and site development through linkage with Strategy 3.

Goal #1: Develop a faculty, staff, and community driven plan for the expansion of educational programs and related educational specifications (i.e. specific facility needs).

IEC Program Review:

No: Non Credit has increased their student enrollment, and we have entered into a contract with JPA that increases the number of FTES each year. The increased workload necessitates additional staffing.

Progress:

Closed: This position has been permanently funded.

Activity 1: Develop a job description for the Part time position

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 2: Advertise and recruit for the position

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Interview and hire the person

Personnel Request

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Classified	1	50%	\$ 30000.00	General Fund / On-Going

Non-Personnel Request - *none*

Rankings:

**Admissions & Records**

Academic Year 2016-17

Ranker	Comments	Rank
Dean		
Vice-President	We cannot risk backlogs of admissions applications in key growth areas because we do not have sufficient staff. This will result in a loss of FTES, a PR problem, and lack of coordination between departments.	12
Budget Committee		
President's Council		



Program Objective 4: Contract with IT programmer to develop enhancements to Banner

Strategy and Goal(s):

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.

Goal #5: Evaluate alternate delivery of courses and services such as online, hybrid, and High Step. Grow distance education program offerings as appropriate.

IEC Program Review:

No: To streamline First Census and Grading, and to enable students to view their priority registration status and academic standing on their myGav accounts, programming to customize Banner is required. Due to limited resources in the IT dept. the services of a programmer consultant will be required.

Progress:

Closed: A contracted programmer developed customization to the CCCApply application so that special emails/notices could be sent to admitted students. Argos reports have been created. A Banner trainer assisted with some Banner setup that had not been utilized in the past.

Activity 1: Hire contractor

Personnel Request

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Classified	1	50%	\$ 30000.00	General Fund / One-Time

Non-Personnel Request - *none*

Activity 2: Prioritize identified A&R IT projects

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Develop a timeline for each project

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 4: Provide resources and implementation strategies from fellow Banner colleges



Personnel Request - *none*

Non-Personnel Request - *none*

Activity 5: Test and launch release

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	There is still insufficient coordination between Student Services projects across functional areas, IT, technical needs assessment, and timelines for completion. This should really be a campus-wide objective with plans across departments addressing IT needs and how they impact student and other services.	8
Budget Committee		
President's Council		



Program Objective 5: Convert Microfiche/Microfilm Documents

Strategy and Goal(s):

Strategy #3: Improve and expand existing facilities to enhance the learning environment.

Goal #2: Use technology to improve existing classroom facility space, optimize academic success and administrative operations.

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.

Progress:

Closed: This is a new objective.

RESUBMITTED: See Academic Year 2017-18 Program Plan

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
Document Imaging Project	\$ 65000.00	General Fund / One-Time
<i>Total Requested</i>	<i>\$ 65000.00</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	Having old records in archaic files is a liability to the college. We need to find funding for this at some point or risk losing the records to old technology.	8
Budget Committee		
President's Council		



Program Objective 6: Hire Part Time Student Records Technician to Conduct A&R related Outreach Activities

Strategy and Goal(s):

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.

Goal #1: Create an institutional approach to offer and integrate student outreach activities, recruitment, assessment, orientation, counseling, retention and follow-up efforts, with particular attention to educationally under-represented student populations.

IEC Program Review:

No: College wide strategy to increase enrollment at all sites and expand to Coyote Valley will require additional staff to perform outreach activities and added application/registration workload. Application and Registration workshops need an A&R staff person to attend/provide expert knowledge and assist Outreach coordinator and Student Mentors.

Progress:

Closed: This is a new request.

Activity 1: Hire Part Time Staff person to conduct Outreach activities

Personnel Request

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Classified	1	50%	\$ 30000.00	SSSP / On-Going

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Computer	\$ 1500.00	SSSP / One-Time
Work station	\$ 7000.00	SSSP / One-Time
Phone	\$ 300.00	SSSP / One-Time
<i>Total Requested</i>	<i>\$ 8800.00</i>	

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	With reduced funding for Outreach under new SSSP rules, Outreach services	11



	have been distributed to individual departments. As a result, part time staff to work during the spring recruitment cycle would maximize outreach efforts to support enrollment increases and stability.	
Budget Committee		
President's Council		



Program Objective 7: Create Work Space in Back Room of A&R

Strategy and Goal(s):

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.

Goal #1: Create an institutional approach to offer and integrate student outreach activities, recruitment, assessment, orientation, counseling, retention and follow-up efforts, with particular attention to educationally under-represented student populations.

IEC Program Review:

No: Work space modification is required to accommodate additional staff in A&R. The backroom in A&R can be modified to create two or three work spaces as well as remain a repository for highly sensitive materials, documents, catalogs, transcript paper and other items that are required to be maintained and kept secure forever.

Progress:

Closed: This is a new request.

Activity 1: Build two or three work stations/cubicles in back room of A&R

Personnel Request - *none*

Non-Personnel Request

Specific Item(s) Needed	Amount Requested (\$)	Fund Source / Type
Work Stations and Chairs	\$ 21000.00	SSSP / One-Time
Computers	\$ 4500.00	SSSP / One-Time
phones	\$ 1000.00	SSSP / One-Time
<i>Total Requested</i>	<i>\$ 26500.00</i>	

Activity 2: Run data and phone lines into the back room

Personnel Request - *none*

Non-Personnel Request - *none*

Activity 3: Purchase computer and other equipment, furniture, chair for each work station

Personnel Request - *none*

Non-Personnel Request - *none*

Rankings:



Ranker	Comments	Rank
Dean		
Vice-President	As additional staff is hired to meet new initiative requirements, we also need space. There is currently underutilized space in Admissions now that storage has been removed.	10
Budget Committee		
President's Council		



Program Objective 8: Hire FT Admissions staff to work at Coyote Valley and support both Gavilan and JPA admissions processes

Strategy and Goal(s):

Strategy #1: Optimize enrollment, course offerings, and services to reflect community needs and growth.

Goal #1: Create an institutional approach to offer and integrate student outreach activities, recruitment, assessment, orientation, counseling, retention and follow-up efforts, with particular attention to educationally under-represented student populations.

IEC Program Review:

No: This is based on enrollment growth in Coyote Valley and our absorption of the JPA.

Progress:

Closed: This position is on hold.

Activity 1: Hire a new staff person for Coyote Valley

Personnel Request

Job Classification	Quantity	FTE	Amount (\$)	Fund Source / Type
Classified	1	100%	\$ 80000.00	General Fund / On-Going

Non-Personnel Request - *none*

Rankings:

Ranker	Comments	Rank
Dean		
Vice-President	We need an Admissions person at Coyote Valley to process JPA applications, ensure regulatory compliance, streamline registrations and otherwise support our new partnership with South Bay. This person would also support Gavilan admissions and registration at the site.	12
Budget Committee		
President's Council		