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Page 1: I. Program Overview and Update

Q1 Service Area(s) Reviewed:

Admissions & Records

Q2 Lead Author and Collaborators:

Gregory Vega, Lisa Di Bella, Vanessa Saenz, Ariane Ahmadian, Paulina Downing, Roua Markos

Q3 Lead/Dean:

Gregory Vega

Q4 Service Area Update (Required): Please summarize the changes, additions, and achievements that have occurred in your service area since the last program review annual update. Note you can access previous years' program reviews here (requires a District username and password).

Throughout the past year the Admissions & Records department has been involved in a number of projects and initiatives throughout the campus and district. In addition, a handful of processes within Admissions & Records have been changed in order to align with the strategic priorities of the college and provide services that can be thought of as more student-friendly.

Admissions & Records has been heavily involved in the design, development, and implementation of the Grossmont-Cuyamaca College Promise (AB-19), which provides eligible full-time students with a year of waived enrollment and mandatory fees. The implementation of the College Promise program required participation from a workgroup that includes representatives from Admissions & Records, Financial Aid, Information Technology, and District Services. In its first semester alone Cuyamaca College had more than 200 eligible Promise Scholars. Students that nearly met the eligibility requirements were afforded the opportunity to petition for eligibility after completing all of the requirements of the program, and the Admissions & Records office lead the efforts to reach out to all students that were nearly eligible for the program, but missing one or more items. During the fall 2018 semester, the Petitions Committee was able to approve College Promise eligibility for more than 20 students that were initially determined to be ineligible.

Another major project that required a significant amount of participation from Admissions & Records was the implementation and soft roll out of the new Self-Service registration platform. Self-Service is a software package that is supported by Ellucian, and is intended to replace the WebAdvisor registration platform, which has been used for course registration since 2008. In support of this implementation and soft roll out, Admissions & Records Director, Gregory Vega, and Admissions & Records Specialist, Senior, Vanessa Saenz, attended the annual Ellucian "E-Live" conference in April 2018. This experience provided a broader context for both Ellucian and the Self-Service registration platform that was beneficial in the local implementation and soft roll out. Self-Service registration was piloted

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for the summer 2018 term and will be implemented as a permanent replacement for WebAdvisor sometime during the 2019-2020 academic year.

In partnership with the Cuyamaca College Outreach department, Admissions & Records lead the design and implementation of CRM Recruit, a software platform intended to streamline the onboarding process for all prospective students. The CRM Recruit implementation required no less than 8 hours per week of dedicated time to design and test the software. The Admissions & Records implementation team was required to participate in weekly meetings with IT and Outreach in order to ensure that the product would be ready for release within the timeframe that coincided with the availability of the Ellucian consultants that were assisting with the design and implementation.

Admissions & Records also assisted in coordinating a response to the Department of Defense's Iteration 1 findings for their Voluntary Education Institutional Compliance Program (ICP). Participation with the ICP allows for the college to participate in the DoD Tuition Assistance (TA) program, and compliance with all DoD findings is required in order to maintain the Memorandum of Understanding between the college and the DoD. The Iteration 1 findings identified seven specific areas that required corrective action by the college, which required action by various campus and district stakeholders. Areas such as Student Services (Counseling, Financial Aid, and Veterans Services), Business Services (Accounting), and Web Support were involved in the initial response to the DoD. Admissions & Records lead the process of collecting, organizing, and submitting the comprehensive response on behalf of the college to the DoD.

Admissions & Records joined with the division of Student Services as a whole in order to offer extended office hours, including Saturday hours, at the beginning of each primary term. Whereas in the past these hours were not heavily advertised, there has been a coordinated effort throughout the Student Services division to advertise these hours early and often. The result was a nearly twofold increase in the number of students attending these Saturday hours in person when compared to previous years. In the two Saturdays prior to the spring 2019 semester more than 60 students took advantage of these extended hours in Admissions & Records. In partnership with the IT Security Workgroup, Admissions & Records served as the pilot group for a forthcoming districtwide Cybersecurity Training program. Nine employees successfully completed the training, which took an average of one hour to complete. Feedback was gathered and taken to the IT Security Workgroup for discussion. The group decided to move forward with the implementation of the Cybersecurity Training program at the district level, which will occur sometime during the 2019-2020 academic year.

A handful of internal processes have been reviewed and changed in order to provide services that are more student-friendly. Some highlights include the ability for students to purchase and pick up official transcripts on demand. In the past, a rush transcript was processed in 2 business days and the regular turnaround time was 5 business days. Students can now walk into the Admissions & Records office and receive their official transcript in a matter of minutes. Another process that was updated is how completed degrees and certificates are distributed. In the past, students were required to come and pick up their degrees and certificates in person. After the fall 2018 semester the Admissions & Records department piloted the distribution of these records via mail. The advantage of piloting this process after the fall semester, when there are relatively fewer graduated than the spring, allowed for an analysis of the process in order to determine best practices. Admissions & Records will be moving forward with mailing degrees and certificates from here on out, and will allow students that prefer to pick up their records in person to opt out of this new process. Finally, the Admissions & Records department piloted a process where certain information that was previously released to students only in person is now being shared over the phone. Within the framework of a multi factor authentication process, students can now have their WebAdvisor passwords reset and receive the results of petitions via phone call as opposed to having to come in and get this information in person. Moving forward, additional information that is determined to be mildly and moderately sensitive will be considered for this process as well.

The Evaluations department conferred 1,044 degrees and 244 certificates in 2018. The number of degrees and certificates has been trending upward over the past three years, and with the proposed changes to the funding formula for all California community colleges that number is projected to continue to increase.

The permanent staffing of the Admissions & Records office has been in a state of transition since the summer of 2017. A handful of permanent employees are serving in substitute roles within and outside of the office. Ariane Ahmadian, permanent Admissions & Records Assistant, Senior is currently serving as the substitute A&R Specialist for Title V (Pathway Academy) and Dual Enrollment,

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Paulina Downing, permanent Admissions & Records Assistant, is currently serving as the substitute A&R Specialist for Residency. Sandra Ramos, permanent Admissions & Records Specialist for Residency is currently serving as the substitute A&R Evaluations Advisor at Grossmont College. Roua Markos, a former student employee, has been brought in to backfill these vacancies and is currently serving as the substitute A&R Assistant. Laura Keller, Admissions & Records Evaluations Advisor, retired at the end of the 2018 calendar year, leaving the college with only one Evaluations Advisor until that position is filled. The recruitment process to fill these positions has begun, and is currently in various stages.

Page 2: II. Student Learning Outcomes/Student Services Outcomes Assessment Reflection

Q5 Please provide a summary of your service area's student learning outcome (SLO) and student services outcome (SSO) assessment efforts and findings from 2017/18. For assistance locating assessment information stored in TracDat, please contact the Institutional Effectiveness, Success, and Equity Office at brianna.hays@gcccd.edu.

Prior to the 2018 program review annual update, SLO data was not collected for Admissions & Records. This gap was identified at the time and became an action item for future program review.

Q6 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

Q7 How did (or will) your service area use its 2017/18 SLO and SSO assessment findings to advance student success and improve services to students?

N/A

Q8 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

Q9 What are your service area's assessment plans (i.e., which SLOs and/or SSOs will be assessed) for 2018/19?

The Admissions & Records department has worked in partnership with the office of Institutional Effectiveness Success and Equity to create a Point of Service student survey. The survey will be refined and implemented, and results from the survey will be used to identify specific SSOs and inform next years comprehensive program review.

Q10 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question.

Respondent skipped this question

Page 3: III. Student Achievement and Institutional Effectiveness

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Q11 Please review any research data and/or reports for your service area and summarize the findings and implications for practice.

Prior to the 2018 Program Review annual update, the Admissions & Records department did not collect data on equity in student access and success. The creation of a Point of Service student survey was identified as a first step to intentionally gathering data that can speak to this metric.

Q12 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question. **Respondent skipped this question**

Q13 What steps will the service area take to improve services and/or outcomes (e.g., course success, persistence, degree/certificate completion, or transfer) for the College's disproportionately impacted student groups? To access a detailed report on the College's equity data, click here. To access college-wide student demographic and outcome data, click here.

The implementation of the Admissions & Records Point of Service student survey will serve as a first step to improve outcomes for disproportionately impacted student populations. We will continue to work with the East County Education Alliance in order to have forms and other materials translated into Spanish and Arabic. The Director of Admissions & Records will attend the National Conference for Race and Ethnicity in American Higher Education (NCORE) in May 2019.

Q14 OPTIONAL: Please use the button below to upload any additional/supporting documentation (in Word or PDF format) for the above question. **Respondent skipped this question**

Page 4: IV. Previous Goals: Update (If Applicable)

Q15 Would you like to provide an update for your previous program review goal(s)? **Yes**

Page 5: Previous Goal 1

Q16 Previous Goal 1:

The Admissions and Records department will utilize our student record imaging system, ImageNow to scan and archives all of our student records and transition towards a "paperless" office.

Q17 Link to College Strategic Goal(s): **Organizational Health**

Q18 Goal Status **In Progress**

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Q19 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

Evaluation of this goal will be based on when all document imaging has been completed. This is a project that will take years to complete given the quantity of paper records to be scanned and the capacity of the office related to personnel.

Q20 Please provide the rationale for this goal:

The desire to move towards a "paperless" office will allow for a more efficient use of the physical space in the Admissions & Records office, reduce the potential for unauthorized FERPA related issues, and provide a sustainability model that is more environmentally friendly.

Q21 Please provide the goal action steps for the year (previously "Activities"):

Assess the current number of paper documents to be scanned and identify what percentage of those documents will be imaged within the current year.

Q22 ****OPTIONAL**** Previous Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Respondent skipped this question

Q23 Do you have another goal to update?

Yes

Page 6: Previous Goal 2

Q24 Previous Goal 2:

In partnership with the Office of Institutional Effectiveness, Success, & Equity, develop and implement a Point of Service student survey to generate data that can be used to measure departmental goals and SSOs.

Q25 Link to College Strategic Goal(s):

Student Validation and Engagement

Q26 Goal Status

In Progress

Q27 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

A preliminary draft of the Admissions & Records PoS survey has been created. The next steps will be to finalize the version that will be administered to students and to implement the survey.

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Q28 Please provide the rationale for this goal:

The implementation of the Admissions & Records PoS survey will allow for meaningful data gathering that should inform future program review and decision making.

Q29 Please provide the goal action steps for the year (previously "Activities"):

Finalize the survey and implement for student use.

Q30 ****OPTIONAL**** Previous Goal 2 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Respondent skipped this question

Q31 Do you have another goal to update?

No

Page 7: Previous Goal 3

Q32 Previous Goal 3:

Respondent skipped this question

Q33 Link to College Strategic Goal(s):

Respondent skipped this question

Q34 Goal Status

Respondent skipped this question

Q35 How was the goal evaluated? If the goal is "in progress," how will it be evaluated?

Respondent skipped this question

Q36 Please provide the rationale for this goal:

Respondent skipped this question

Q37 Please provide the goal action steps for the year (previously "Activities"):

Respondent skipped this question

Q38 ****OPTIONAL**** Previous Goal 3 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file.

Respondent skipped this question

Q39 Do you have another goal to update?

Respondent skipped this question

Page 8: Previous Goal 4

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Q40 Previous Goal 4: Respondent skipped this question

Q41 Link to College Strategic Goal(s): Respondent skipped this question

Q42 Goal Status Respondent skipped this question

Q43 How was the goal evaluated? If the goal is "in progress," how will it be evaluated? Respondent skipped this question

Q44 Please provide the rationale for this goal: Respondent skipped this question

Q45 Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

Q46 ****OPTIONAL**** Previous Goal 4 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. Respondent skipped this question

Q47 Do you have another goal to update? Respondent skipped this question

Page 9: Previous Goal 5

Q48 Previous Goal 5: Respondent skipped this question

Q49 Link to College Strategic Goal(s): Respondent skipped this question

Q50 Goal Status Respondent skipped this question

Q51 How was the goal evaluated? If the goal is "in progress," how will it be evaluated? Respondent skipped this question

Q52 Please provide the rationale for this goal: Respondent skipped this question

Q53 Please provide the goal action steps for the year (previously "Activities"): Respondent skipped this question

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Q54 **OPTIONAL** Previous Goal 5 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

Page 10: V. New Goals (If Applicable)

Q55 Would you like to propose any new goal(s)? **No**

Page 11: New Goal 1

Q56 New Goal 1: **Respondent skipped this question**

Q57 Link to College Strategic Goal(s): **Respondent skipped this question**

Q58 Please provide the rationale for this goal: **Respondent skipped this question**

Q59 Please provide the goal action steps for the year (previously "Activities"): **Respondent skipped this question**

Q60 How will the goal be evaluated? **Respondent skipped this question**

Q61 **OPTIONAL** New Goal 1 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

Q62 Do you have another new goal? **Respondent skipped this question**

Page 12: New Goal 2

Q63 New Goal 2: **Respondent skipped this question**

Q64 Link to College Strategic Goal(s): **Respondent skipped this question**

Q65 Please provide the rationale for this goal: **Respondent skipped this question**

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Q66 Please provide the goal action steps for the year (previously "Activities"): **Respondent skipped this question**

Q67 How will the goal be evaluated? **Respondent skipped this question**

Q68 ****OPTIONAL**** New Goal 2 Additional Documentation: If you have any additional documentation you would like to include in relation to this goal, please use the "Upload" button below. You can upload a Word document or PDF file. **Respondent skipped this question**

Page 13: VI. Resources Needed to Fully Achieve Goal(s)

Q69 Is the program requesting resources this year to achieve this goal? **Yes**

Page 14: V. Faculty Resource Needs

Q70 Are you requesting one or more faculty positions to achieve this goal? **No**

Page 15: Faculty Position Request(s)

Q71 Please remember to complete the Faculty Position Request Form (accessible here, under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located here (under Staffing Request Information). Brief Description of the Position Requested: **Respondent skipped this question**

Q72 Related Program Goal(s): **Respondent skipped this question**

Q73 Faculty Position Request Upload 1: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form here. **Respondent skipped this question**

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Q74 Faculty Position Request 2 (if applicable): Please remember to complete the Faculty Position Request Form (accessible [here](#), under Staffing Request Information) for this position that you are requesting and upload it using the button below. The Faculty Position Request Form (In Word) can be located [here](#) (under Staffing Request Information). Brief Description of Position Requested:

Respondent skipped this question

Q75 Related Program Goal(s):

Respondent skipped this question

Q76 Faculty Position Request Upload 2: Please upload the completed faculty request form for the above position using the button below. You can access the Word version of the Faculty Position Request Form [here](#).

Respondent skipped this question

Page 16: VI. Classified Staff Resource Needs

Q77 Are you requesting one or more classified positions to achieve this goal?

Yes

Page 17: Classified Staff Position Request(s)

Q78 Classified Staff Position Request 1: Please remember to complete the Classified Staff Position Request Form (accessible [here](#), under Staffing Request Information) for this position you are requesting. Brief Description of Position Requested:

Dual Enrollment Coordinator - see attached for description.

Q79 Classified Staff Position 1 Related Program Goal(s):

Growth of institutional Dual Enrollment and Concurrent Enrollment Programs. Alignment to Guided Student Pathways, Student Validation and Engagement, and Organizational Health.

Q80 Classified Staff Position 1 Request Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form [here](#).

2018-19 Classified Position Request Form.docx(23.8KB)

Q81 ***OPTIONAL***Please use the button below to upload the position classification description (obtained from HR).

Respondent skipped this question

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Q82 Classified Staff Position Request 2: Please remember to complete the Classified Staff Position Request Form (accessible here, under Staffing Request Information) for each position you are requesting. Brief Description of Position Requested: **Respondent skipped this question**

Q83 Classified Staff Position 2 Related Program Goal(s): **Respondent skipped this question**

Q84 Classified Staff Position Request 2 Upload: Please upload a completed Classified Position Request Form for this request using the button below. You can access the Word version of the Classified Position Request Form here. **Respondent skipped this question**

Q85 ***OPTIONAL***Please use the button below to upload the position classification description (obtained from HR). **Respondent skipped this question**

Page 18: VII. Technology Resource Needs

Q86 Are you requesting technology resources to achieve this goal? **No**

Page 19: Technology Request(s)

Q87 Technology Request 1: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form **Respondent skipped this question**

Q88 Technology Request 2: Please remember to complete a Technology Request Form for each request you are submitting. You can access the online Technology Request Form here: Technology Request Form **Respondent skipped this question**

Page 20: VIII. Perkins and Strong Workforce Resource Needs

Q89 Are you requesting Perkins and/or Strong Workforce resources to achieve this goal? **No**

Page 21: Perkins Request and Strong Workforce

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Q90 Perkins Request and Strong Workforce 1: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

Q91 Perkins Request and Strong Workforce 2: Please remember to complete the Perkins Request Form and submit it via the annual Perkins/Strong Workforce request process/cycle.

Respondent skipped this question

Page 22: IX. Supplies/Equipment Resource Needs

Q92 Are you requesting supplies and/or equipment resources to achieve this goal?

No

Page 23: Supplies/Equipment Request(s)

Q93 Supplies/Equipment Request 1: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

Q94 Supplies/Equipment Documentation 1: Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

Q95 Supplies/Equipment Request 2: In the boxes below please provide information on your request. Supplies/Equipment requests will be considered on a one-time funding basis.

Respondent skipped this question

Q96 Supplies/Equipment Documentation 2 : Please upload any supplies/equipment quotes or additional documentation for this request.

Respondent skipped this question

Page 24: X. Facilities Resource Needs

Q97 Are you requesting facilities resources to achieve this goal?

No

Page 25: Facilities Request

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Q98 Facilities Request 1: Please provide the information below and remember to complete a Facilities Request Form accessible here: Facilities Request Form **Respondent skipped this question**

Q99 Facilities Request 2: Please provide the information below and remember to complete a Facilities Request Form, accessible here:Facilities Request Form **Respondent skipped this question**

Page 26: XI. Professional Development Resource Needs

Q100 Are you requesting professional development resources to achieve this goal? **No**

Page 27: Professional Development Request

Q101 Professional Development Request 1: Please provide the information identified below and follow the process for requesting professional development funds, outlined here. **Respondent skipped this question**

Q102 Professional Development Request 2: Please provide the information identified below and follow the process for requesting professional development funds, outlined here. **Respondent skipped this question**

Page 28: XII. Other Resource Needs

Q103 Are you requesting any other resources to achieve this goal? **No**

Page 29: Other Resource Requests

Q104 Other Resource Requests 1: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

Q105 Other Resource Requests 2: Other resource requests will be considered on a one-time funding basis. Please fill in the information below. **Respondent skipped this question**

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Q106 Are you ready to submit your program review? If you click "No," you will be redirected to the start of the program review module.

Respondent skipped this question
