2017 Admissions and Records Annual Program Plan

ADMR Admissions and Records

I.A.	Describe the program(s) to be reviewed. What is the purpose of the program and how does it contribute to the mission of Skyline College? **(Program Profile: Purpose)**

Narrative

The Admissions and Records Office is responsible for the integrity and safe-keeping of a student's academic record. Students begin their journey with us by submitting an Application for Admission and access our services multiple times as they register for classes, explore and progress through their educational goals and seek opportunities beyond our campus.

Our Program Student Learning Outcomes are designed to align with the Mission-Vision-Values of Skyline College and to support the Skyline College Promise of "Get in, get through and get out, on time!" We strive to provide comprehensive services to all students, staff and community members so that they may achieve intellectual, cultural, social, economic and personal fulfillment, which, in turn, fulfills the Admissions staff. Our motto is, and always has been, "Students First". It brings personal satisfaction to know that we have participated in the successful academic journey of a student, no matter what that might be.

Changes in enrollment trends and advances in technology have provided Admissions and Records with opportunities to seek procedures and solutions that will assist us in keeping pace and scaling up, while remaining in compliance with mandated rules and regulations. Also critical is building relationships with our staff and students, maintaining clear communication and providing one-on-one contact, whether on the phone or in person.

II.A.	Describe the progress made on previously established program objectives (goals) including identification of achievements or areas in which further effort is needed. Programs which have not yet established CPR/APP objectives should discuss progress on program implementation or activities. **(Analysis: Progress on Prior Program Objectives (Goals) and Activities)**

Narrative

Admissions and Records provides numerous services that require the submission of a form to prompt a particular service. One of the consistent goals of Admissions and Records has been to migrate away from procedures that require paper and instead utilize technology to develop online processes in the form of "workflows". This has been a complex undertaking, as we have discovered that our current technology cannot support a simple conversion to online processes and we have had to develop homegrown systems that work with our existing technology, or contract out with external vendors.
The areas in which we have made progress are:
Outgoing Transcripts: The SMCCCD has contracted out with Credentials Services to provide Official Academic Transcripts to students. This conversion has required some fairly intensive training for all Admissions staff, however the reward is that we are able to provide students with a service that is available all days and hours of the week.
All Admissions Forms:
Admissions and Records has been successful in converting all of our paper forms to an online, fillable and ADA compliant version, which are currently available on the college website. Our ultimate goal is to have the forms then follow a workflow, where they will be submitted online, the form will "land" in the responsible staff's work queue and will be processed and recorded to the student record, without ever being printed on a piece of paper. As we are still in the beginning phase of this goal, most of the forms that are now available online as "fillable", but must still be printed and submitted to Admissions and Records. We are, however, making progress, as in the College Connection Concurrent Enrollment Course Request Form.
College Connection Concurrent Enrollment Course Request Form:
This form has been the "pilot" and the first successful workflow process for Admissions and Records. Students are now able to upload their Course Request Form, with all permissions to attend college included, through their WEBSMART student portal. By submitting through the portal, the system recognizes who they are and pre-populates their workflow with their personal information. Once they submit their request, the form is loaded into a queue that is accessed by Admissions staff. Once it is approved, messaging goes out to the student regarding the registration process, pertinent codes are applied to the student profile and the form is automatically indexed to the student's permanent record.
Due to the success of the workflow for Concurrent Enrollment, Admissions and Records is eager to convert other processes to a workflow model. This will support enrollment growth, however it will require supporting technology and training opportunities for staff.
Admissions is looking forward to implementing the next big workflow project (which is currently in the final stages of development)…the online submission of Degree and Certificate applications. This is a very large project and when implemented, will provide huge rewards. Much like the Concurrent process, students will access the form through the student portal, which will recognize the student and populate their request. This process will encourage students to use the Degreeworks Degree Audit system and will generate data used for evaluation, eligibility and commencement.

II.B.	Describe any recent external or internal changes impacting the program or which are expected to impact the program in the next year. Please include when the specified changes occurred or are expected to occur. **(Analysis: Program Environment)**

Narrative

The SMCCCD will soon migrate to a new version of the BANNER student system. In the past, as we worked our way through the BANNER upgrades, the changes have been minimal and have required minor training for staff. The new version of BANNER (XE) is a major overhaul of the current format and will be a substantial change from our current environment. This conversion, if and when it is applied, will require intense training for staff. District ITS is currently studying the impact this new version will have on the SMCCCD and has been keeping Admissions and Records informed of the steps as we work toward implementation.

Enrollment trends always have an impact on the services provided by Admissions and Records. As enrollment grows, services grow exponentially. The office must always look towards streamlining services and advances in technology to support growth, while utilizing existing staff. We are bound by the rules and regulations set by the California Community Colleges State Chancellor's Office and the state and federal government and must always maintain the integrity of academic records while remaining in compliance. This sometimes creates a challenge and a contradiction, as we cannot develop or acquire the supporting technology fast enough, which has the potential to impact the workload of the existing staff as we work towards improvements.

II.C.	(1) Instructional Programs Only: Describe what was learned from the assessment of course SLOs for the current and past year.
	(2) Student Service Programs Only: If PSLOs are being assessed this year (3-year cycle), describe what was learned. If no assessment was done because this is an off-cycle year, please state that this item is not applicable. **(Analysis: Student Learning Outcomes (SLOs and PSLOs))**

Narrative

Admissions and Records has found it necessary to deactivate our former PSLO's to align three new PSLO's with the college Mission Vision and Values statement and to also support the Skyline College Promise of "Get in, get through and get out, on time!" , as mentioned in section I.A.

Our findings from former PSLO's have confirmed that the Admissions and Records Office works collaboratively and depends on the support and communication of all departments on campus (and within the SMCCCD). This understanding has also prompted the changes to our PSLO's.

The assessment cycle for the new PSLO's begins this year, so this section will not be applicable until we record our findings from this first cycle.

III.A.	Consider the previous analysis of progress achieved, program environment, and course-level SLOs or PSLOs (if applicable). What are the key findings and/or conclusions drawn? Discuss how what was learned can be used to improve the program's effectiveness. **(Reflection: Considering Key Findings)**

Narrative

The effectiveness of services provided by the Admissions and Records Office will be dependent on three key factors: having access to current and supporting technology, having adequate staffing to support the volume of services provided (mandated and other) and providing those staff with training as services and technology transform to meet the needs of each new generation of students.

These factors might include acquiring specific technology to support our goals towards growth and providing exceptional, immediate service, but it also includes creating opportunities for staff to explore possible solutions by attending conferences, trainings, site visits and workshops that might ignite ideas or create an awareness of (otherwise unknown) possibilities.

III.B.	If the program participated in assessment of ISLOs this year: (1) What are the findings and/or conclusions drawn? (2) Does the program intend to make any changes or investigate further based on the findings? If so, briefly describe what the program intends to do. **(Reflection: ISLOs)**

Narrative

As mentioned in III.A., it had become clear to Admissions and Records that we needed to revise our PSLO's to align with the college Mission-Vision and Values statement, as well as support the Skyline Promise.

The first PSLO will follow the admissions process for students in the Concurrent Enrollment Program, with data provided by the new workflow. We are looking at success rates – are students utilizing the upload feature and are they submitting the documents needed for approval into the program.

The second PSLO will address the issues that students have during the registration process. Admissions and Records assists students through manual processes for issues that block them from completing their own registration. Some of the issues they face have to do with adding late, course repeats, prerequisites, overlapping courses, linked courses and not being able to drop on their own. We have an awareness that some of these "roadblocks" are unintentionally created by service departments as they create programs and courses. The positive outcome is that the issues will open a line of communication between Admissions and Records and other service areas on campus to help create resolution.

The third PSLO will take advantage of the information we will be collecting from the new Degree/Certificate application process as students complete their academic journey with us. We expect to collect information rich with date regarding successful outcomes. This final PSLO will be refined when the workflow tool is complete.

IV.A.	Indicate whether the program is continuing implementation of the last CPR strategy or revising the strategy. Please describe the modifications if revisions are intended. Note: Any new strategies should be linked to Institutional Goals through creation of objectives in the next section. If the program has not yet participated in comprehensive program review, an annual or multi-year strategy can be defined in this item. **(Strategy for Program Enhancement: Continuation/Modification)**

Narrative

Strategy 1: Expose staff to opportunities that will generate creative ideas for improving services and practices with the use of current technology tools and trends.

Strategy 2: Measure the success of offering online workflow processes by monitoring the Concurrent Enrollment workflow tool and learning outcomes associated with it.

Strategy 3: Launch the Degree and Certificate online application and workflow tool and monitor the success of this process through the learning outcome.

IV.B. Based on the most recent CPR and any desired modifications, develop an annual action plan with related resource requests. No narrative response will be entered in this section, but the objectives you create will be printed automatically in the APP report under this item.

(1) To begin, click on PLANNING at the top of the page, then CREATE A NEW OBJECTIVE. To view previously created objectives, click PLANNING at the top of the page, then VIEW MY OBJECTIVE.

(2) IMPORTANT! Make sure to associate each objective to this standard in the APP. Need help? Contact the PRIE Office for further instructions. **(Strategy for Program Enhancement: Action Plan and Resource Requests)**

Narrative

Staff Development: Attend Conferences, workshops, site visits, trainings
Technology: Acquire programs and tools that support effectiveness, growth and technology trend; look at CRM such as Salesfoce and Q & A tools for students to self-serve; maintain and/or replace computers as needed

Training: Continue the training and cross-training of Admissions Staff in all areas of service

Associated Objectives

📄 230-Aquire technology that will support effectiveness, growth, user trends

📄 228-Convert workflow processes from manual to electronic

📄 231-Staff Development and Training

Task Details Report

Objective: 230 - Aquire technology that will support effectiveness, growth, user trends

Objective Description:

 Acquire programs and tools that support effectiveness, growth and technology trends; look at CRM such as Salesforce and Q & A tools for students to self-serve; maintain and/or replace computers as needed.

Start Date:	Task Type:	Priority Level:	Task Order:
6/29/2017		High	1
Due Date:	**Completion Date:**	**Task Status:**	**Budget:**
		New/Pending	$0

Research strategic tools/programs that will communicate with current system (BANNER) to create a management system that will inform staff of student progress/needs/support in a dashboard-type structure. Staff will attend conferences, trainings and on-site visits to investigate current tools and technology trends.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
No Data to Display				

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Planning Year: 2017-2018

Planning Unit: Admissions and Records
Unit Manager: Lorenzo, Susan

Objective: 228 - Convert workflow processes from manual to electronic

Objective Description:

Convert to Workflow: 1) Degree and Certificate Application submission process, 2) Extenuating Circumstance submission and processing.

Start Date:	**Task Type:**	**Priority Level:**	**Task Order:**
6/15/2017	Department/Division/Unit	High	1
Due Date:	**Completion Date:**	**Task Status:**	**Budget:**
		New/Pending	$0

Text

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
No Data to Display				

Assignment Details:

Name:	Email:
No Data to Display	

Task Details Report

Objective: 231 - Staff Development and Training

Objective Description:

Continue the training and cross-training of staff; attend conferences, workshops, site visits to develop opportunities that will generate creative ideas for improving services and practices with the use of current technology tools and trends.

Start Date:	**Task Type:**	**Priority Level:**	**Task Order:**
6/29/2017		Medium	1
Due Date:	**Completion Date:**	**Task Status:**	**Budget:**
		In Progress	$0

Provide opportunities for staff to receive training, attend conferences and workshops, participate in site visits to research and study ways to improve and streamline the delivery of services and to observe new methods and technology trends.

Budget Remarks:

Date:	Name:	Remarks:
No Data to Display		

Budget Details:

GL Code	Account	Description	Requested	Approved
No Data to Display				

Assignment Details:

Name:	Email:
No Data to Display	