Verification Team Report
January 2007

A. Program Under Review
Admissions and Records

PEP Team members
Beth Hauscarriague, with input from entire A&R staff

Verification Team members
Mary Shea, Matt Christenson, Kate Benscoter

B. Statement of Completion
The Admissions and Records Program Evaluation and Planning Report is complete with all required Schedules attached.

C. Strengths of the Program
- Dedicated to improving customer service issues
- Committed to addressing issues raised in college-wide surveys
- Flexible with constantly changing technology, ie online registration
- Willingly assuming active role in new outreach activities

D. Challenges
- Identified need for customer service training for temporary staff
- Current positions are being filled with temporary or multiple part-time staff
- Inadequate space to provide services
- Need for increased support for outreach activities

E. Summary of Verification Team’s Recommendations
The verification team was impressed with this comprehensive PEP report. The Admissions and Records Department has undergone many changes in procedures and technology such as the implementation of Datatel. We agree with the report that the staffing of permanent positions and customer service training is a high priority.

In addition, the team feels that the Outreach component is an ambitious charge of the department and needs increased support for this important endeavor. Also, the role of Outreach needs to be more clearly defined as to where it fits in the Student Services structure, and made clear to the college community as well to avoid duplication of efforts.
Program Evaluation Summary for Admissions and Records Program

Complete the following sections based on the program evaluation completed. This summary will be forwarded to the Planning Committee after the verification phase is complete.

Program Achievements (major achievements, changes, implementations, progress since last program review)

- Successfully implemented the new ERP system, Datatel for Summer 2005
- Implemented online registration (WebAdvisor) for Summer 2005
- Implemented online transcript ordering using Credentials Inc for Spring 2005
- Implemented online roster retrieval and grade submission via WebAdvisor
- Increased outreach efforts to American Canyon
- Developed Student Learning Outcomes

Strengths (unique characteristics, special capacities)

The Office of Admissions and Records has the unique responsibility of serving all students who step through the doors of Admissions and Records. It is also important to note that the Office of Admissions and Records works closely with many departments on campus including IT, Counseling, Financial Aid, Business Office and the Office of Instruction. We are one of the most visible departments on campus to students, faculty and staff. It is our commitment to continue to foster relationships with those departments mentioned and to acknowledge that without their cooperation and collaboration we could not serve students as efficiently and effectively as we do now.

Challenges (concerns, difficulties, areas for improvement)

The most significant challenge our office faces is the fact that we do serve each every student who passes through our doors. As a result customer service is of utmost importance. Additionally delivering accurate and consistent information to those that request it is crucial in building positive relationships with those we serve.

We are housed in an area that is inadequate to meet our needs. Additionally two current positions are filled with temporary staff. The full-time entry center clerk is filled with 3 part-time people. This adds to the challenge of providing consistent and accurate information.

Optional: What additional data, if any, would have been helpful to effectively evaluate the program?
1. **MISSION STATEMENT**

The Office of Admissions and Records provides an accurate and complete records collection and management service for students, faculty, and staff. We are committed to offering exemplary customer service in a professional, courteous, and timely manner enabling students to meet their educational goals while upholding state regulations and local college policies.

2. **SERVICES**

A. **What specific services does the program/unit offer?**

The Office of Admissions and Records provides a broad spectrum of services to the entire college community. Often this office is the first contact for community members inquiring about college policies and practices including admission, registration, student records, and general information. The scope of services includes the following:

- The Office of Admissions and Records processes and maintains all records related to a student’s permanent record including the application, registration history, grade records, and graduation petition. Official and unofficial transcripts are produced. Transcripts record the academic history of each student and include grade history as well as any degrees or certificates awarded.

- Additionally, the office is responsible for monitoring and determining eligibility for California residency. This ensures that the district meets the requirements as mandated by California law and that all students who do not meet California residency requirements pay out-of-state tuition or international tuition as is appropriate. The district does not receive apportionment for non-California residents and as a result derives funding solely through collection of tuition for these students.

- Online services for admission, registration, and transcript requests are provided almost 24/7 with minimal down time. The admission application is offered online through CCC Apply (XAP Corporation) and is available in both English and Spanish. Registration is available through the ERP system, Datatel, and the web interface, WebAdvisor. Transcripts may be ordered online through Credentials, Inc. This service facilitates a tracking system for students who request official transcripts. There is a self-service area in the lobby (six computers) where students may access the online services.

- In person services are also available for registration and transcript requests. Additionally enrollment verification, degree verification, and graduation petitions are also handled in the office.

- Online services are also available for faculty. Office staff are available to help faculty retrieve rosters online and input grades online. All grades are
submitted electronically via WebAdvisor. Rosters are provided online as well as a hardcopy on the first day of the term.
- A variety of reports related to funding and MIS reporting are generated and shared with the campus community. This office is responsible for gathering and ensuring the accuracy of the data submitted on the CCFS-320. This report is submitted to the Chancellor’s Office three times per year. Additionally, the accuracy and completeness of student demographic and enrollment data is essential for MIS reporting.

B. How do you ensure that these services are meeting the needs of students? How do you evaluate how well the services are meeting the needs of students served?

The most effective way of ensuring that services are meeting the needs of students is to provide the best information as possible to students. This includes providing staff with the tools and skills needed to ask appropriate questions of students ultimately helping each student achieve their particular goal. Regular, temporary and student-worker staff members are encouraged to participate in customer service, diversity, and technical workshops and trainings. In some cases these trainings have been mandatory. Staff meetings are held monthly to update staff on policy and practice changes and discuss issues that the staff encounter on a day-to-day basis. Training and communication of information (new and revised procedures) for all of the staff in the office are imperative to ensure that the needs of students are met. Consistency of information is critical to the success of the unit. Attendance at annual conferences and workshops (California Association for Community Colleges Admissions and Records Officers, Pacific Association for College Admissions and Records Officers, and the Datatel User’s Group) help office staff to keep abreast of new and revised rules and regulations and technology as they apply to admissions, registration, and student records.

In the past there has not been a great deal of attention given to evaluating how well the Admissions and Records Office meets the needs of students. With the implementation of Datatel and online services through WebAdvisor a greater level of attention has been given to this area. The Vice-President of Student Services conducted two surveys (Spring 2006 and Fall 2006) to determine areas needing attention and/or improvement in the registration process and online services in general (Appendix A). The Vice-President of Student Services, Associate Dean of Admissions and Records, Webmaster, and the Assistant to the Vice-President of Student Services met to review the results of each survey. Issues and concerns were divided into categories – resolved, to be resolved with WebAdvisor 3.0, and no solution. In some cases, issues raised by students, faculty, and staff cannot be resolved given the limitations of the ERP system (Datatel). However, every issue was addressed in some manner. The Vice-President reported to the campus community the results of the Spring 2006 survey and will do this again for the Fall 2006 survey. These surveys have proven helpful in identifying those areas that appearing not to work or creating the most frustration for people.
Surveys will continue to be a part of the evaluation of Admissions and Records. It is the intent of the office to conduct a satisfaction survey at the end of each term and collect and disseminate the data. At a recent Student Services Council meeting, Jerry Somerville suggested using simple assessment technique called Question of the Day. Schoolcraft College in Livonia, Michigan uses this tool. A question of the day/week is identified by the office and then staff members at the front counter ask the question and follow up with a “Why or Why not?” For example, the question might be “Have you used online registration?” The staff member would follow up with “Why or Why not?” A simple tally system could be kept. This information will help the Admissions and Records Office address issues critical to the success of its operation.

C. Review the Student Learning Outcomes Program Map and assess the following:

1. Complete the SLO Matrix form (Appendix B)

2. Once established, in what ways will students in your program/service demonstrate achievement of stated learning outcomes? List
   - Navigate the college bureaucracy
   - Petition for graduation in a timely manner
   - Complete nursing application
   - Complete CCC Apply application
   - Navigate WebAdvisor
   - Navigate Online Services
   - Interact with Admissions and Records Staff
   - Utilize resources available through Admissions and Records Office

3. Discuss the methods used to assess whether the students achieved the stated student learning outcomes. What was the success rate?

   This is under development.

4. What interventions were used to support those students who did not achieve the SLO’s? What programmatic changes will be made to ensure future SLO achievement?

   This is under development.

5. An accreditation standard requires NVC to make public expected learning outcomes for its programs. In what ways are the program’s expected learning outcomes made public? Check those that apply:

   This is under development, however, it is anticipated that expected learning outcomes for the Admissions and Records Office will be published on the college website.
STUDENT LEARNING OUTCOME (SLO) MATRIX

Accreditation Reference: The institution identifies student learning outcomes for courses, programs, certificates, and degrees; assesses student achievement of those outcomes; and uses assessment results to make improvements.

Complete the grid by:
1. listing the program-level SLOs across the column headings,
2. listing the services provided down the rows, and
3. indicating which program-level SLOs are addressed in each service, by inserting an X in the appropriate cell(s) (i.e., where the service and the relevant SLO(s) intersect).

If a program-level SLO is not covered by any services in the program or a service does not contribute to any program-level SLOs, outline your plan to review the particular student service or expand the program-level SLOs in Section 2B of the Program Evaluation document. 
An example is provided at the bottom of the page.

Once completed, the grid will outline the linkage between the program-level SLOs and the course-level SLOs.

<table>
<thead>
<tr>
<th>Student Services</th>
<th>SLO #1 Students will possess communication and social skills to successfully interact with family, friends, and in the community.</th>
<th>SLO #2 Students will integrate self-management skills that promote confidence, personal responsibility and active participation in any environment.</th>
<th>SLO #3 Students will develop collaborative relationships that are respectful of diversity and individual differences.</th>
<th>SLO #4 Students will discern, analyze, evaluate, and solve problems in all aspects of their lives.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Register for classes</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>WebAdvisor</td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Graduation</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Student Records</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Example:

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Communication Skills</th>
<th>Paperwork</th>
<th>Teamwork</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advising</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Financial Aid</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Orientation</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

The grid above indicates that Advising contributes to the program-level SLOs by providing students with communication skills. Application addresses paperwork and teamwork, and Orientation addresses communication skills and teamwork. Financial Aid contributes to paperwork.
D. How does this program/service support student learning in NVC instructional programs?

The Office of Admissions and Records supports the entire campus as it is the sole office responsible for registering students into all classes offered by the college. This affects every instructional program on campus. The staff members in the office strive to provide exceptional service to both faculty and students to ensure a smooth registration process. Additionally, faculty are assisted and supported by the staff members with accessing rosters and submitting grades.

E. What future trends are likely to impact the program/service?

As technology continues to advance it is likely that the office will become even more dependent on the delivery of online services. Ongoing training in the area of technology will be required for all staff – regular, part-time, and student workers.

F. Are services being offered online? If yes, describe.

There are a number of services offered online and include:

Students
- registration
- official transcript requests
- unofficial transcripts
- grades
- student schedules
- educational plans (in process)

Faculty
- retrieve rosters (at any time during the term)
- post midterm and/or intermediate grades
- post final grades

G. Reflect on your responses to Section 2. Services, and write objectives on Schedule A Unit Plan Form as needed for improvement.

Most notably continued work on fine-tuning and implementing the student learning outcomes for the Admissions and Records Office is required. This work will continue through the 06-07 academic year. Additionally, refinement of online services is required. We are currently in the process of implementing WebAdvisor 3.0. It is anticipated that with the implementation of WebAdvisor 3.0 online services will improve significantly.
3. **STUDENT SUCCESS AND EQUITY**

*A combination of questions from the Administrative Services Evaluation and the Student Services and Academic Support Program Evaluation was used in completing this section.*

**A. Describe programs, practices, and services that support and enhance student and/or employee understanding and appreciation of diversity.**

The Office of Admissions and Records serves all students enrolled for classes in any given term. The office continues to serve these students even after graduation by providing information regarding past enrollment, degrees earned, and other information related to student records. In other words, the office serves all of the students that enter Napa Valley College for an infinite period of time. With respect to diversity staff members must be aware, sensitive, and responsive to the differing needs of each individual served.

Responding to this diverse need, for example, there are two ways to register – online and in person – as not all students are comfortable with using the computer. However, students are encouraged to use the computers in the lobby of the Administration Building where staff members are available to assist students in successfully using any of the online services that are available.

The Admissions and Records staff take the time to understand the needs of each student by asking a number of questions and assessing how to best serve each individual. Staff meetings often focus on the issues, frustrations, and concerns that students encounter in navigating the bureaucracy of the institution. In turn, the staff identify methods and techniques to assist students and ease frustration. A variety of solutions are sought for a single issue so that there are options for all of our students.

The office supports Priority 0 registration which allows EOPS, DSPS, and WorkAbility III students to register before regular registration.

**B. Identify strategies used to identify and assist students at risk. Discuss their effectiveness.**

- Self-service lobby area with staff support to help students new to the computer and online services
- In person services to help students who do not want to or are unable to use the computer
- Email and telephone help lines to help students with WebAdvisor questions
- Online application available in Spanish
• Participate in orientation sessions for new students (step-by-step instruction in using WebAdvisor is provided)
• Maintain a publish list of Spanish-speaking personnel in various departments
• Registration form available in English and Spanish
• A variety of documents available in English and Spanish to assist with language barriers

C. What has the program/service done to formalize links with instructional programs?

By the very nature of the duties and responsibilities of the Office of Admissions and Records, links with all instructional programs exist. Communication with all faculty and the Office of Instruction regarding regulations, processes, and deadlines required by the Office of Admissions and Records is crucial in keeping the connection between Admissions and Records and Instruction fluid.

D. How does this program/service support other student services within the college? Describe formal links with other student services.

There is a close connection between the Counseling Department and the office both in physical location and in the scope of responsibilities. The Associate Dean of A&R and the Division Chair of Counseling work closely together to make sure that practices and processes of each office (especially Admissions and Records) are communicated to all the staff members in both areas. Processes are established with the intent to allow for a fluid flow of information between departments and ultimately to students.

Financial aid depends on the office for accurate student data. Since the initial information regarding the student is self reported, the Financial Aid Office often must work with the office to resolve address, SSN, major, and other inaccurate data. Admissions and Records staff must provide timely assistance to the Financial Aid Office.

The office works closely with EOPS, DSPS, and WorkAbility III counselors during Priority 0 registration. Assistance is available to students and staff during critical registration periods to ensure that they are able to register and can continue their college experience with little or no problems.

Given the close working relationship with Financial Aid and Counseling communication is critical to the ongoing success of each relationship. As practices and policies change it is crucial that all departments are kept in the loop.
E. How does the program/service enhance student development and success?

N/A

F. Describe programs, practices, and services that support and enhance student understanding and appreciation of diversity.

N/A

G. What methods are being used by faculty and staff to address the differences in learning styles among students served?

N/A

H. Reflect on your responses to Section 3 Student Success and Equity, and write objectives on Schedule A as needed for improvement.

In order to ensure student success and equity it is necessary that the office review its practices and policies routinely. With the implementation of new technology (including online services) it must be recognized that not all students will benefit from the new technology. A friendly face and/or “live” voice are often preferred to a computer monitor. With that in mind excellent customer service is necessary. Training for part-time hourly employees and student workers is a primary concern since they are the ones at the front counter assisting students on a daily basis.

4. **ENROLLMENT TRENDS AND STUDENT SATISFACTION**

A. Review the participation rate data and describe recent trends
   • Have thee been significant fluctuations in the number of students served? If so, explain

The Admissions and Records Office serves all students who enroll in classes, petition for graduation, request transcripts, etc. Over the past several semesters enrollments have declined (Appendix C).

   • Are there external factors such as community demographics or the economy that have affected the program? What are the plans to address these factors?

As the economy has improved enrollment has declined at community colleges in general. Additionally Napa Valley College is considered to be in slow growth area. As a result the institution has experienced a decline in enrollment which results in the office serving fewer students.
B. How does the program/service impact student enrollment and retention?

Given the role of the Admissions and Records Office, this office is often the first contact point for students and as a result the first impression of the institution. Excellent customer service, accurate and consistent information, and timely service are paramount. Inaccurate information or unfriendly service will have a negative impact on students choosing to enroll either for the first time or as a continuing student.

C. Review the hours of operation for the program/service and the results of the student satisfaction surveys and discuss whether the program/service hours are scheduled appropriately to meet student need.

The Admissions and Records Office is open Monday – Thursday, 8 am to 7 pm and Fridays, 8 am – 5pm. During peak registration periods (primarily the first week of classes) the office will remain open to 7:30 pm to handle additional evening students registering for classes. Hours are scheduled appropriately as the student survey results indicate an 80% overall satisfaction with the services offered by the Admissions and Records Office. Additionally, faculty and staff were surveyed and included comments stating that hours are sufficient (attached).

D. Discuss the results of the student satisfaction survey, identifying areas for improvement and continued success.

Both students and staff were provided the opportunity to evaluate the effectiveness of the Admission and Records Office operation. Overall staff and faculty are satisfied with the services provided by the office with 51% agreeing that the services and information provided by A&R are accurate, useful, and of high quality. 77% of students surveyed agree. Most troubling from a faculty and staff perspective is that staffing does not meet the needs of the campus community satisfactorily with 36% of those surveying disagreeing with sufficient staffing. In comparison, 70% of students surveyed believe staffing is adequate.

E. Review student/staff ratios and financial data and describe recent trends.

As mentioned previously this office serves all students. The following staffing currently exists:

- 1 administrator – 1.0 FTE
- 6 classified professionals – 6.0 FTE
- 1.5 part-time hourly – 1.5 FTE (vacant positions)
- Part-time hourly staff for registration periods
- Student workers

Of the six classified professionals, four of the classified professionals have specialized duties including evaluating transcripts from other institutions, evaluating graduation petitions, coordinating the nursing program, and processing
official transcripts for the institution and maintaining student records. Additionally there is a 1.0 FTE secretary/office manager position that oversees the general operation of the office and the student workers as well as the assistant registrar who helps coordinate registration, lead outreach in American Canyon, and organize registration clerks (part-time hourly).

This office serves 6500-7000 students each fall and spring term and approximately 4000 students every summer. Enrollments have been declining over the past several semesters, however, Fall 2006 enrollments indicate a rise.

F. Reflect on your responses to Section 4. Enrollment Trends and Student Satisfaction, and write objectives as needed for improvement on Schedule A.

Based on staff surveys the Admission and Records Office is doing an adequate job providing information to the campus community indicating a 51% overall satisfaction with the services provided by the office. Students, on the other hand, indicate an 80% overall satisfaction with the services provided by the office.

According to the staff survey staffing is an issue with 36% indicating staffing is insufficient in the department and 32% indicating that the office is not welcoming and accessible.

Given that much of our front counter staff is filled by part-time hourly staff and student workers it is paramount that customer service and technical training is provided.

5. COMMUNITY OUTREACH

A. What recruitment and/or community outreach activities has the program engaged in or initiated?

The Office of Admissions and Records has been charged in playing a high profile role in the outreach activities conducted by the college. The Associate Dean of Admissions and Records is the co-chair of the Outreach Committee and in conjunction with the Vice President of Student Services coordinates activities sponsored by the Outreach Committee. Additionally, the Assistant Registrar coordinates the outreach efforts for the American Canyon community. This has been a primary focus for the office during the past year.

B. What has the program/service done to establish relationships with secondary schools and/or four-year institutions?

Every fall the Associate Dean visits each high school and meets with administrators and counselors to discuss services available for concurrently enrolled high school students and students preparing for graduation. During the fall 2006 visits the idea of monthly high school information tables was presented
to each high school. This was received well by each high school and it is planned to implement in November 2006. This activity will by coordinated by the Admissions and Records Office. The office also actively participates in the organization and presentation of the annual high school counselor breakfast (reestablished, May 2006) held on the college campus in the spring.

Coordination of registration for high school students occurs each term. This includes a representative from the office visiting each high school to assist students with the online application as well as the collection of special permit to attend forms required for each high school students.

C. **What has the program/service done to establish relationships with the business community?**

N/A

D. **How has the involvement of the advisory committee helped in improving and/or promoting the program/service (if the program has such a committee)? Describe the size, membership and regularity of meeting. If no advisory committee, would this form of external input be helpful?**

No advisory committee exists at this time. There is no apparent reason to have an external committee at this time.

E. **Reflect on your responses to Section 5. Community Outreach, and write unit objectives as needed for improvement on Schedule A.**

The Office of Admissions and Records has become much more involved in outreach activities. The associate dean, assistant registrar, and secretary of the office are all members of the Outreach Committee. The activities are organized through the office in conjunction with the Vice President of Student Services.

Since outreach activities have increased it has become more challenging in meeting the day-to-day and long-term needs of the department and balance the needs of outreach. It is important that the Admissions and Records Office is actively involved in outreach and at the forefront of the outreach efforts, however, it might be necessary to examine the possibility of an outreach coordinator that is housed in Admissions and Records but whose responsibility is solely outreach.
6. **ACCREDITATION AND EXTERNAL REVIEWS**

A. Review the Accreditation Self-Study Planning Agenda, Accreditation Final Report, and results of previous program evaluations that are included in the attached data. Discuss the recommendations that are relevant to the program/service and how the program/service has responded.

- The college will address staffing needs in Admissions and Records.

  In January 2006, a new position was hired, the assistant registrar. This position only begins to address the staffing needs of the office. Specifically, the position is responsible for coordinating registration, reviewing residency, and leading outreach for the American Canyon area. It is a classified professional position funded 50% from the general fund and 50% from matriculation funds.

  There are currently two vacant positions in the Admissions and Records Office - .5 FTE Admissions and Records Clerk II (Roster Technician) and 1.0 FTE Admissions and Records Clerk II (Entry Center). Both of these positions are critical to the department. These positions have been vacant for a number of years.

- The Admissions and Records Office will participate in the selection and implementation of the integrated computer system, which will allow for web-based services including online registration, and will minimize manual processes, including the verification of prerequisites.

  The staff of the Admissions and Records Office spent 2004-2005 participating in the selection and implementation of the new ERP system – Datatel. This included training on how to set up the system, learning how to operate the system, and ultimately implementing the system for registration by Summer 2005. We met this goal. By April, 2005, students were registering via the Datatel system. Countless hours were spent in training, consulting, and converting legacy data to the new system.

  In addition, web registration was implemented. A pilot program was conducted for Summer 2005 registration. Students from EOPS/DSPS successfully participated in the test run of the web registration module of Datatel. A survey was conducted in order to find out what worked and what did not work. Web registration expanded for Fall 2005 registration to include all continuing students. Full implementation of online registration services were completed in November 2005 for Spring 2006 enrollment. Students are now able to register online or in person. Mail-in/fax registration has been eliminated reducing the need for manual registration.
Additionally we have been fine-tuning our processes in response to the changes in receiving and entering data into the ERP (Datatel).

Faculty now submit grades completely online and through WebAdvisor. They are also able to retrieve rosters online which provide up-to-date, accurate information regarding registered students.

B. Indicate the sources of information used in question 6.A.

- 2003 Accreditation Planning Summary
- Accreditation Final Report

C. Review the recommendations from any other licensing, evaluation, or accreditation bodies. Discuss the recommendations of the review teams relevant to the program/service and how the program responded.

N/A

D. If this program is responsible for maintaining ACCJC Accreditation Standards, attach a description of how NVC is addressing each standard. This information will be used in the next Accreditation Self Study.

The Office of Admissions and Records participates and acts as a support in maintaining Accreditation Standard II (B) – Student Support Services. In this capacity the office ensures that the institution meets the goals and objectives of this standard.

Specifically, in Accreditation Standard II (B), #3f:

“The institution maintains student records permanently, securely, and confidentially, with provision for secure backup of all files, regardless of the form in which those files are maintained. The institution publishes and follows established policies for release of student records.”

Permanent student records are housed in an enclosed, secure area of the basement of the library. The room is locked and accessed only by Admissions and Records Office staff. Additionally, permanent student records are also maintained with an electronic imaging system (Laserfiche). Authorized staff are allowed to access these records. This includes admissions and records, counseling, and financial aid. Information regarding release of student information is published in the catalog, schedule of classes, and website.
E. Reflect on your responses to Section 6. Accreditation and External Reviews and write objectives as needed for improvement on Schedule A.

The Office of Admissions and Records has spent a significant amount of time addressing the items related to its area in the Accreditation Planning Summary and Accreditation Final Report. An attempt has been made to address the staffing needs of the department, however, there are still two vacancies that are critical to serving students and staff as well as the overall smooth operation of the office.

Online services continue to be fine-tuned. Additionally, the database will be upgraded to a new version (R18) in the spring. This will require additional work by staff in converting and testing student data in the upgraded database. Training will also be required so that staff learn new programs and workflows that go along with the upgraded database.

7. **RESOURCES**

A. **Staffing.** Summarize the staffing resource needs identified in the unit plans. Discuss any changes needed. (complete Schedule B Staffing form as needed)

With the implementation of Datatel and the new nursing program requirements, much of the evaluator’s time is spent with data entry. It takes much longer for the evaluator to go through a student’s record and enter all of the information into Datatel. Additionally, the evaluator must review all nursing students’ transcripts from other institutions as part of the requirements for admittance to the program. It is evident that an additional evaluator is necessary to meet student needs.

As mentioned previously in this report 1.5 FTE positions remain vacant. These positions are critical to the smooth functioning of the office. They include .5 FTE position to handle rosters and grades and a 1.0 FTE position to staff the Entry Center. The .5 FTE position has been filled for the last 5 years with a part-time hourly person. The 1.0 FTE position has been filled (with 3 part-time hourly) for the past two years.

B. **Program-Specific Equipment.** Discuss the strengths and weaknesses of the program-specific equipment available to enhance program success. What needs remain? What strategies are planned to meet those needs? (complete Schedule C Request for Budget Augmentation form as needed)

It is necessary to continue to refine the Datatel system and the WebAdvisor interface. Training is necessary to upgrade to R18 and the new workflows and programs associated with the upgraded database.
C. **Facilities Improvement/Renovation.** Discuss the strengths and weaknesses of the physical resources available to enhance program success. What needs remain? (complete Schedule D Building Improvement/Renovation as needed)

Attached is a recent survey of the TLCD Architects assessing the needs of the Admissions and Records Office. Generally, inadequate space is available for the office. Space is a major issue for the office (Appendix D).

D. **Technology.** Discuss the strengths and weaknesses of the technology available to enhance program success. What needs remain? What strategies are planned to meet those needs? (complete Schedule E Request for Technology form as needed).

Refinement of Datatel and WebAdvisor processes are necessary. Implementation of WebAdvisor and 3.0 and Datatel R18 are in process. These implementations will improve online services to students, faculty and staff.

E. **Professional Development.** (a) Using the results of the Faculty/Staff Accomplishments survey, summarize the professional development activities undertaken by faculty and staff, (b) Based on the goals that resulted from this program evaluation, complet the Schedule F Professional Development Needs form to indicate what areas of focus have been identified for future faculty/staff development. *Note: Budget requests for Travel and Conference should be addressed or requested in the questions 7G.*

Staff surveys are attached.

F. **Learning Resources:** What learning resources (i.e., books, periodicals, videos) are needed to enhance program success?

N/A

G. **Operational Budget.** Are operational funds appropriate to enhance program success? If not, how would additional funds be used to enhance program success? (complete Schedule H Request for Budget Augmentation form as needed)

Operational funds are not appropriate to enhance program success. The budget has been in a “rollover” position for a number of years. Staff have received COLAS in the past years, however, the budget for Admissions and Records has not received an augmentation.
H. Budget

1. What is the source of revenue that supports this program/service (state categorical, grants, district, other)? Identify the amount and percentage of funding from each source. Describe any changes in the source of revenue since the last review.

100% is funded by district funds. A limited amount less than 5% is funded by matriculation funds (partial salary for Margarita Ceja, Angelica Torres, and Robyn Torany).

2. Since the last review, what percentage increase or decrease has occurred in the budget?

There has been no change in the budget. The new assistant registrar position was funded by a vacant position in the office and matriculation funding.

3. Are the funds adequate?

No.

4. What progress has been made by the program in obtaining funds or donations to enhance program success?

N/A

5. Based on the objectives on Schedule A, what budget changes are needed? What strategies are planned to meet those needs? Complete Schedule G, if needed.

Additional budget changes have not been needed as the vacant positions have been incorporated into the existing budget. However, the budget would need to be increased to include new evaluator position. Additionally, the part-time hourly budget must be augmented to handle the recent 6.25% COLA.
<table>
<thead>
<tr>
<th>NVC Strategic Goal #1 - 5</th>
<th>Program Evaluation Section</th>
<th>Objectives</th>
<th>Priority In Rank Order</th>
<th>Program Activities/Actions</th>
<th>Resources*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Student Success and Equity</td>
<td>1. Customer Service training for Registration Temps and Student Workers</td>
<td>1.</td>
<td>1. Establish training program for all temporary workers and student workers</td>
<td>1.</td>
</tr>
<tr>
<td>#1</td>
<td>Community Outreach</td>
<td>1. Continue with the evolving role of the Office of Admissions and Records in coordinating outreach activities for the campus</td>
<td>1.</td>
<td>1. Potential adding, restructuring and/or reorganizing of staffing in the Admissions and Records Office to focus on the success of outreach</td>
<td>1. Funding depending on need.</td>
</tr>
<tr>
<td>#2</td>
<td>Services</td>
<td>2. Define and develop methods to assess stated student learning outcomes; develop interventions to support students who do not achieve stated student learning outcomes; determine methods used to publicize student learning outcomes.</td>
<td>2.</td>
<td>2. Continue through the process of defining SLOs. Enlist Jerry Somerville’s help and expertise to accomplish the goal.</td>
<td>2.</td>
</tr>
<tr>
<td>#4</td>
<td>Services</td>
<td>3. Training for Admissions and Records staff in the area of technology</td>
<td>3.</td>
<td>3. attend conferences and workshops that pertain to technology (Datatel User’s Group local workshops and annual conference)</td>
<td>3. funding for workshops and training</td>
</tr>
<tr>
<td>#4</td>
<td>Services</td>
<td>4. Improve online services</td>
<td>4.</td>
<td>4. Implement WebAdvisor 3.0</td>
<td>4. in cooperation with IT</td>
</tr>
<tr>
<td>----</td>
<td>--------------</td>
<td>----------------------------</td>
<td>----</td>
<td>----------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td>#4</td>
<td>Resources</td>
<td>5. Participate in the R18 implementation</td>
<td>5.</td>
<td>5. Attend training and conduct testing of data during R18 implementation</td>
<td>5. in cooperation with IT, Financial Aid, Business Office, etc.</td>
</tr>
</tbody>
</table>

* New requests should be defined on resource forms and included in the unit budget.

**Program Evaluation Section**

A. Curriculum and Instruction  
B. Student Success and Equity  
C. Enrollment Trends and Student Satisfaction  
D. Community Outreach  
E. Accreditation and External Reviews
REQUEST FOR NEW PERMANENT
FACULTY AND STAFF

Accreditation reference: Human resource planning is integrated with institutional planning. The institution systematically assesses the effective use of human resources and uses the results of the evaluation as the basis for improvement.

Project additional needs above and beyond the current status. Please include in your projected needs any known position that will be vacated due to retirement. List your requests in priority order. Replacement positions are not guaranteed. Information will be used in the faculty and staff prioritization processes.

<table>
<thead>
<tr>
<th>Job Title and Justification</th>
<th>N/R*</th>
<th>FTE</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration Technician (A&amp;R Clerk II)</td>
<td>R</td>
<td>.5</td>
<td>15.5</td>
</tr>
<tr>
<td>Entry Center Clerk (A&amp;R Clerk II)</td>
<td>R</td>
<td>1.0</td>
<td>15.5</td>
</tr>
<tr>
<td>Admissions and Records Specialist</td>
<td>N</td>
<td>1.0</td>
<td>19.5</td>
</tr>
<tr>
<td>Outreach Coordinator</td>
<td>N</td>
<td>.5</td>
<td>New</td>
</tr>
</tbody>
</table>

*N = New, R = Replacement

Submitted By: ________________________     Approved By: ________________________

Budget Center Manager               President/Vice President
REQUEST FOR OPERATING BUDGET AUGMENTATION

Budget Center: ______5401________ Activity _____620000_________

Accreditation Reference: Financial planning is integrated with and supports all institutional planning.

Operating Budget

This section is used to request and justify non-capital outlay additions to your department’s budget. This form applies only to Account Codes 113XX, 114XX, 523XX, 524XX, 54XXX and 55XXX. List in priority order.

<table>
<thead>
<tr>
<th>Account No. &amp; Description</th>
<th>Additional Amt Requested</th>
<th>Justification (Link to Plan)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part-time Salaries (52390)</td>
<td>6.25% COLA to budget</td>
<td>Required to keep similar staffing during peak registration periods ($1,246.88)</td>
</tr>
<tr>
<td>Conference &amp; Seminars (55211)</td>
<td>$3,500.00</td>
<td>Required to keep staff trained for a continuously changing technological environment</td>
</tr>
</tbody>
</table>

Submitted By: 

Approved By: 

Budget Center Manager

President/Vice President
**PROGRAM SPECIFIC EQUIPMENT REQUEST**

*Accreditation rationale*: Equipment supports student learning programs and services and improves institutional effectiveness.

Examples of program specific equipment include maps, skeletons, microscopes, artifacts, etc. They may be located in each classroom or centrally located in a workroom. For this request, consider equipment with a value greater than $200. All technology requests should be listed on Schedule E. **List in priority order.**

<table>
<thead>
<tr>
<th>Description</th>
<th>Estimated Cost</th>
<th>Estimated Annual Maintenance Cost</th>
<th>Justification (Link to Plan)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Instructional</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B. Non-instructional</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Submitted By:      Approved By:  
___________________________   __________________________
Budget Center Manager     President/Vice President
TECHNOLOGY REQUEST

Accreditation reference: Technology planning is integrated with institutional planning. The institution assures that any technology support it provides is designed to meet the needs of learning, teaching, college-wide communications, research, and operational systems.

In order to determine the feasibility of your idea, it is necessary to consult with the Information Technology (IT) Department. It is important that all computer related technology be centrally coordinated. This will allow the IT Department to know the full picture of the need, to plan for adequate capacity of equipment and infrastructure, and to ensure standardized equipment is purchased, if possible. It is equally important that all technology requests are consistent with the NVC Technology Plan.

List in priority order.
Provide a general description of the project that includes:
1. The equipment needed, students and/or staff who will be served, and how often it will be used.
2. Will installation and maintenance support be required?
3. Where will the equipment be located? Will space need to be modified?
4. Describe the infrastructure requirements (i.e. network, power, connectivity, security, etc.)
5. Software support needed (i.e. new licenses, upgrades, system integration, ongoing support)
6. Is additional furniture necessary?
7. Useful life of equipment – when will the equipment need to be replaced?

N/A

Cost estimates will be provided for priority projects only.

Submitted By:                        Approved By:
___________________________   __________________________
Budget Center Manager     President/Vice President
FACILITIES IMPROVEMENT/RENOVATIONS REQUEST

Accreditation reference: Facilities support student learning programs and services and improve institutional effectiveness. Physical resource planning is integrated with institutional planning.

This request is for small capital construction projects such as remodeling a small area, reconfiguring walls, building shelving, etc. Generally, projects should be under $5,000. Larger scale projects will be considered in bond construction and renovation plans.

In order to make sure that your idea meets legal requirements or is even feasible to do, we ask that you consult with the Director, Facilities Services, and address the following items on the form.

List in priority order.
Provide a description of the project that includes:
- How the project supports the mission and objectives of your program
- Project description
- Location of the proposed project
- Health and safety impacts of the project
- On-going maintenance that will be necessary

Create work area for front counter staff by adding privacy doors to the four work stations at the front counter of Admissions and Records. This will help address the lack of space on a temporary basis by providing student workers and temporary staff a place to work on projects that is not exposed to the general public.

This will help ensure the privacy and protection of student records while A&R staff work on a number of projects that include transcripts, rosters, etc.

Ongoing maintenance is not required.

Cost estimates will be provided for priority projects only.

Submitted By:      Approved By:
___________________________   __________________________
Budget Center Manager     President/Vice President
PROFESSIONAL DEVELOPMENT NEEDS

Accreditation reference: The institution provides all personnel with appropriate opportunities for continued professional development, consistent with the institutional mission and based on identified teaching and learning needs.

Please identify the professional development needs required for faculty and staff to stay current in the discipline, office technology, diversity, safety, instructional methods, and other areas. Specific training and estimated number of attendees are requested.

1. What training needs have been identified from your program review?
   Customer service and technical training is mandatory for the staff in A&R. This includes attending annual conferences and workshops to keep abreast of changing laws and regulations as well as new technology.

2. What pedagogical training needs have been identified in your program review?
   N/A

3. What types of technology does your program use? What technology training needs have you identified?
   Manage the Datatel/WebAdvisor and CCC Apply systems for admissions, registration, and student records. Continue training with Datatel/WebAdvisor to improve online services.

4. What are the leading publications specific to your discipline and/or program?
   Website, WebAdvisor, Schedule of Classes, Catalog

Submitted By: Budget Center Manager
Approved By: President/Vice President