Comprehensive Program Review Report (Narrative)
College of the Sequoias
Program Review - Admissions & Records

Prepared by: Stephanie Collier

What are the strengths of your area?:
Admissions and Records is an office with many strengths such as:

1. Processes that align with Administrative Procedures, Title 5 Regulations, and Education Code. For example, AP 5055 (Enrollment Priorities) updated to reflect changes from SB1456.

2. A willingness to improve efficiency of processes to help with student success. For example, creating a process for faculty to drop "No Show" students electronically.

3. Strong connections to other areas of campus such as Athletics, Academics, Computer Services, and Fiscal Services. For example, producing the Athletic Eligibility Report on a weekly basis.

4. A continued commitment to increase services to students to help them efficiently progress through and exit COS. For example, increasing the number of schools to whom we send electronic transcripts and increasing the number of electronic transcripts sent.

What improvements are needed?:
Admissions and Records has areas of improvement to work on to continue to increase efficiency, to help students be successful, and to help faculty with processes and procedures. Some of these areas include:

1. Examine services at the Tulare Campus and ensure that all services which students need are being met. For example, revamping the Admissions and Records position to allow that person to better serve students.

2. Continue to make processes and procedures more efficient and less redundant. Also to make processes more "green." For example, expanding on the ability for faculty to drop students electronically.

Describe any external opportunities or challenges:
External mandates which come from the Chancellor's office can both provide for opportunities and challenges for Admissions and Records. Changes have occurred recently in the application process (moving from CCCApply to OpenCCCApply); registration priority and in dealing with students on probation (SB 1456); and SSSP requirements. All of these external mandates force Admissions and Records to examine current practices and to make needed changes and improvements.

Overall Outcome Achievement:
The Admissions and Records staff was very pleased with the data from SAO on electronic transcripts. We have seen a 69% increase in the number of electronic transcripts sent in 2013-2014 over the previous academic year. Sending transcripts electronically is much more efficient for both the student and for the institution who receives the transcript. It allows student's records to be updated quicker and more effectively. Some schools such as Fresno State are moving to only accepting electronic transcripts.

Changes based on outcome:
One of the changes that have been looked at is how to handle transcripts which cannot be sent electronically due to being kept on microfiche. Research has been done on the efficiency and cost to convert microfiche to another format which could then be sent electronically.

Another outcome which needs to be examined is the personnel needed to continue to grow the Admissions and Records department to match the demand of things like an increase in electronic transcripts.

Outcome cycle evaluation:
Outcomes will be assessed yearly.

Action: Convert Microfiche

Convert microfiche into a more access format that can be used in electronic transcripts.

Start Date: 10/15/2014
Status: New Action
Identify related course/program outcomes:

This action supports the SAO to increase the number of electronic transcripts sent to other institutions.

Person(s) Responsible (Name) Irene Garcia

Rationale (With supporting data):

Microfiche is an outdated format that, over time, can wear out and thus records will be lost. Converting microfiche to a more up to date format ensures that records are not compromised.

Priority: High

Safety Issue: No

External Mandate: No

Add Resource Request for Action

<table>
<thead>
<tr>
<th>Resource Description</th>
<th>Why is this resource required for this action?</th>
<th>Notes (optional)</th>
<th>Active</th>
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<tbody>
<tr>
<td>Irene has done research on several companies who can convert microfiche into another format that is more useful and will keep records safe for years to come. The new format will also allow these transcripts to be sent electronically.</td>
<td>This resource is required because there's no other way to convert the microfiche.</td>
<td></td>
<td>Yes</td>
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Resource Type:
Non-instructional equipment

Action: Tulare Student Support Services

Examine the level of support students receive at Tulare in the Student Services Area. Currently the Admissions and Records personnel is being temporarily re-classed to a Center Student Services Specialist. The level of service will be evaluated during the 2014-2015 year to see if this position should become permanent.


Start Date: 10/01/2014

Status: New Action

Identify related course/program outcomes:

Level of student service will be examined to see if services with the new position makes for more efficient and effective levels of service.

Person(s) Responsible (Name) Stephanie Collier (Dean Student Services) and Larry Dutto (Tulare Provost)

Rationale (With supporting data):

Student service levels should be equitable on all campuses. The current personnel position does not support assessment and counseling services.

Priority: High

Safety Issue: No

External Mandate: Yes

Mandate Explanation: ACCJC standards require equitable services on all campuses.

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<td>Make the temporarily re-classed position into a permanent Center Student Services Specialist to mirror the level of service at the Hanford Center.</td>
<td></td>
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<td>Yes</td>
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Resource Type:
Classified- New/Replacement