Assessment Plan

Yuba Community College District

YC - Admissions and Records Program Recommendations

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Program Description: The Office of Admissions and Records incorporates numerous functions including but not limited to: Admission, Registration setup, Registration rules enforcement, Athletic compliance, Federal Enrollment Reporting, Federal Degree Reporting, State Apportionment Reporting, MIS data management, Matriculation oversight, Graduation, Transfer Credit Evaluation, Records maintenance and retrieval, payment collection, and Audit compliance. Each of these functions requires unique expertise and skills.

Year of Review: 2011-2012

Type of Review: Annual Update

Executive Summary: The current status of the department is best characterized as making significant progress towards initiatives, but struggling with peak work load times. Two years ago the office lost one employee from the front desk operations. This layoff also means we are not allowed to hire the temporary registration help we historically rely on to handle peak periods, until that position is restored. During the peak periods, it is difficult to maintain timeliness on all services. In order to help address this, our top initiatives have consistently been geared toward efficiency. The top initiatives stated in our 2010 Program review were 1) wait-listing, 2) Document Imaging, 3) Automated Transcript Ordering, and 4) Electronic Transcript sending and receiving.

In 2011, we added to this list with a focus on 1) Degree Audit, 2) Payment Plans, 3) Drop for Nonpayment, and 4) Add Codes. During this past year, we further refined and better utilized both Waitlists and Document Imaging. This year we developed processes to notify students via Email and Portal when they are added from a waitlist into a section. Previously, we sent a paper letter via US Mail. There is continued dialog with faculty on the use of waitlist with faculty having a growing understanding of how to use waitlists effectively. This year we are continuing to explore how to enhance the registration process by moving forward with Add Codes. Through the Multi-College Transition Team (MCT) we are advancing this and other initiatives through a collaborative model involving Yuba College, Woodland Community College, and District Services to achieve our goals. Our Document Imaging System is now our primary document storage system which has led to significant efficiencies in document storage and retrieval. Very specifically, our Document Imaging System is a central component to addressing Audit Concerns that came up this past year. We now have processes and procedures in place to ensure that we have the proper backup documentation for our 320 Apportionment Reports.

We also had three large and successful implementations during this past year. The first was the implementation of a new Online Parking Pass system implemented for the 2011 Summer term. This implementation led to significant reductions in the number of students needing direct service at our front counter. Prior to this online ordering system, every student had to come to our front counter to purchase a parking pass. This literally meant 7,000 plus students a term came to our counter simply to purchase a parking pass. Our new system reduces that traffic so that we can concentrate on students who need admission, registration, and graduation assistance.

The next large implementation was the NelNet Payment Plan. In very close collaboration with Fiscal Services, we had a 2011 Fall term implementation. This system provided students with an option to pay their fees over an extended period of time. Enrollment in a payment plan enables a student to register for sections and make scheduled payments for the incurred fees. Under prior practice, a student was expected to pay the fees in full. This implementation was a first step to the next implementation for the 2012 Spring term - Drop for Nonpayment.

In order to implement Drop for Nonpayment, it was decided that we needed to give students an option to make payments, get a fee waiver, or make a payment in full. Once we had the payment plan in place we moved forward with Drop for Nonpayment. Throughout the 2011 Fall term, a team comprised of Admissions and Records, Fiscal Services, Financial Aid, and Information Technologies worked diligently to develop a system the would work properly from a technical stand point, we worked have to communicate to and train staff on how to use the new system, and we developed a comprehensive communication Champaign to get the word out to students. Our first drop for nonpayment occurred on Nov. 30th, 2011. Only minor issues were discovered that first week and all were solved by that Friday. This was one of our most successful implementations both in terms of the thoroughness of planning and testing and the degree to which staff, faculty, and students alike were aware of and ready for the new process.

Significant challenges still face us. Some of the major recommendations I am making include moving forward on Degree Audit, which includes a precursor the implementation of an Electronic Transcript Exchange and an acknowledgement that current staffing levels are insufficient both in the number of staff and in their classifications.

Future Goals and Program Direction: 1) Re-Implement Degree Audit
2) Enhance systems and increase efficiency

3) Staff Development and Cross-training
4) Address Audit findings
5) Address changes to Title 5 and Proposed/New Legislation

Recommendation: Degree Audit

A long term plan is to re-implement the YCCD Degree Audit System. The Degree Audit system was implemented 6 or so years ago, but was not fully maintained during the implementation of the Multi-College split in 2008-09. Much work is needed to get back to a fully functioning system. There are several "precursor" steps that are needed before a fully functional Degree Audit system will be in place.

1) We need to implement an Electronic Transcript Exchange system. This is one of my current year goals. It is the foundation to uploading transcript data electronically so that all transfer work can be incorporated in the degree audit evaluation.
2) A thorough review or our course catalog - both in print and in Datatel. A properly functioning Degree Audit system requires that the data be set up correctly and in a manner consistent with the needs of the Degree Audit system.
3) Someone has to build an extensive "library" or articulation rules. Essentially every course from every feeder campus for each catalog year has to have an articulation rule so that when an electronic transcript is uploaded, there is a corresponding articulation rule to associate that course to the correct course at YCCD.
4) There needs to be appropriate staffing for for this initiative. The staffing required for this is a mid to high level classified staff member with strong technical skills and a firm understanding or transfer articulation, curriculum rules, MIS, and graduation requirements.

Year(s) Requested: 2012-2013
Request Date: 02/03/2012
Recommendation Priority: 3. High Priority

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
A precurser to a fully functioning Degree Audit system is to have an Electonic Transcript Exhange system in place. See Electronic Transcript Exchange for more details. **Type:** Equipment/Technology	Recent Legislation (		Yes

Recommendation: Electronic Transcripts

Recent Legislation (AB 1056) added Education Code section 71091 to implement a procedure to facilitate the electronic receipt and transmission of student transcripts by districts. The bill provides for funding to help implement this initiative. Initial information from the state Chancellor's Office is that the funding will cover the initial and first year cost of implementing an electronic transcript exchange system. More details are forthcoming.

This is also a precursor to having a full-degree audit system in place. With an Electronic Transcript exchange system, we can take the electronic information and upload the course data directly to Datatel, giving us nearly instant access to transfer credit evaluation information. We will first have to re-create the Degree Audit rules and build transfer articulation rules. The most likely scenario will be to first program in our local feeder schools and then work on the next level of most commonly received transcripts.

This first year will simple to be to put into place the capacity to do electronic transcript exchange. It alone will create efficiencies in speed and tracking of transcript sending and receiving.

Year(s) Requested: 2012-2013
Request Date: 02/03/2012
Recommendation Priority: 3. High Priority
Supporting Evidence (SLO, WSCH, etc.): AB 1056

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
ccc **Type:** Equipment/Technology			Yes

Recommendation: Drop for Non-Payment

In May of 2010, it was requested by CHEX that YCCD implement a Drop for Non-Payment system. Planning began shortly after with the decision to first implement a Payment Plan option so that students who do not receive financial aid would have an option besides full payment at the point of registration. Payment Plans were implemented for the Fall 2011 term.

Concurrently with the Payment Plan implementation we used the same committee to also implement Drop for Non-Payment. The Committee invited Butte College to do a presentation on their recent implementation of Drop for Non-Payment. The committee was comprised of members from Admissions and Records, Financial Aid, Fiscal Services, and Information Technologies. Various groups were consulted. In the end a system was put into place to identify students who did not have a BOGW, were not identified as Veterans, had not paid their fees, and who did not have an exemption then these students were placed on a potential drop list. The list was circulated around to keys users. If it was identified that a student should not be dropped, they could be coded to exempt them. We also put into place a notification system for students who were on a waitlist and were now moved into the class. Without this additional notification, them may not have known when their 10 Days to Pay would expire.

This implementation was very successful. We found to technical issues the first week and solved those issues in less than two days. Despite this being the first term for YCCD, there were very few complaints or errors.

Year(s) Requested: 2010-2011
Request Date: 05/01/2010
Inactive Date: 11/14/2011
Recommendation Priority: 3. High Priority
Supporting Evidence (SLO, WSCH, etc.): NelNet User Group on the YCCD Portal. Our communications, meetings, activities, and notes are stored on the Portal in the NelNet "Organization".

Recommendation: Enhance Census Certification Processes

In the 2010-11 audit, it was determined that the YCCD system for Census Certifying Weekly Census sections was robust, effective and efficient. However, the same level of attention had not been paid to Daily Census Certification. Upon learning of these deficiencies, Yuba College immediately began an effort for the current term (2011FA at the time) to ensure that all of the current Daily Census sections had proper certifications on file. Concurrently, a request was sent to Information Technologies to address the deficiencies more systematically. At the time of this report, we are nearly complete with a major overhaul of the Daily Census Certification system to make is as robust, effective and efficient as the Weekly Census Certification process already was.

Year(s) Requested: 2012-2013
Request Date: 10/01/2011
Recommendation Priority: 3. High Priority
Supporting Evidence (SLO, WSCH, etc.): Audit Findings from 2010-11.

Recommendation: Enhance Positive Attendance Hours Submissions - Verification of hours.

The 2010-11 audit identified that the YCCD had a deficiency in how it was collecting, validating and reporting Positive Attendance Hours. The audit found no issue with the process and its security / authentication for the original entry of Positive Attendance hours into Datatel by faculty, but found the there was not mechanism for collecting and maintaining appropriate back-up documentation on how those Positive Attendance Hours were derived or validated.

We have implemented a more robust process to train faculty on expectations, collect the appropriate documentation, and we have created a storage system in our Document Imaging system to maintain these records.

Request Date: 10/01/2011
Recommendation Priority: 3. High Priority
Supporting Evidence (SLO, WSCH, etc.): 1) Audit Findings
2) Updates to ImageNow
3) Flex Workshops for Faculty (1/27/12 and 2/3/12)

Recommendation: Implement Foster Youth - Priority Registration

Recent Legislation (Priority Enrollment for Foster Youth - AB 194) requires each campus of the California State University (CSU) and the California Community Colleges (CCC), and to request the University of California (UC), that administer a priority enrollment system, to give priority in enrollment in classes to any foster youth or former foster youth. For purposes of priority enrollment benefits the statute defines "foster youth" to mean any person who is currently in foster care, and "former foster youth" to mean any person who is an emancipated foster youth and who is up to 24 years of age. These provisions sunset on July 1, 2017.

Request Date: 01/01/2012
Recommendation Priority: 3. High Priority
Supporting Evidence (SLO, AB 194

WSCH, etc.):

Recommendation: Update Priority Registration System

The YCCD is one of the few remaining districts to use a rotation system based on the a students last four digits of their Social Security Number (SSN). We are also being asked to add Foster Youth to our Priority Registration dates.

In an effort to align our Priority Registration system in a way that better recognizes the various needs of our students and one that recognizes both the student who is nearing graduation and those who are new to the college, we are embarking a process to change the system from simple randomization method to one that takes into account differing needs and stages. It has been clear from the Legislative Analyst's Office that new students need more consideration and students who are not making progress toward graduation need less consideration in our new system. Initial discussion began in the Mulit-College Transition Team and a first draft was made available at the time of this report.

Year(s) Requested: 2012-2013
Request Date: 02/02/2012
Recommendation Priority: 2. Medium Priority
Supporting Evidence (SLO, WSCH, etc.): MCT Team Site on the Portal.

Recommendation: Automated Transcript Ordering

I recommend that we explore utilizing either the Datatel module or another vendor for online Transcript Ordering. I utilize one staff member for nearly 50% of her time just to manage transcript orderings, processing, and mailing. Having an automated process would provide enhanced communication to students on the status of their order, reduce time to process, and reduce the time commitment my staff member has to this one task.

Year(s) Requested: 2012-2013
Request Date: 02/03/2012
Recommendation Priority: 2. Medium Priority

Plans of Action

Plan of Action	Budgetary Impact	Timeline/Responsible Party	Active
Work through the MCT committee to further explore the functionality of the Datatel transcript ordering process and compare it with other vendors. **Type:** Equipment/Technology	Vendors earn their money through the collection of a fee for processing the transcripts. We can either let some of the existing fee go to the vendor or pass the additional cost onto the student. This is a decision that would me made during the process.		Yes

Recommendation: Automated Registration Processes for Faculty Adds

Through the Multi-College Transition Team (MCT) we have been discussing the need to enhance our registration system to include an electronic option for faculty to give permission for students to add their classes under the following circumstances:
1) The self-registration period has expired and faculty permission is required
2) A section is at the section capacity, but the faculty member is willing to "over-enroll" their section.
3) A student is on their waitlist and they want to allow them to be enrolled in their section.

The MCT has raised this question and IT has been consulted on options. All involved have acknowledged that other activities have taken priority over this initiative. The hope is to implement this by Spring 2013.

Year(s) Requested: 2012-2013
Request Date: 11/15/2012
Recommendation Priority: 2. Medium Priority

Recommendation: Staff Development and Cross-training

Dr. Arce and Dr. Magnuson have embarked on a new initiative to encourage, promote, and sustain an on-going staff development program in Student Services. Embedded in this new initiative is an effort to provide more cross training within our offices and across offices. With the retirement and no replacement for Dr. Farrell, there has been a significant void to be filled. It has also created an opportunity for our various offices to work more collaboratively and hopefully more efficiently. First steps have been to examine how to better support Juhree Patterson (Dr. Farrell's Admin Asst). We have decided to move her to an area where she will be closer to other staff and where she can share student resources in an effort to utilize her knowledge and skills for more than managing a busy front counter.

Plans are underway to engage in inter-office meetings and training opportunities. This was further supported by the Chancellor's Office with the

initiative to make professional development and training activities an integral part of the district. The initiative by Dr. Arce and Dr. Magnuson is an extension of this to our respective staffs.

Year(s) Requested: 2012-2013

Request Date: 01/01/2012

Recommendation Priority: 3. High Priority