Assessment: Assessment Unit Planning

Program Review 2014-15

YC - Admissions and Records Program Review

Year Under Review : 2014-15
Type of Review: Annual Update
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,
Audit compliance

Each of these functions requires unique expertise and skills.

The mission of the Admissions and Records Department is to facilitate student access to the educational opportunities offered by Yuba College through comprehensive enrollment services and to assist and serve faculty in support of institutional goals and objectives. The support of these goals is provided through state-of-the-art technology and high-quality service that is delivered in a timely and effective manner.

The primary services provided by the A&R Department are admissions, records, and registration assistance to students and faculty. Other important department's functions are provided outside the customer service arena. These "behind the scenes" services include processing of payments, online applications, registration, petitions, transcripts, evaluations, document imaging, faculty support, etc.

The Student Success and Support Program was designed to increase California Community College student access and success through the provision of core matriculation services, including assessment/placement, orientation, counseling, and other education planning services, with the goal of providing students with the support services necessary to assist them in achieving their education goal and identified course of study. The Application for Admission is the first step in this process and online applications are accepted on a 24/7 basis.
Executive Summary (Include a list of team members): Admissions and Records staff:
Senior Student Services Technician Susan Jow
Senior Student Services Technician Anita Mann
Student Services Technician Shelly Rubel
Student Services Technician Nicole Sakurada
Student Services Technician .59 in the hiring process
Interim Director Martin Gutierrez

Admissions and Records is dedicated to serving prospective, current, and former students in facilitating matriculation from college admittance through graduation; and to maintaining accurate academic records. We strive to be professional, responsive,

respectful and friendly to our diverse college community.

The Admissions and Records department did not have a direct supervisor or manager from July 1, 2014 to January 30, 2015. During that period of time, the two Senior Student Services Technicians and the 2.59% Student Services Technicians took the initiative to maintain the daily operations of the department. They actively collaborated with other student services departments in order to maintain the levers of service required by the 7, 341 students who enrolled at Yuba College and the many others who requested general information and transcripts. The Student Contact sections of this program review provides clear evidence of the immense work performed during the 2014-2015 academic year.

An Interim Director was hired in February 1, 2015. The director brought stability, commitment, cohesion to a department that needed a sense of direction. The A/R staff received the support they were searching for quite some time. Monthly meetings were implemented. The A/R staff now had the opportunity to communicate their concerns and provide input of areas of improvement. New monitors were purchased, numeric keypads were purchased to protect students' confidentiality, staff were relocated to a more spacious office, and the old residency form was updated to a newer, shorted, and more efficient version.

There are still challenges ahead for the A/R department but the focus is to facilitate the Mission by focusing in the following actions:

• Teach students how to navigate through the various Admissions & Records processes
• Teach students how to self-assess their progress in achieving their academic goals
• Promote self-advocacy
• Review internal processes to maintain accurate academic records
• Provide a safe, trusting, accessible, and student-oriented environment to support our students

01SP. Department Goals (Click '?' for Prompt): Yuba College Goals:
1. Foster a culture of evidence-informed decision making, including SLO development/assessment and other measures of student success.
2. Prioritize and allocate resources based on existing and emerging community and student needs over those of individual projects or programs.
3. Steward our institutional resources with increasing effectiveness and efficiency.
4. Research and utilize effective modes of delivery for our courses and services.
5. Design our programs in such a way as to allow students to complete their educational goals in a timely manner.
6. Evaluate our programs, services and processes to ensure continuous quality improvement.
7. Improve the quality of the student experience at all our campuses and centers.
8. Develop partnerships to enhance educational resources and student opportunities.
9. Exemplify educational excellence, fiscal responsibility, cultural awareness, and civic engagement for our communities and region.

Strategic Goals: Increase student access, student success, and the number of students who successfully achieve positive student learning outcomes.

1. Continue to automate Admissions & Records processes and procedures as appropriate.
2. Implement automation to assist students with general questions about Yuba College and increase efficiency throughout the department
3. Provide effective support for online self-service methods of application, registration, and other interactions with students.
4. One or our top initiatives have consistently been geared toward efficiency, which will allow us to provide services in a timely manner.
5. Ensure that the department of admissions and records follows policies and procedures related to cash handling as set forth by fiscal services and the admissions and records
department.
6. Ensure that practices within the department of admissions and records are adhering to California Education Code, particularly Title 5
7. Assist the District in remaining in compliance with FERPA by updating pertinent campus/board policies and relevant forms
8. Continue to support and implement Chancellor's Office SSSP efforts in collaboration with other District Student Services units.

02SP. Facilitate Learning & Collaboration (Click '?' for Prompt): One of the strategic goals is to increase the number of students who successfully achieve positive learning outcomes.

In an effort to assist with students learning outcomes, the YC Admissions and Records office has maintained a webpage with detail information on how to apply to YC, Assessment, Counseling Appointments, Forms, Requirements for High School Students,

Orientations, Residency information, how to register, Priority registration, Prerequisites, Repeats/Withdrawal, Fees and Refunds, and Waitlisting.

Yuba College has uses the CCCApply online application for admission. This online application is used by the majority of California Community Colleges throughout the state. The use of this Chancellor's Office approved application ensures that data collection is in compliance with MIS data collection requirements and reflects changes in California Education Code and Title 5 regulation.

Once a student's application has been processed they are welcomed to the college via email and advised of any limitations on enrollment. Students are provided with information on how to retrieve their student identification number, student e-mail address, and a document that provides information and web-links to assessment, counseling/orientation, financial aid, and registration. A/R communicates as much information possible so that our students can make an educated decision.

Throughout the 2014-2015 the A/R office participated in intercampus staff meetings and/or training sessions with other student services programs to provide consistent development of staff knowledge and collaboration. A/R collaborates closely with the counseling department and with faculty, who play an important role in distributing information as it relates to admissions and records.

03SP. Student Contacts (Click '?' for Prompt): The following data contains the student contact in different activities:

Applications for Admission - Online applications received and processed for new and returning students.
• Number of Students:
Oct 2013 - Dec 2013 2,195
Jan 2014 - Dec 2014 9,954
Jan 2015 - Aug 2015 7,850

College Early Start - College Early Start Enrollment Forms - Forms submitted by high school students seeking classes at YC College.
• Number of Students:
2013FA 122
2014SP 147
2014SU 325
2014FA 200
2015SP 290
2015SU 608

Instructor Add Memorandum - Scannable forms submitted by instructors to add students to classes. This is an alternative to Wait List electronic adds, and is needed for certain types of adds such as excessive "W"s, course repetition, etc.
• Number of Students: Unable to Produce

Transcripts - Transcripts produced at student request to be sent to other colleges.
• Number of Students:
Academic Year 2013 2,035
Academic Year 2014 Online 3,815 In person/Fax 3,201

Petitions - Petitions includes general, academic grade change, matriculation appeal, residency reclassification, excessive W's, course repetition, academic renewal, 30 unit limitation, and course audit.
• Number of Students: Unable to Produce

Academic Grade Changes and Assignment of Incompletes - Instructor initiated grade changes and assignment of Incomplete that are submitted electronically are recorded after hard copy is received and verified by staff.
• Number of Students:
Academic Year 2013 - 64 Incompletes, 365 Grade Changes
Academic Year 2014 - 55 Incompletes, 171 Grade Changes

Transcripts from High Schools and Other Colleges - Transcripts submitted by students for admission, college early start, prerequisites, assessment levels, degree and certificate coursework, transfer requirements, and articulation purposes.
• Number of Students: Unable to Produce

Evaluations - Requests submitted by students for degrees, certificates, in-progress, and general education certification

• Number of Students:
Jan - Dec 2013 - Received 649, actual degrees 569
Jan - Dec 2014 - Received 703, actual degrees 623

E-mail assistance - Responses to student requests for assistance at major communication points on the web.
• Number of Students: 1,800 + e-mails ycadmissions

Athletic eligibility - Request from the athletic department to verify athletes eligibility
• Number of Students: 400

04SP. Input to Improve (Click '?' for Prompt): Continuous improvement is an integral part of the A/R department. Input from faculty, staff, and students play an important role in improving the department and our services. A/R cross-train with the staff of the Instruction Office and Student Services to promote efficient student service and develop consistent application of policies and procedures. There is continued dialog with faculty on the use of waitlist with faculty having a growing understanding of how to use waitlists effectively. A/R enhanced the registration process by moving forward with Add Codes. Student input assisted in the improvement of the residency request form and and the extension of services hours from 8:00 a.m. to 5:45 p.m.

05SP. Course Outlines (Click '?' for Prompt): N/A

06SP. Collaboration (Click '?' for Prompt): A/R closely collaborates with instruction and other student services. As previously mentioned, A/R works closely with faculty in the waitlists, grade changes and add students to classes such us such as excessive "W"s, course repetition, etc. A/R also collaborates on a daily basis with counselors in the evaluation of transcripts and petitions for graduation. The athletic department and A/R work very closely in the evaluation of athletes' eligibility.

In addition, A/R is actively assisting and collaborating with others student services departments in the implementation of the SSSP and in increasing student retention, success and overall achievement (degrees, certificates, transfers, and employment) and will develop and implement student success programs to achieve those goals.

07SP. Catalog Currency (Click '?' for Prompt): The catalog contains valuable information related to A/R, which students can understand and utilize to make educated decision. Students can read and learn on the open enrollment policy, international students, concurrent enrollment of High School Students, application process, residency requirements, matriculation, student responsibility regarding registration, enrollment priorities, change in enrollment, maximum unit load, placement examination, and student fees and expenses.

It is important to acknowledge, the A/R works in collaboration with Teresa Aronson, Public Events, to maintain the A/R information current based on changes on the regulations and procedures.

08SP. Student Progress (Click '?' for Prompt): The A/R always takes a proactive approach in identifying student needs. One of the primary ways of identifying students' needs is through direct contact over counter. Other important methods are phone calls and the numerous e-mails received with specific requests.

In reference to student progress, A/R does not have a specific way to track how the students are doing; however, the evaluation of student petition for graduation does reveal how many must take additional courses to meet the graduation requirements. For example, in the 2014 academic year, 703 petitions were received and 623 were actually approved.

09SP. DE Students (Click '?' for Prompt): Students are served in a friendly, professional manner and in accordance with FERPA regulations, steps are taken when necessary to ensure the privacy of sensitive conversations with students. The Family Educational Rights and Privacy Act of 1974 (FERPA) protects the confidentiality of student records. The A/R does not release certain financial aid information over the telephone in order to protect the student's right to privacy. If students need specific information about their A/R record, they are encouraged to come in person to the A/R department at their campus with a picture ID.

The A/R is limited on the detailed information it can provide to DE students and other students at a distance; however, the office takes the necessary steps to communicate with all students, including DE students and students with disabilities, via YC student e-mail account, WebAdvisor, and Portal accounts, which are secure accounts for all of them. In addition, Yuba College has made the admissions application available online through CCCApply. This online application is used by the majority of California Community Colleges throughout the state. Since Yuba College solely utilizes the CCCApply online application for admission to the college, student satisfaction is significant and important. The data shows 9,954 students submitted the online application during the 14-15 academic year. From January to August 2015 7,850 online applications have been processed.

10SP.Disproportionate Impact(Click '?' for Prompt): The Admissions and Records Office is dedicated to supporting student success by
• providing quality service to students;
• maintaining the admissions component of the matriculation standard;

• facilitating timely and accurate registration of students;
• evaluating and maintaining student records with accuracy and confidentiality;
• and offering comprehensive information and services to students on demand via electronic access in a 24/7 environment.

The major disproportionate impact observed by A/R is the unavailability of some classes. Students who are close to graduation have to wait at least one more semester in order to register and complete the classes required for completion.
11SP. Mapping (Click '?' for Prompt): Yes
12SP. Core Competencies (Click '?' for Prompt): Strengths:
The A&R Department has reengineered a number of departmental processes such as the electronic sending notifications, on-demand transcripts & verifications and
online application.

A&R department is responsive to the needs of individuals and persons with special needs and relevant constituencies.

The A&R office establishes, maintains and promotes understanding and effective relations with those that have a significant interest in or potential effect on the students
or other constituents served by the program and services.

The A&R department collaborates, where appropriate, to assist in offering or improving programs and services to meet the needs of students and other constituents and to
achieve program and student outcomes such as with the contract for services with the local high schools.

Opportunities:
To regularly review policies on all relevant operations, transactions and tasks which have possible legal implications.

Opportunity to create surveys for internal and external constituents to provide feedback for improvement.

Implementation of the degree/certificate audit program will provide better and more comprehensive information to students and counselors without requiring the involvement
of evaluators.
13SP. Professional Development (Click '?' for Prompt): Due to the lack of a direct supervisor for many years and limited general funds, the A/R staff have not been able to attend any conferences, trainings, and webinars since the 2013-2014 academic year. Professional development has been restricted due to limited funding. This is a priority for the new Interim Director, who in collaboration with the Registrar offered a training on September 25, 15. In addition, in collaboration with the Dean of Student Services, the Interim Director was able to secure $6,000 form SSSP which will be utilized on staff professional development.
14SP. Reflection (Click '?' for Prompt): Strengths:
• The A&R Department has reengineered a number of departmental processes such as the electronic sending notifications, on-demand transcripts & verifications and online application.
• A&R department is responsive to the needs of individuals and persons with special needs and And different stakeholders.
• The A&R office establishes, maintains and promotes collaboration and strong relationships with those that have a significant interest in or potential effect on the students or other programs and services.
• The A&R department collaborates, where appropriate, to assist in offering or improving programs and services to meet the needs of students and other stakeholders and to achieve program and student outcomes such as with the contract for services with the local high schools.

Weaknesses:
• The ability to gather evidence through assessment to create strategies for improvement.
• Staffing levels that do not support the increases in student and faculty requests. This affects the department's ability to support its services to students and staff--many of which are mandated, direct support to students.
• The A&R Department has a number of pending programming requests that affect the technology used within the department to support its mission and goals such as; new computers, printers, ImageNow, and phones.

Opportunities:
• To regularly review policies on all relevant operations, transactions and tasks which have possible legal implications.
• Opportunity to create surveys for internal and external constituents to provide feedback for improvement

Threats:

• The A&R Department budget continues to be eroded. This affects the department's ability to meet mandated services and support for students and staff and accomplish its mission and goals.
• Services and service requests continue to increase in spite of the decrease in the College's FTES.
• Currently there is no budget for staffing, technology needs, or supplies that are needed to support a fully operational Information Desk.

Are you ready to submit your final program review?: Yes

Program 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.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2012-2013
Request Date: 02/03/2012
Supporting Evidence : Degree Audit is in a pending status until YC catalogs are accurate.

Plan of Action

Equipment - 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. (Active)
Budgetary Impact: Recent Legislation (

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Degree Audit is pending resolution to the catalogs.

Related Goals

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Computation - Use appropriate mathematical concepts and methods to understand, analyze, and communicate issues in quantitative terms.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Admissions and Records Program Review

YC - Admissions and Records Program Review
Re-implement Degree Audit.
Enhance systems and increase efficiency
Staff Development and Cross Training

Program 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.

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

Plan of Action

Equipment - ccc (Active)

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Achieved/Completed
Implemented. Transcripts are ordered from the National Student Clearing House.

Related Goals

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Admissions and Records Program Review
Re-implement Degree Audit.

Program 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.

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

Plan of Action

Drop for non-payment has been implemented. The registrar generates a list of students who have not paid their tuition. Student are informed through student e-mail account and by voice automated messaging. Students who do not comply with deadlines for payment are dropped from classes. (Active)

Budgetary Impact: No budgetary impact
Timeline/Responsible Party: Implemented.
YC - Location: Yuba College - All

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Achieved/Completed
Implemented

Related Goals

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Admissions and Records Program Review
Enhance systems and increase efficiency

Program 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.

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

The registrar has enhanced the census certification process and she is responsible for generating the necessary reports. (Active)

Budgetary Impact: No budgetary impact
Timeline/Responsible Party: Implemented.
YC - Location: Yuba College - All

Related Goals

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Admissions and Records Program Review
Enhance systems and increase efficiency
Address Audit Findings

Program 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.

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

Plan of Action

Positive attendance has been implemented through "PH Track" (Active)

Budgetary Impact: No budgetary impact.
Timeline/Responsible Party: Implemented.
YC - Location: Yuba College - All

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Achieved/Completed
Implemented

Related Goals

YC - Admissions and Records Program Review

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Admissions and Records Program Review
Enhance systems and increase efficiency
Address Audit Findings

Program 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.

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

Plan of Action

The registrar has been working in collaboration with DSPS, EOPS, and Financial Aid to identify Foster Youth for priority registration. Students are coded in Colleague for priority registration. (Active)

Budgetary Impact: No budgetary impact
Timeline/Responsible Party: Implemented
YC - Location: Yuba College - All

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Achieved/Completed
Implemented

Related Goals

Institutional Learning Outcomes
Personal and Social Responsibility - Interact with others by demonstrating respect for opinions, feelings, and values.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Admissions and Records Program Review
Enhance systems and increase efficiency
Address changes to Title 5 and Proposed/New Legislation

Program 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.

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

Plan of Action

Priority registration system has been implemented due to new state law requirements. (Active)

Budgetary Impact: No budgetary impact
Timeline/Responsible Party: Implemented
YC - Location: Yuba College - All

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Achieved/Completed
Implemented due to new state law requirements

Related Goals

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Critical Thinking - Analyze data/information in addressing and evaluating problems and issues in making decisions.

YC - Admissions and Records Program Review
Enhance systems and increase efficiency
Address changes to Title 5 and Proposed/New Legislation

Program 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.

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

Plan of Action

Equipment - Work through the MCT committee to further explore the functionality of the Datatel transcript ordering process and compare it with other vendors. (Active)

Budgetary Impact: 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.

Automated transcript ordering has been implemented. A/R staff utilize different agencies to request transcripts. (Active)

Budgetary Impact: No budgetary action.
Timeline/Responsible Party: Implemented.

YC - Admissions and Records Program Review

YC - Location: Yuba College - All

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Addressed/Satisfactory Progress
Implemented

Related Goals

Institutional Learning Outcomes
Information Competency - Conduct, present, and use research necessary to achieve educational, professional, and personal objectives.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Admissions and Records Program Review
Enhance systems and increase efficiency

Program 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.

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

Plan of Action

No action has been taking; however, the registrar, admissions and records, faculty and IT must work together to have this project on the priority list. (Active)
Budgetary Impact: No budgetary impact
Timeline/Responsible Party: Contingent on availability of the involved parties (Registrar, A/R, faculty, and IT)
YC - Location: Yuba College - All

Status

Reporting Year: 2015-2016 10/23/2015
Recommendation Progress: Recommendation Needs Improvement/Attention
Pending involvement on the stakeholders.

Related Goals

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.
Technological Awareness - Select and use appropriate technological tools for personal, academic, and career tasks.

YC - Admissions and Records Program Review

YC - Admissions and Records Program Review
Enhance systems and increase efficiency

Program 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.

Recommendation Priority: 3. High Priority
Year(s) Requested: 2012-2013
Request Date: 01/01/2012

Plan of Action

Professional Development/Training - The A/R director and the Dean of Student Services found $6,000 which will be utilized for conferences and training. Staff will start attending conferences during the 2016 spring term. (Active)
Budgetary Impact: $6,000 from SSSP.
Timeline/Responsible Party: Spring 2016.
YC - Location: Marysville Campus

Related Goals

Institutional Learning Outcomes
Communication - Effectively use language and non-verbal communication consistent with and appropriate for the audience and purpose.

YC - Admissions and Records Program Review
Enhance systems and increase efficiency
Staff Development and Cross Training

Program Recommendation: Personnel

Converting the .59% Admissions and Records Student Services Technician into a 1.0% will be beneficial to YC and to our students. . During peak registration periods (beginning and end of semesters), it is a challenge to keep up with desk work while, keeping waiting time for students to a minimum and answering all incoming calls in a timely manner.

Recommendation Priority: 2. Medium Priority
Year(s) Requested: 2014-2015
Request Date: 10/21/2015
Supporting Evidence : The number of students applying and requesting information has been increasing.

Plan of Action

The A/R director is working with the Dean of Student Services to see if SSSP or SEP funding can be allocated to make the position 1.0% (Active)
Budgetary Impact: Contingent on SSSP or SEP funding.

YC - Admissions and Records Program Review

Timeline/Responsible Party: Contingent on SSSP or SEP funding.
YC - Location: Marysville Campus

Program Recommendation: Computers for A & R staff

New computers for A & R staff ($4,500.00)

Recommendation Priority: 3. High Priority
Year(s) Requested: 2015-2016
Request Date: 03/04/2016
Supporting Evidence : Current computers are outdated and need to be replaced

Plan of Action

Technology - New computers for A & R staff ($4,500.00) (Active)
Budgetary Impact: $4,500.00
YC - Location: Marysville Campus