

1. Assessment Plan - Four Column



PIE - Student Services: Admissions and Records Unit

Where We Are Now: Analysis and Summary

2018-19

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Program Planning Dialog: The Admissions and Records Office routinely coordinate its programs planning dialog to fit within the larger college and student services division goals.

External Conditions, Trends, or Impacts (Student Services): 1. Continued statewide mandates and legislation that will impact who and how Mt. SAC attracts, enrolls, and graduates students. For example, the statewide focus on Assembly Bill 705, Student Centered Funding Formula, Graduation Completion Initiatives, Promise Grants and other requirements continue to for the Admissions and Records Office to be nimble.

2. As was to be expected, the state has added additional legislative mandates during this most recent cycle. This year the adjustments to student placement operations forced the unit to work even more closely with the Assessment area to make sure that the new Assessment Questionnaire was appropriately removing prerequisites and corequisites so that students could register for the correct courses. Additionally, the office had to designate resources to troubleshoot issues that arose with course repeat processing and GPA calculations. The unit was fortunate enough to have received funding to hire an additional Evaluator to help award additional degrees focusing on helping those students who might have previously been denied receive degrees. As part of this campuswide initiative A&R worked very closely with IT and others to develop a more robust auto-petition process that has led to the awarding of more student degrees and certificates.

DEGREES:

	Total Applied	AW (Non Auto-P)	AW (Auto-P)	DN
Summer 2018	547	324	85	138
Fall 2018	1289	509	568	212
Winter 2019	266	174	50	42
Spring 2019	2514	1644	264	606
Total	4616	2651	967	998

CERTIFICATES:

	Total Applied	AW	AW (Auto-P)	DN
Summer 2018	223	192	26	5
Fall 2018	610	408	151	51
Winter 2019	152	126	6	20
Spring 2019	736	662	10	64
Total	1721	1388	193	140

As is evidenced by the data above the campus awarded approximately 1,000 more degrees and nearly 200 more certificates by utilizing a more robust auto-petition process. **Internal Conditions, Trends, or Impacts (Student Services):** When looking at the Graduation Completion Initiative numbers we also see some successes (despite not being able to undertake these new approaches until the Spring 2019 term due the length of the hiring process).

- Of the 998 degree petitions that were denied, 635 students were successfully contacted and provided alternative routes to degree completion.
- 4% were able to receive a different degrees and 36% were moved to another term to be considered in either Summer or Fall 2019.
- With regard to certificate denials, 67 Spring 2019 petitioners were successfully contacted and provided alternative routes to certificate completion.
- 5% were able to receive a different certificate 31% were moved to another term to be considered in either Summer or Fall 2019.

There were several challenges with the campuswide implementation of BANNER 9. The newer version of the campus’ system was implemented in October and right away the campus began experiencing registration challenges. These challenges included ineffectiveness of Add Authorization Codes, malfunctioning of prerequisites and corequisites, waitlist inaccuracies as well as other registration “hiccups.” After these initial challenges and some troubleshooting by both A&R and IT we were able to overcome those challenges.

Critical Decisions Made by Unit: Continued improvement and expansion of the auto-awarding of degree and certificates.

Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: Awarded nearly 1000 more degrees via the auto-award process and nearly 200 more certificates.

Notable Achievements for Theme B: To Support Student Access and Success: 1. A&R did improve and added more templates to the OnBase imaging technology E-transcript CA. This functionality allows the office to expedite the electronic processing of electronic transcripts. These technological advances lead directly to increased services and functionality (e.g., accuracy of degree planner/MAP information) for students that are available to students. The achievement was accomplished with significant involvement and support from our partners in the Information & Technology Division (College goal #5).

2. Successfully hired and trained an Evaluator to help with the successful implementation of close to completion regulations. This success is notable in that two previous searches were unsuccessful. This position has been a critical in helping to follow up with students who were previously denied degrees or certificates. This evaluator has helped redirect student degree aspirations to either future terms or to help them develop course taking patterns to complete their goal. (College Goal #2 and #5)

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. The continued relationship with IT allows A&R to quickly diagnose and respond to campus wide issues related to technology. For example the Banner 9 implementation and its resulting challenges were quickly resolved in support of the campuses enrollment goals. (College Goal #4)

Contributors to the Report: George Bradshaw, Dean, Enrollment Management

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Technology - A&R wants and needs to sustain the most advanced software to keep delivering world class service.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 04/11/2019</p>	<p>Request - No Funding Requested - EAB Implementation Support</p> <p>Describe Plans & Activities Supported (Justification of Need): The successful launch of EAB will require close integration and support with major campus partners, these partners will include; counseling, instruction, IT, financial aid and research for institutional research.</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 25</p> <p>A&R, IT, Counseling and Instruction have undertaken this large campus wide process. The kickoff and implementation are expected during 19-20 year. (08/20/2019)</p>

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Lead: George Bradshaw/ Francisco Dorame/ Antonio Bangloy
What would success look like and how would you measure it?: The delivery of a seamless interface for student registration.
Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.
Planning Unit Priority: High
Request - No Funding Requested - OnBase Templates
Describe Plans & Activities Supported (Justification of Need): Develop additional transcript templates for both paper and electronic transcripts.
Lead: George Bradshaw/ Maria Macedo/ Monica Cantu-Chan
What would success look like and how would you measure it?: The development of additional templates to increase utilization of transfer credit and degree works.
Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.
Planning Unit Priority: Medium
Documentation Attached?: No

Develop Infrastructure for New Completion Initiatives - Hire additional evaluators to support student centered funding formula	Request - No Funding Requested - IT Focus Group Describe Plans & Activities Supported (Justification of Need): IT	Reporting Year: 2018-19 % Completed: 50 In conjunction with IT and A&R, met with consultant to develop scripts and parameters for a more robust auto-
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<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>goal. Work with IT to develop reporting functionality to increase auto-award potential of degrees and certificates.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 07/01/2019</p>	<p>Focus Group to research and develop degree analytics that can be used to evaluate students proximity to various degrees and certificates.</p> <p>Lead: George Bradshaw/ Antonio Bangloy</p> <p>What would success look like and how would you measure it?: The development of accurate Argos reports that illuminate student progress towards degrees and certificates.</p> <p>Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.</p> <p>Planning Unit Priority: High</p> <p>Documentation Attached?: No</p>	<p>evaluation process for students. During the 18-19 cycle the consultant was able to develop infrastructure for ODS reporting. The expectation is that this initiative will come online during 19-20. (08/20/2019)</p>
<p>Increase Professional Development Opportunities for Staff - Ensure adequate funding for managers and front line staff to attend local, regional and national professional development opportunities.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 07/01/2019</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 100</p> <p>All management staff attended the statewide CACCRAO conference (April 2019) where chancellor office personnel and statewide professionals presented updated and best practices related to Admissions and Records. Leadership also presented at NASPA (March 2019) and CSSO conference (March 2019). (09/06/2019)</p>
<p>Facilities - Improve storage capacity for records.</p> <p>Status: Active</p> <p>Goal Year(s): 2018-19, 2019-20, 2020-21</p> <p>Goal Entered: 07/01/2019</p>	<p>Request - Full Funding Requested - Waterproof and Fireproof Storage Facility</p> <p>Describe Plans & Activities Supported (Justification of Need): Older campus records are currently stored on microfiche and aperture cards. This old technology was too</p>	

Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

costly to convert digitally and we continue to maintain these records.

Lead: George Bradshaw

What would success look like and how would you measure it?: The development an easily accessible facility to house these one of a kind records.

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Planning Unit Priority: High