



# Annual Program Review 2010-2011

## Student Service Programs

**Division/Service Area:**

**Admissions & Records**

### Authorization

After the document is complete, it must be signed by the Division Chair and Dean before being submitted to the Program Review Committee.

\_\_\_\_\_  
Signature of Dean

\_\_\_\_\_  
Signature of Vice President

\_\_\_\_\_  
Date Submitted to Program  
Review Committee

Describe the relationship of your program to the college's [Mission Statement](#):

The unit processes students' educational records from the initial admissions application to final graduation, including transfer and issuance of official transcripts. The unit educates students in the use of online functions, college policies, procedures and processes related to admissions, registration and student records.

### 1.0. Trend Analysis

For each program within the division, use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

#### **Admissions & Records provides the following services:**

- Set up term/session dates for College academic year
- Process applications
- Evaluate and determine residency and change when appropriate
- Update student demographic information
- Set up registration dates and times & student groups for priority registration
- Register students
- Enrollment verification
- Process: Late Adds
- Time Conflicts
- Unit Overloads
- Enrollment after two attempts
- Credit by Examination
- Pass/No Pass Petitions
- Process AP&CLEP Exams
- Process DD214 (Vets)
- Certify Vets for Veterans Affairs
- Issue official Transcripts
- IGETC & Breadth Certification

Process and award AA/AS Degrees & Certificates of Completions  
 Create rosters: class, drop, early alert, positive attendance and grade  
 Prepare College catalog & student handbook  
 Boiler plates for class schedule  
 Maintain A&R web pages and MyGCC  
 Receive & post grades and make all appropriate grade changes  
 Establish academic standing  
 Receive, process and evaluate external transcripts including course equivalency  
 MIS & 320 Reports  
 Scan, box & store permanent records  
 Write, edit and enforce Education Code, Title5 & Board Policies in cooperation with Academic Senate

| Program:                        | Service Functions       | Academic Year | Service Contacts | STAFFING |            |               |           |
|---------------------------------|-------------------------|---------------|------------------|----------|------------|---------------|-----------|
|                                 |                         |               |                  | FTEF     | Classified | Hourly Class. | Other FTE |
| <b>Admissions &amp; Records</b> | Services outlined above | 02/03         | 31,776           | 1        | 15.5       | 8             | 2         |
|                                 |                         | 03/04         | 41,232           | 1        | 12         | 9             | 2         |
|                                 |                         | 04/05         | 41,064           | 1        | 11         | 9             | 2         |
|                                 |                         | 05/06         | 42,216           | 1        | 10         | 11            | 2         |
|                                 |                         | 06/07         | 42,563           | 1        | 11         | 11            | 2         |
|                                 |                         | 07/08         | 46,050           | 1        | 11         | 14            | 2         |
|                                 |                         | 08/09         | 48,065           | 1        | 12         | 15            | 1         |
|                                 |                         | 09/10         | 50,758           | 1        | 12         | 18            | 1         |

1.1. Describe how these trends affect students and/or your program:

The trends as shown with increased students and decreased staff slow the process and increase the wait time for students. Furthermore, it increases the student's frustration and the desire to attend GCC. When processes occur in a more timely manner at other institutions within seven miles of the College, students choose to go elsewhere.

The biggest problem is that as the full time employees decrease the number of hourly employees has increased. There are not enough full time employees to cross train; therefore, there is only one person that is able to perform numerous PeopleSoft functions. There are so many single points of failure that if anyone of the current employees becomes ill for any length of time or retires the department will come to a screeching halt.

In addition, each time we show a registration worker how to perform a function outside the scope of employment, we violate the CSEA contract. There are times that I have no choice in order to meet the demands of the students, faculty and institution.

1.2. Is there any other relevant information that affects the evaluation of your program?

The 2010/2011 numbers are not in as yet as we are only starting the year. However, with the implementation of PeopleSoft Campus Solutions, the processing time has increased significantly for each transaction. I am the first to say our processing time is compounded with the problems we are encountering; however, even when a component of the system is totally operational it takes

three times the amount of time to enter a demographic change or a residency change or to set up the registration process for a term.

Furthermore, PeopleSoft has changed the way we do business. The A&R office personnel can no longer just memorize how to perform a function; now, we must be able to think through a process to make it work. Critical thinking skills are paramount to perform a clerical position in A&R. This changes the criteria for hiring personnel.

## 2.0. Student Service Learning Outcomes

For each program within the division, provide the following information.

| Program: Service/Function | SAOs Written | Assessment Tool Written | Assessment Completed | Assessment Data Analyzed | Data Used For Improvement or Planning | Number of Cycles Completed |
|---------------------------|--------------|-------------------------|----------------------|--------------------------|---------------------------------------|----------------------------|
| Admissions & Records      | 2            | 2                       | Y                    | Y                        | Y                                     | 1                          |

2.1. How has assessment of student service outcomes led to improvement in your program or plans?

The Admissions SLO and assessment of that SLO led to the purchase and implementation of CCCApply, the California Community College standardized application for admissions. CCCApply has clear and concise instructions on how to complete and submit the application to one CCC or 20. The information completed by the student is uniform and appears to be far easier for prospective students to comprehend.

The Records SLO and assessment of that SLO initiated student registration only online through PeopleSoft with only problem situations being handled in person through the A&R office. The telephone registration was discontinued.

2.2. Does the student assessment data indicate overall program needs that may require support from the institution? Define these observed needs and support your answer using your assessment data.

The program needs were evaluated which resulted in plans for procurement and implantation to meet the needs of students. New SLOs are in the process of being written.

## 3.0. Evaluation of Previous Goals

This section is an evaluation of program goals and activities from previous years.

3.1. List actions identified in your last program review or any other related plans (EMP, SS SMP, IT Plan etc.)

A major goal for Student Services was to make available to students a One Stop Center. This has of monumental importance to the Campus for a minimum of at least 10 years. So much so that part of the Bond money was to be spent on a building to house all of the Student Service offices. Even though physically we do not have such a center as yet, the PeopleSoft student program has given the students a technology One Stop Center.

3.2. What measurable outcomes were achieved due to the actions completed?

Students are able to apply on-line and once they receive a student ID number, they are able to access their Student Center through the GCC home page, MyGCC, and complete all transactions from enrollment to viewing grades. They also are assigned a College e-mail address where they send and receive college correspondence.

3.3. Evaluate the success of the completed actions. Did the completed actions lead to improved student success or program processes?

The availability of services for students is now 7/24. Students virtually have access to GCC upon demand. Students are not restricted to services based on brick and mortar time tables. These processes make it easier and more efficient for students to complete their tasks.

3.4. What modifications/improvements do you plan to make to your program/ based on your assessments?

Eventually we will have the ordering of transcripts and payment for such request on-line.

**4.0. Action Plans**

Based on trends and student learning outcomes, describe your program plan for the next academic year. Include necessary resources.

| Action  | Related EMP/ Goals or Outcomes | How action will improve student success and/or service functions  | Resource Needs   |
|---|--------------------------------|---|------------------|
| PeopleSoft modification for priority registration | EMP Goals 1 and 3              | The delivered PeopleSoft priority registration program does not include any matriculation components. This criteria needs to be included in order for all students to have a fair opportunity to enroll in classes.           | Cost unknown     |
| PeopleSoft modification for transcript tracking   | EMP Goals 1 and 3              | With the implementation of PeopleSoft we lost the ability to track the number of transcripts a student requests. The Ed Code requires that the first two are free and we have no way to track this. We are out of compliance. | Cost Unknown     |
| 1 employee reorganization                         | EMP, IT and SS                 | One employee is managing the entire PeopleSoft process and needs to be upgraded to an Operations Manager.   | To be determined |
| Hire 2 classified replacement positions           | EMP, IT and SS                 | The process is going to fail without additional employees. The single point of failure is too great a possibility to ignore.  | To be determined |
| Hire 1 administrative assistant replacement       | EMP, IT and SS                 | There is no one doing the job of the admin asst and students are waiting weeks and months for answers and processes to be completed that should only take one week or even just days.   | To be determined |

## 2010 PROGRAM REVIEW

Service Area

**A & R      S: AR- 1**  
**PeopleSoft Priority Registration**

### Section 5.0. Resource Request

All resource requests should be tied to at least one of the following:

- The [Educational Master Plan](#) or other related plan goal.
- The [Core Competencies](#) (Institutional SLOs) OR SAOs

5.1. What planning goal, core competency, or SAO does this resource request address?

PeopleSoft modification for priority registration - EMP – Goal 1 and 3

5.2. What measurable outcome will result from filling this resource request?

The delivered PeopleSoft priority registration program does not include any matriculation components. This criteria needs to be included in order for all students to have an equal opportunity to enroll in classes. Students that will be earning a certificate, degree or transferring to a four-year school will have completed the matriculation criterion and will have an earlier priority registration than a student that is at the college for self-improvement. The group of students with a defined goal as listed above are the students that the Department of Education are targeting at the California Community Colleges to help succeed and to award remuneration for the community college.

5.3. Describe the resource request in detail.

The programmers or a programmer in IT will have to modify the delivered PeopleSoft priority registration program. The IT Department will need to look at the request, the modifications required and determine the hours to accomplish the task. The worse case scenario is that a PeopleSoft consultant will need to be brought in to complete the project.

5.4. What resources are needed to fill this request? Potential funding sources might include Senate PFE, categorical, matriculation, Perkins, Basic Skills funding, etc.

| Type of Resource | Amount Requested | Description  | Justification   | Potential Funding Sources |
|------------------|------------------|--|---|---------------------------|
| Personnel        |                  |  |   |                           |
| Facilities       |                  |  |   |                           |
| Equipment        |                  |  |   |                           |
| Supplies         |                  |  |   |                           |
| Software         |                  |  |   |                           |
| Training         |                  |  |   |                           |
| Other            | TBD              | PeopleSoft modification in the priority registration program | Student success to reach goal California Community College Chancellor's office is making recommendations today (12/15/10) regarding priority registration | TBD                       |
| <b>Total</b>     |                  |  |   |                           |

## 2010 PROGRAM REVIEW

Service Area

**A & R S: AR-2**  
**PeopleSoft Transcript Tracking**

### Section 5.0. Resource Request

All resource requests should be tied to at least one of the following:

- The [Educational Master Plan](#) or other related plan goal.
- The [Core Competencies](#) (Institutional SLOs) OR SAOs

5.1. What planning goal, core competency, or SAO does this resource request address?

PeopleSoft modification for transcript tracking - EMP – Goal 1 and 3

5.2. What measurable outcome will result from filling this resource request?

The College will be in compliance with the Ed Code that students must receive the first two transcripts without charge.

5.3. Describe the resource request in detail.

A new program or modification will need to be written by the College IT Department or a consultant brought in to complete the task.

5.4. What resources are needed to fill this request? Potential funding sources might include Senate PFE, categorical, matriculation, Perkins, Basic Skills funding, etc.

*Note: All personnel*

*requests will require the additional "IHAC Addendum" or CHAC form to be completed.*

| Type of Resource | Amount Requested | Description  | Justification  | Potential Funding Sources |
|------------------|------------------|--|--|---------------------------|
| Personnel        |                  |  |  |                           |
| Facilities       |                  |  |  |                           |
| Equipment        |                  |  |  |                           |
| Supplies         |                  |  |  |                           |
| Software         |                  |  |  |                           |
| Training         |                  |  |  |                           |
| Other            | TBD              | PeopleSoft modification in order to track student requests for transcripts | The College is out of compliance according to California Education Code. | TBD                       |
| <b>Total</b>     |                  |  |  |                           |

## 2010 PROGRAM REVIEW

Service Area

A & R

S: AR-3

### Section 5.0. Resource Request

All resource requests should be tied to at least one of the following:

- The [Educational Master Plan](#) or other related plan goal.
- The [Core Competencies](#) (Institutional SLOs) or SAOs

5.1. What planning goal, core competency, or SAO does this resource request address?

Re-organize one personnel position from classified to management – EMP, IT and SS plans

5.2. What measurable outcome will result from filling this resource request?

An employee is already performing the job functions and with the re-organization he would be paid fair and equitable.

5.3. Describe the resource request in detail.

An employee in the A&R office is performing job functions that do not correspond with his classification according to similar positions in other community colleges. This position is a liaison with the Information Technology department; he performs complex and computer related technical tasks in admissions, registration and records; maintains integrated tables in the A&R area of the student system; provides computer support to A&R staff in technical matters including student record system; processes special enrollment registrations; maintain academic calendar; and create and process rosters from class to census.

5.4. What resources are needed to fill this request? Potential funding sources might include Senate PFE, categorical, matriculation, Perkins, Basic Skills funding, etc.

*Note: All personnel requests will require the additional "IHAC Addendum" or CHAC form to be completed.*

| Type of Resource | Amount Requested   | Description               | Justification   | Potential Funding Sources |
|------------------|--|---------------------------|---|---------------------------|
| Personnel        | A minimum of 5% of current salary approximately \$5,000 annually | Personnel re-organization | An employee is already performing the job functions and with the re-organization he would be paid fair and equitable. | TBD                       |
| Facilities       |  |                           |   |                           |
| Equipment        |  |                           |   |                           |
| Supplies         |  |                           |   |                           |
| Software         |  |                           |   |                           |
| Training         |  |                           |   |                           |
| Total            |  |                           |   | TBD                       |

## 2010 PROGRAM REVIEW

Service Area

A & R

S: AR- 4

### Section 5.0. Resource Request

All resource requests should be tied to at least one of the following:

- The [Educational Master Plan](#) or other related plan goal.
- The [Core Competencies](#) (Institutional SLOs) OR SAOs

5.1. What planning goal, core competency, or SAO does this resource request address?

Hire one classified position (replacement for layoff from 2003) – EMP, IT and SS plans

5.2. What measurable outcome will result from filling this resource request?

The timeline for services to be rendered to students will decrease. Other staff can be cross trained to perform functions that are now being performed by only one staff member. A reduction in hourly staff.

5.3. Describe the resource request in detail.

The position has been vacant for seven years; however, we knew the implementation of some ERP system was forthcoming, and it would be beneficial to hire accordingly after the implementation. We now know and understand the major system operations and know the following duties must be added to our responsibilities. It is no longer a job to learn, it is now a position to analyze and evaluate the information and then perform a process. PeopleSoft has totally changed the way we do business in an A&R office. The job duties include search match incoming transcripts; process on-line credit applications; process and evaluate non-credit applications; manage positive attendance rosters for 320 reporting; process and evaluate incoming transcripts for units, GPA and course equivalency; grade evaluation assistance; evaluate and award certificates and degrees; respond to e-mails, telephone and on-line inquiries; and use a skill set to solve problems that come from students.

5.4. What resources are needed to fill this request? Potential funding sources might include Senate PFE, categorical, matriculation, Perkins, Basic Skills funding, etc.

*Note: All personnel requests will require the additional "IHAC Addendum" or CHAC form to be completed.*

| Type of Resource  | Amount Requested                    | Description | Justification  | Potential Funding Sources |
|-------------------|-------------------------------------|-------------|--|---------------------------|
| <b>Personnel</b>  | A minimum of \$40,000 plus benefits | Personnel   | An absolute necessity in order to continue to function with efficiency and effectiveness | TBD                       |
| <b>Facilities</b> |                                     |             |  |                           |
| <b>Equipment</b>  |                                     |             |  |                           |
| <b>Supplies</b>   |                                     |             |  |                           |
| <b>Software</b>   |                                     |             |  |                           |
| <b>Training</b>   |                                     |             |  |                           |
| <b>Other</b>      |                                     |             |  |                           |
| <b>Total</b>      |                                     |             |  | TBD                       |



**2010 PROGRAM REVIEW**

**Division/  
Service Area**

**A & R**

**S: AR- 5**

**Section 5.0. Resource Request**

All resource requests should be tied to at least one of the following:

- The [Educational Master Plan](#) or other related plan goal.
- The [Core Competencies](#) (Institutional SLOs)
- SAOs

5.1. What planning goal, core competency, or SAO does this resource request address?

Hire one classified position (replacement for layoff from 2003) – EMP, IT and SS plans

5.2. What measurable outcome will result from filling this resource request?

The timeline for services to be rendered to students will decrease. Other staff can be cross trained to perform functions that are now being performed by only one staff member. A reduction in hourly staff.

5.3. Describe the resource request in detail.

The position has been vacant for seven years; however, we knew the implementation of some ERP system was forthcoming, and it would be beneficial to hire accordingly after the implementation. We now know and understand the major system operations and know the following duties must be added to our responsibilities. It is no longer a job to learn, it is now a position to analyze and evaluate the information and then perform a process. PeopleSoft has totally changed the way we do business in an A&R office. The job duties include search match incoming transcripts; process on-line credit applications; process and evaluate non-credit applications; manage positive attendance rosters for 320 reporting; process and evaluate incoming transcripts for units, GPA and course equivalency; grade evaluation assistance; evaluate and award certificates and degrees; respond to e-mails, telephone and on-line inquiries; and use a skill set to solve problems that come from students.

5.4. What resources are needed to fill this request? Potential funding sources might include Senate PFE, categorical, matriculation, Perkins, Basic Skills funding, etc.

*Note: All personnel requests will require the additional "IHAC Addendum" or CHAC form to be completed.*

| Type of Resource  | Amount Requested                    | Description | Justification  | Potential Funding Sources |
|-------------------|-------------------------------------|-------------|--|---------------------------|
| <b>Personnel</b>  | A minimum of \$40,000 plus benefits | Personnel   | An absolute necessity in order to continue to function with efficiency and effectiveness | <b>TBD</b>                |
| <b>Facilities</b> |                                     |             |  |                           |
| <b>Equipment</b>  |                                     |             |  |                           |
| <b>Supplies</b>   |                                     |             |  |                           |
| <b>Software</b>   |                                     |             |  |                           |
| <b>Training</b>   |                                     |             |  |                           |
| <b>Total</b>      |                                     |             |  | <b>TBD</b>                |

**2010 PROGRAM REVIEW**

Service Area:

**A&R****S: AR- 6****Section 5.0. Resource Request**

All resource requests should be tied to at least one of the following:

- The [Educational Master Plan](#) or other related plan goal.
- The [Core Competencies](#) (Institutional SLOs)
- SAOs

5.1. What planning goal, core competency, or SAO does this resource request address?

Hire Administrative Assistant for Dean of Admissions and Records (Replacement) – EMP, IT and SS plans

5.2. What measurable outcome will result from filling this resource request?

Two hourly employees are filling this one position partially and with a new hire, one person could be doing all the functions. The people performing some not all of the duties changes on a regular basis and the cost of training is becoming phenomenal.

5.3. Describe the resource request in detail.

Performs a full range of administrative support duties requiring extensive knowledge of multiple major programs assigned to the reporting department of a Cabinet Level Administrator. Prepares, types, edits and proofreads a variety of materials and reports in relation to programs supported utilizing a various computer software programs. Greets and screens telephone calls, students, faculty, staff and visitors in a pleasant and helpful manner; responds to questions, requests, and complaints from students, staff, faculty and the public in a sensitive and cooperative manner; maintains harmonious operating conditions in a service-oriented environment serving a multicultural and multiethnic population. Resolves everyday work problems involving administration, staff, or students by exercising independent judgment in the application of established procedures and routines. Handles daily office situations such as establishing priorities to meet deadlines, preparing Board Action Slips, assignment sheets for classified and timesheets for faculty, classified and students assigned to the reporting department. Submits conference attendance requests, and expense/travel reimbursement claims for payment; requisitions supplies, printing, and advertising; submits work orders and key requests. Works closely with variety of departments and personnel in performing the duties of the office assigned. Schedules appointments, travel arrangements and meetings. Competently operates a variety of computer programs. Gathers and compiles data from a variety of sources; maintains confidential and complex interrelated files and records. Receives, reviews, and routes mail using discretion in the handling of confidential and sensitive material. May act as office manager and relieve the Administrator of routine administrative details, which may include the selection, training, time keeping and evaluation of subordinate staff. Monitors and controls statistical data having major financial impact or accountability for faculty, students and the District. This may include evaluating student's academic history through transcripts and computer information. Handles faculty evaluations in a confidential manner. Assembles and prepares board slips and/or board resolutions.

May assist in the coordination of meetings and events by arranging for facilities, food services, parking, mailing notifications, telephone communications, contacting and arranging for speakers.  
 May record minutes for various departmental meetings.  
 May interpret policies and procedures to faculty, students and staff.  
 May access District financial computer system, prepare data for budget requests, transfer funds to accounts as needed and research budget items.  
 May perform lower clerical duties.

5.4. What resources are needed to fill this request? Potential funding sources might include Senate PFE, categorical, matriculation, Perkins, Basic Skills funding, etc. *Note: All personnel requests will require CHAC form to be completed.*

| Type of Resource | Amount Requested       | Description                            | Justification  | Potential Funding Sources |
|------------------|------------------------|--|--|---------------------------|
| Personnel        | \$50,000 plus benefits | Hire Administrative Assistant (vacant) | The cost of hiring hourly, the inconsistencies in job product, the inability to have one person do all duties related to the position and the lack of coordination in the office for many functions such as ordering supplies etc. | TBD                       |
| Facilities       |                        |  |  |                           |
| Equipment        |                        |  |  |                           |
| Supplies         |                        |  |  |                           |
| Software         |                        |  |  |                           |
| Training         |                        |  |  |                           |
| Other            |                        |  |  | TBD                       |
| Total            |                        |  |  |                           |