

**APR Report for 2017-2018
2018-2019 Cycle**

Section I: Program Description

IA1. Program (Select your program from the drop down list)

STU SRVCS Admissions & Records

IA2. Other Program (If your program is not on the above list, write it in here)

IB. Program Lead (Your first and last name)

Windy Martinez

IC. Program Mission Statement

Provide the Program's Mission Statement.

The Admissions and Records Office is committed to maintaining a supportive learning environment by:

- Providing students, faculty, and staff 24/7 access to the admissions process;
- Facilitating timely and accurate student registration;
- Evaluating and maintaining student enrollment records with accuracy, timeliness, and confidentiality.

The A&R Office is committed to providing responsive, respectful and individualized service to the constituents of Taft College and the communities it serves.

ID. Program Summary

Provide a brief summary on the current status of the program being reviewed.

The Admissions and Record's department is currently addressing staffing vacancies: the Director of A&R and an A&R Technician. The Dean of Student Success has been the Acting Director and is reviewing day-to-day operations and process improvement. The upgrade of Banner 9 has been a smooth transition with the assistance of current A&R classified staff and a consultant hired to complete more complex operations: 320 report, National Clearinghouse submissions, and other functions of A&R that require specific technic operations. The Admissions and Records team continues to identify ways to review and measure efficiency within the department.

The Banner 9 upgrade was completed in the Fall 2019 term, facilitated by hands on training in a testing environment that helped the A&R team to adapt to the new look and feel of Banner 9.

The current roster of employees in Admissions and Records:

Windy Martinez – Acting Director of Admissions and Records
 Isaura Santiesteban – Admissions and Counseling Center Technician
 Vacant – Admissions and Records Technician
 Gabriella Molina – Records Technician
 Brittany Lange – Records Technician

Section II: Looking Back—2017-2018

IIA. Present the Results (Rubric Criterion 3)

Provide a descriptive summary of the outcomes from the 2017-2018 cycle of program review.

The goals for 2017-2018 were not measured or evaluated. The turnover in leadership hindered the department's ability to effectively manage the annual goals. Furthermore, the staff were not participants in the 2017-2018 annual program review process. This significantly impacted any potential outcomes from being measured.

In reviewing the 2017 - 2018 goals, there was a successful outcome for enhancing the petition processes by leveraging technology. A number of the processes changed from paper copies shuffling from place to place to now a web based platform with electronic tracking. These changes provided the A&R team real time access to petitions with supporting documentation to help track and expedite decisions.

IIB. Probe the Results: I Wonder . . . (Rubric Criteria 1, 3)

In this section, judge whether the activities you implemented in 2017-2018 to reach your goals were effective. Did the activities have an effect on the outcome? Please describe WHY you believe your outcomes came out the way they did. Did you reach your goals? If yes, explain why. If you did not reach your goals, explain why.

The identified goals were not measurable given the resources available, primarily due to the vacancies cause by staff turnover at the Director and technician levels. With professional development and the assistance of a consultant, the Evaluator was able to enhance the efficiency of the grad petition process making it easier, more transparent and user friendly. The move from a paper process to a digital process streamlined the work making it much more effective.

IIC. Ideate Innovations: What if . . . (Rubric Criteria 1, 5)

In this section, describe activities you believe would have an effect on your 2018-2019 outcome measures.

More frequent team communication, meetings and trainings will have a positive effect on the 2018-2019 outcomes. Professional development activities would also increase the chances of successful outcomes. That could include Degree Works conferences, Banner conferences as well as state Admissions and Records conferences. Conferences, workshops, and other VA sponsored trainings for veteran certifying officials will help develop A&R staff. The outcomes of such workshops and conferences could be developing new functionality in a Banner and/or Degree Works. For example, modifying Degree Works to support Guided Pathways objectives would be a potential outcomes that would lead to gather knowledge and enhance the student experience with Counseling and student planning. Having a custom degree audit would remove barriers and create a clear path of classes to complete for the degree.

In order to participate in a variety of professional development activities, the proper allocation of funds needs to be properly budgeted. An innovative proposal could be to direct the Veteran Affairs certifying officials annual payment (sent to Taft College for each certification) as well as Transcript fees, certification and rush fees, diploma reissuance directly to the Admissions and Records budget line. These additional funds would allow the Admissions and Records department to attend more professional development events and activities.

Section III: Looking Forward—2018-2019

III. List Your 2018-2019 Goals—Be Quantitative!

List your 2018-2019 APR goals in terms of their expected changes on the outcome measures as indicated earlier. Each goal that requires resources, impacts other areas, or otherwise is substantive requires the submission of an APR Goal form. Keep in mind the scoring rubric criteria:

1. The relationship between program review narrative and the APR Goal is evident and strongly supported by evidence.
2. The APR Goal directly implements institutional planning document goals.
3. The outcome directly implements institutional planning outcomes, and is transferrable and/or scalable institutionally.
4. APR Outcome indicators, methods and/or timelines use institutional measures, transferrable/scalable institutionally
5. Before/after benchmarks and timelines are completely specified, identical methods, transferrable/scalable.

A&R Goals include:

Changing the process for evaluating transfer credit Part 1. A previous backlog of over 400 transcripts has been alleviated and credit for those records has been posted. The current evaluator has created processes that ensure the evaluation of incoming transcripts occurs within the term they are received.

Currently there are over 100 resource documents created in the last 5 years for A&R processes. A shared drive folder has been created to place Quick Reference Guides (QRG), guides which have served to transfer knowledge and resource documentation to enhance the performance of the Department. This shared drive allows for cross functional support and processing as needed.

Overhauling the process to evaluate students for graduation. Currently the processing time for graduation audits is 2 months, a time frame significantly reduced from the previous 4 to 5 months as noted in the 2017 – 2018 APR. This improved timeline ensures eligible graduates are conferred and reported to the eVerify site for the CSU system in a timely manner. The Fall 2017 term was an evaluation term for evaluation processes and adjustments, leading to a further review of the changes in the Spring 2018 term. All process updates for Spring 2018 were communicated with counseling faculty and A&R staff.

Section IV (Optional): Evaluation of Program Review and Planning Process

IVA. Evaluation of Program Review and Program Planning Process

In this cycle of program review, what aspects of the program review and program planning process worked best and why?

IVB. Evaluation of Program Review and Program Planning Process

In this cycle of program review, what aspects of the program review and program planning process would you change and why?