

Cerritos College
2019-2020 Admission & Records
SELF-STUDY EXECUTIVE SUMMARY

Mission

The mission of the Admissions and Records Fee Station is to assure that the processing of student tuition, refunds, deferrals, and financial aid is conducted accurately, expediently, and with integrity, while demonstrating respect, competency, and accountability, using the highest quality standards of the process and approaches established to serve our students.

The Office of Admissions & Records is dedicated to assisting students in applying for admissions, registering for classes, paying fees, and accessing academic records, forms and resources.

Program Review Process

Admission & Records participated in the Self-Assessment process during the fall 2019 semester, as one of the first departments within Student Services. The purpose of the self-study process to help the department identify strengths and deficiencies as well as identify a plan for improvement.

The Self-Study team was led by Yvette Tafoya – EOPS Assistant Director and Juan Mercado - Financial Aid assistant Director. Their role as external evaluators was to encourage honest dialogue with the review team and facilitate the rating process.

Members of the Admission & Records team included Stephanie Murguia – A&R Dean, Sonia Gonzalez, - A&R Assistant Director, Jessica Otero – A&R Technician II, Irma Corado – A&R Technician II and Humberto Solis – Institutional Effectiveness, Research and Planning Manager.

The team held eight meetings to discuss the process, engage in dialogue and rate each area, and review the assessment results. The Vice-President of Student Services attended the first and last meeting to introduce the process and review the assessment results.

Summary of Findings

A. Significant Conclusions

a. A&R Programs & Services – Scope of the Department

The programs and services delivered by A&R support the academic mission of the college and affect all constituent groups. The A&R department is involved in or responsible for the application process, course set up, enrollment, collection of fees, academic records, grade processing, FERPA, transfer credit evaluation, transcripts, certificate and degree evaluation, and compliance with state and federal regulations and policies.

b. Increased Number of Certificates & Degrees

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A&R has monitored the increase in the number of graduation petitions received, processed and granted. The increase has required the department to prioritize projects accordingly to ensure verification of completion of degrees and certificates are processed in a timely manner and do not impact student employment, transfer or other goals.

B. Meaningful Limitations

a. A&R – Multiple Functional Areas

The division of A&R consists of multiple functional areas including admission, enrollment services, academic records, and bursars. It was noted by the evaluation team that bursar functions were not discussed during this process – as they are identified as a separate function in the CAS Standards.

C. Strengths

a. Programs & Services (2.1, 2.2, 2.3)

i. Standard Operating Procedures (SOP)

SOPs were identified for several of the functions within the A&R department. A list of additional SOPs needed was provided demonstrating the importance given to them and the operation of the department.

ii. Certificate and Degree Review Process

Each petition received by the department undergoes a comprehensive review process to determine eligibility for the degree indicated and eligibility for any other certifications or degrees. This process is lengthy and requires a high skill level and attention to detail.

b. Access, Equity, Diversity and Inclusion (5.1 and 5.3)

i. Inclusive and Equitable Educational and Work Environments

The department demonstrated that it takes every effort in ensuring that members of the campus get fair and equitable services. The department has been working on creating and maintaining an educational and work environment that is welcoming, accessible, inclusive and equitable and free from bias. These efforts were recognized by the service counters, recent self-service computer reconfiguration, welcoming banners in the main lobby area, and having a number of publications and documents (ex. catalog and class schedule) available in Spanish. The department has had a vast majority of its staff become allies in the following programs to understand and better serve students, staff, and faculty within these areas/programs: Safe Zone, VetNet, and Undocu.

ii. Hours of Operation

Hours of operation were evidenced to be responsive to the needs of all constituent groups.

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c. Leadership , Management, and Supervision (6.1, 6.2, 6.3, and 6.4)

i. Collaboration

The department collaborates with Counseling and Financial Aid for enrollment management functions – the Counseling and A&R (CAR) Committee and Financial Aid & A&R (FAR) Committee were highlighted as collaborations with complementary services regarding enrollment management functions. The department supports Counseling/Academic Advising via transcript evaluation, graduation petitions, and course/requisite clearances.

ii. Strategic Planning

Evidence of strategic planning did not exist which prevents the department from planning ahead and identifying resources needed to increase efficiencies and improve service delivery.

D. Weaknesses

a. Student Learning Development and Success (3.1 and 3.3)

i. Student Learning Outcomes

Due to the service nature of the department, it has not identified Student Learning Outcomes.

b. Assessment (4.1, 1.2, 4.3, 4.4, 4.5, and 4.6)

i. No Assessment Plan

An assessment plan does not exist, which prevents the department from assessing the key indicators, outcomes and evaluating effectiveness and continuous improvement.

c. Leadership, Management and Supervision (6.1, 6.2, 6.3, and 6.4)

i. Communication

Communication was identified to be limited, specifically to individuals responsible to certain functions. Information is not broadly shared with all members of the department.

d. Human Resources (7.1, 7.2, and 7.3)

i. Limited Training Opportunities

Training for the entire department has been proven to be difficult due to the hours of operation and inability to close to the public. The department would like to offer more training on all items impacting them and/or the institution and would like to partake and offer workshops.

ii. Inconsistent Classifications & Roles



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Classifications and roles within the department were proven to be inconsistent. Examples are provided in the full report. The job descriptions and classification need to be reviewed to ensure that the personnel are working within scope.

e. Technology (11.1, 11.2, 11.3, and 11.4)

Technological support for the A&R department is limited. Existing technologies are partially implemented within the department. The use of technology has been maintained at the bare minimum for the department to function. Limited resources have been contributed towards ensuring that technology addresses constituent needs and how they can enhance the delivery of programs and services for all constituents.

Recommendations

1. Develop a clear plan for consistent evaluation and revision of goals.
2. Establish a comprehensive calendar for the academic year, which includes all functions of the department and when they occur.
3. Develop a Standard Operating Procedure (SOP) for grade changes and transcript evaluations for course articulation.
4. Review other models for the evaluation of transcripts in order to reduce the time it takes to evaluate transcripts.
5. Identify student learning outcomes and collect evidence on how the outcomes are achieved.
6. Collaborate with IERP to assess information from CCCApply as it relates to the Student Success Metrics.
7. Implement Activity Guides within PeopleSoft to provide students a more directed experience when applying and enrolling at the college.
8. Create an Assessment Plan in order to assess key indicators, outcomes and evaluate effectiveness and continuous improvement.
9. Make all forms accessible for electronic submission and processing.
10. Automate the processing of applications/petitions/files
11. Access PeopleSoft Query Manager to help continuously measure/assess day-to-day activities and processes
12. Implement PeopleSoft 3C's functionality for multiple services – Specifically: Comments, Checklists and Service Indicators
13. Investigate the collection of additional demographic information from CCCApply to address issues of access, equity and inclusion.
14. Improve communication with all members of the department to ensure that information of changes are known and how they can directly or indirectly impact services or information communicated to students.



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15. The departments functions and goals should be reviewed to determine the appropriate staffing levels necessary to operate efficiently and effectively. Existing job descriptions need to be reviewed and updated and new positions are necessary.
16. Establish regular meetings with the Dean of Academic Affairs to ensure roles and responsibilities are clear and consistent.
17. Create a Business Systems Analyst position for the department to ensure business processes are regularly evaluated and improvements are made in a timely manner – all which lead to an improved student experience.
18. Inform students electronically (pushed notification, email) when they have been issued an enrollment appointment
19. Inform the campus when enrollment for each term starts (i.e. daily falcon, email)
20. Implement a welcome notice for all students once their admissions application is received and processed.
21. Create a start of term packet specific for students and faculty
22. Develop a Conflict of Interest policy for the department and how conflict of interest needs to be addressed.
23. Develop and publish a process that provides detailed information on how and who has direct access to legal advice, what items are grounds for seeking advice and ensure that all new employees are provided this information.
24. Develop a training handbook is needed, with the policies and procedures on operations, transactions, or tasks – particularly those that have legal implications.
25. Identify a code phrase for emergency situations where discretion with the client is recommended.
26. Expand PeopleSoft Query access to other users to increase efficiencies and monitor progress.
27. Automate the graduation petition process.
28. Automate course repetition, late adds, course articulation, and grade changes.
29. Offer an online application for international students.
30. Eliminate the option of paper admission applications.