

Annual Program Review: Admissions & Records

Review time period: July 1, 2021, to June 30, 2022

1. Purpose of the Program

- a. State the purpose of program, area, or unit.

The mission of the Palo Verde College Admissions & Records Department is to provide the following services to our diverse and unique student populations: admissions, course registration, high school concurrent enrollment, transcripts, enrollment verification, transcript evaluation, international student applications, and conferring degrees & Certificates.

- b. How does the program, area or unit support the College Mission?

Admissions & Records is committed to providing excellent service, by accurately obtaining, processing, storing, and reporting academic records pertaining to student enrollment data, which supports the overall PVC mission.

2. Population(s) Served

- a. Describe the populations served by the program, area, or unit, identifying special populations, if any.

The Admissions & Records Office serves all students within our district, as well as the following special populations, Fire Science, and Incarcerated students.

- b. Describe other populations that should be served by the program, area or unit and identify plans to implement.

None.

3. Accomplishments in Achieving Goals

- a. List area related Strategic Planning Goals and program, area, or unit specific goals, and describe progress in achieving each goal, strategy, objective, and appropriate task during the review period.

- CCCApply – Continue to update and improve the online application, and online application process. The district has approved an annual contract for a programmer to maintain the CCCApply online application, which includes routine updates, and customization of the import process to capture any newly required MIS data elements. During the past year CCCApply SuperGlue was implemented to provide a secure robust framework for data exchange between the Chancellor's Office's systemwide. Currently we are not utilizing the non-credit admissions application. It was determined through discussions with the Dean of Needles that this would cause an unwarranted obstacle, as students are often enrolled in credit and non-credit courses simultaneously and having them complete both applications would not be necessary.
- Training/Consulting – The district has approved annual contracts for continued support as follows; SAP Business Objects for development and training of ad hoc reports, Ellucian for continued improvement of MIS and 320 data and state reporting, and Ferrilli Inc. for implementing new student-centered technology; Single Sign-On, Canvas ILP, and new password reset functionality.
- Implementation of AB1504 is complete – Student Representation Fee. The high school students are the only student population that is currently exempt from the \$2.00 fee. Collecting the student opt-in/opt-out responses will continue to a manual process for the Fire Science and Rising Scholars students. Community students have the option of opting out of the fee during the online registration process.

- Implementation of AB 1998 is complete – Nonresident Tuition Fees – Western Undergraduate Exchange. Legislation allows for a reduced rate of \$69.00 for all students attending Palo Verde College living anywhere in the states of Arizona and Nevada.
- Implemented Parchment’s new platform and all staff completed training. Credentials Inc. was procured by Parchment and the existing platform was decommissioned. The Admissions and Records department transitioned from Credentials Inc. to Parchment on October 5, 2022.

b. Explain modifications, if any, of program, area, or unit specific goals for the upcoming year.

Projects are ongoing due to the complexity and longer-term nature of working with the vendor to complete required items.

4. Service Area Outcomes (SAO)

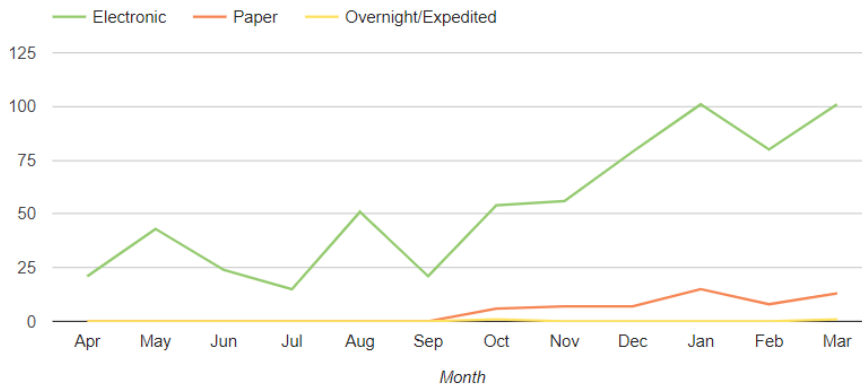
a. Revise if needed and provide metric data for Service Area Outcomes in the area or unit.

Service Area Outcomes	SAO metrics
<p>SAO #1: The Admissions and Records Department will support student applications and registrations via online and paper-based systems meeting student registration deadline and district reporting constraints.</p>	<p>Number of online and paper-based applications and registrations processed during review period.</p> <p><i>Number of applications submitted for the 21-22 academic year:</i></p> <p><i>Online via CCCApply: 1,339</i></p> <p><i>Paper applications for Incarcerated student population: 2,622</i></p> <p><i>Paper applications for fire science population: 1,607</i></p> <p><i>Total annual <u>duplicated</u> headcount for students served via manual registration: 12,318.</i></p> <p>Fall 2021 – 4,732 Spring 2022 – 5,005 Summer 2022 – 2,581</p> <p><i>Total annual <u>unduplicated</u> headcount for students served via manual registration; 7,274.</i></p> <p><i>Total annual unduplicated headcount for ALL students that registered for classes: 8,243.</i></p> <p>Total duplicated headcount for ALL students that registered for classes:</p> <p>Fall 2021 – 5,461 Spring 2022 – 5,674 Summer 2022 – 2,770</p>

<p>SAO #2: Process student transcript evaluations in a timely fashion to support Guided Pathways, and the college student success mission.</p>	<p><i>During the 2021-22 academic year the Admissions and Records Transcript Evaluator completed 270 transcript evaluations. This number increased from 215 completed during the previous program review period.</i></p>
<p>SAO #3: Provide students with complete and accurate transcripts, utilizing a student friendly online ordering platform through Parchment.</p> <p>The Admissions and Records department transitioned from Credentials Inc. to Parchment on October 5, 2022.</p>	<p>Number of transcripts processed for students during review period. Distinguish between those processed online and paper/other transcript request avenues.</p> <p><i>See transcript report below for the number of online transcript requests processed.</i></p> <p><i>For next year's program review will also track and incorporate number of paper transcript requests received (these primarily come from incarcerated or correspondence students).</i></p>

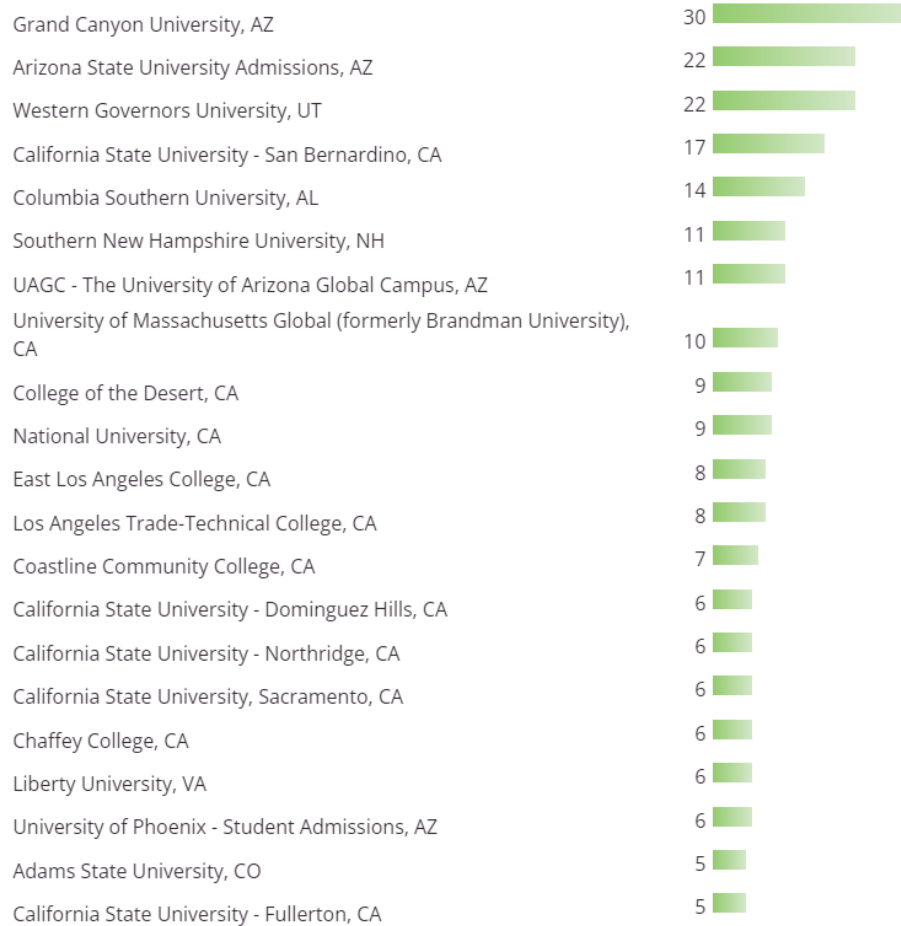
Transcript Volume by Delivery Method

Past 30 Days | Past Year | All Time



Top Receivers

Past 30 Days | Past Year



Top Receivers

- b. What changes and initiatives were undertaken during the review period to improve SAO outcomes?
Not required at this time.

5. Strengths, Weaknesses & Accomplishments/Activities

- a. List and comment on the major strengths of the program, area, or unit.

- Offers students the most up-to-date technology; CCCApply Online Application, Parchment online transcript ordering service.
- Webpage is kept up to date with most current forms for student and faculty use utilizing adobe fill/sign.
- Department is heavily involved in implementing new technology and software for the advancement of the college community, and improvement of the student experience.
- Department stays current with SIS software updates and improvements. In 2021 Admissions and Records initiated a contract with Ferrilli Inc. to implement Single Sign-On Technology, new password reset process, Canvas ILP, and decommission Webadvisor. To date Canvas ILP is fully functional, and

with the help of PVC's IT department Single Sign On and the new password reset process is scheduled to go live June 2023.

- Current Director of Admissions and Records has over 30 years of experience, all within the Palo Verde College Student Services Department. The director is responsible for coordinating, compiling, and submitting the districts MIS data files and CCFS-320 apportionment report.

b. List and comment on the major weaknesses of the program, area, or unit. Discuss gaps or issues identified in section 4 and propose solutions.

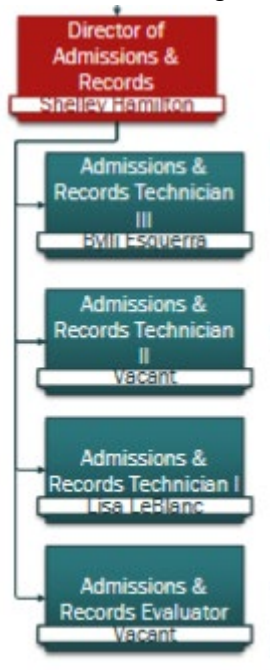
- Admissions and Records Technician II and Transcript Evaluator positions are currently vacant due to promotional opportunities available within the district, as well as opportunities to move to other districts within the California Community College system.
- Additional staff is needed to support growing enrollment. Incarcerated and Fire Science enrollment is hand entered into our student information system (Colleague) and is the largest portion of our enrollment growth.

c. List activities and discuss accomplishments during review period.

- Currently in the hiring process of filling the two vacant positions.
- Implementation of AB1504 – Student Representation Fee is fully implemented. Completed consulting with Ellucian to flag Fire Science and Rising Scholar's Students within our SIS for reporting purposes. Students with access to our online registration system can Opt-Out during the registration process each term.
- Implementation of AB 1998 – Nonresident Tuition Fees Western Undergraduate Exchange – consulting is required to build new billing tables and coding in our SIS (Colleague). This new setup will allow for accurate billing and apportionment reporting.
- Review and determine changes required for compliance for Title 5 changes in the following areas: Emergency Withdrawal, Excused Withdrawal, Pass/No Pass, Academic Standing, Priority Registration.

6. Human Resources and Staff Development

a. Provide current organization chart of the program, area, or unit, showing key functions and responsibilities.



- Director of Admissions and Records
 - ✦ Plan, organize, and oversee operations of the Admissions & Records Office
 - ✦ Interpret, develop, and implement policies and procedures
 - ✦ Prepare and submit state and federal reports
 - ✦ Train, supervise, and evaluate assigned personnel
- Admissions & Records Tech I
 - ✦ Enter admissions applications, and registrations
 - ✦ Record keeping, filing, transcripts, and verifications
 - ✦ Scanning/Linking documents
- Admissions & Records Technician II
 - ✦ Enters admissions applications, and registrations
 - ✦ Processes no shows, reinstatements, transcript requests
 - ✦ Responds to incoming calls, and assists students, staff, and faculty at the counter
- Admissions & Records Technician III
 - ✦ Enter admissions applications, registrations, and attendance hours
 - ✦ Processes no shows, reinstatements, grade changes
 - ✦ Explains policy and procedures to staff, students, and the community
- Admissions & Records Evaluator
 - ✦ Evaluates transfer coursework for equivalency's
 - ✦ Assists with graduation, and academic standing processes
 - ✦ Assists with registration during peak periods

b. Are current management and staff adequate to perform functions and responsibilities satisfactorily and to achieve program, area, or unit goals? Explain.

Additional staff is required to support Fire Science and Incarcerated enrollment growth. Paper registration forms and admissions applications are completed for both Fire Science and Incarcerated student population, currently 75% of our total FTES.

c. Describe specific professional development activities in which program, area or unit members participate and explain how such activities benefit or enhance the program and support and facilitate student learning.

- A&R staff attends monthly All Staff Meetings to keep abreast of campus issues and events
- A&R staff regularly participate in campus events and committees – graduation committee, High School Senior Day, Annual Job Fair, Pirate Pop-Up Events
- Sexual Harassment Training – Provided to A&R staff online
- A&R Director attended management retreat/training in Laughlin NV – September 2021

d. Describe areas of unmet professional development needs among personnel in this program, area, or unit, if applicable, and outline plans to address these needs.

It would be beneficial to provide A&R staff with additional FERPA training.

e. Describe organizational changes that would improve program, area, or unit performance. Provide timelines for the achievement of such changes and describe measures that assess the effectiveness of such changes.

Our current document imaging/retention software is not meeting the needs of the department. The district is aware and is currently looking at alternative vendors. The department needs a streamlined process for scanning and permanently archiving student records.

Restrictions with our current software (Ellucian Colleague Web Advisor/PVC-Services) is not allowing for the automation of no showing non-participating students. We are in the final stages of migrating to Ellucian Self-Service web platform which will enable the implementation of some processes mapped out during our optimization consulting to address some of our need for automation. Ongoing efforts will be required in this area.

7. Facilities

a. Are current facilities adequate to support the program, area, or unit? Explain.

Yes, the department recently expanded into the adjacent office, which provided the additional space required to increase support staff.

b. Describe plans for future changes to support facilities.

Additional staff are needed to support the district with increasing enrollment and degree awarding. Updating department furniture and adding additional workstations will be required.

8. Technology and Equipment

a. Is the current technology and equipment adequate to support the program, area, or unit? Explain.

- Migration to the Ellucian Self-Service web platform is nearly complete. The completion of the project is crucial to improving the quality, ease-of-use, and increase in the services to students and faculty. This project is ongoing due to the complexity.
- Exploring degree printing and automation through Parchment to include all students. The current diploma printing software (Diplomas on Demand) is at end of life and no longer being supported.

b. Describe plans for future changes to support technology or equipment.

- Participate fully in the setup and migration to the Self-Service platform, implementation of Canvas ILP, Single Sign On and password reset functionality. There are a multitude of components that will require work to integrate into college processes and be successfully adopted by students, faculty, and staff. There are also considerations for California Department of Corrections and Rehabilitation (CDCR) for accessing the Self-Service platform for Rising Scholar students. Discussions are underway with implementation of intranet at several correctional institutions.
- While the optimization of existing systems and pursuit of new systems will continue to be pursued, there are limitations to the impact that automation or online systems have on the total workload of the department due to paper-heavy processing involved in inmate, correspondence, and instructional service agreement students. Unique solutions may be needed due to our unique student population.

9. Financial Resources

a. Provide an appropriate financial report for program, area, or unit during reporting period. Explain any significant deviations from the previous reporting period.

b. 2021-22 Budget provided below. Note: The Admissions and Records Transcript Evaluator position is fully funded by SEA funding, not reflected below.

Fund	School	Resource	Project Year	Goal	Function	Object	Revised Budget	Rev/ Exp Net of Abatements
11	A&R	0000	1	6200	0000	4370	0.00	0.00
11	A&R	0000	2	6200	0000	2108	168,138.00	168,138.00
11	A&R	0000	2	6200	0000	2109	160,503.59	160,503.59
11	A&R	0000	2	6200	0000	3220	75,291.80	75,291.80
11	A&R	0000	2	6200	0000	3320	19,072.90	19,072.90
11	A&R	0000	2	6200	0000	3325	4,764.16	4,764.16
11	A&R	0000	2	6200	0000	3420	90,223.71	90,223.71
11	A&R	0000	2	6200	0000	3520	1,642.98	1,642.98
11	A&R	0000	2	6200	0000	3620	4,900.14	4,900.14
11	A&R	0000	2	6200	0000	4370	1,744.32	1,744.32
11	A&R	0000	2	6200	0000	4550	1,044.98	1,044.98
11	A&R	0000	2	6200	0000	4555	103.41	103.41
11	A&R	0000	2	6200	0000	4556	217.40	217.40
11	A&R	0000	2	6200	0000	4557	6,532.07	6,532.07
11	A&R	0000	2	6200	0000	5045	3,331.07	3,331.07
11	A&R	0000	2	6200	0000	5211	30.80	30.80
11	A&R	0000	2	6200	0000	5220	0.00	0.00
11	A&R	0000	2	6200	0000	5310	300.00	300.00
11	A&R	0000	2	6200	0000	5620	10,895.69	10,895.69
Totals							548,737.02	548,737.02

Fund	School	Resource	Project Year	Goal	Function	Object	Revised Budget	Rev/ Exp Net of Abatements	Encumbrances	Uncommitted/ Unrealized
12	RTG	0000	0	6200	0000	5620	109,248.00	18,342.50	22,477.50	68,428.00
Totals							109,248.00	18,342.50	22,477.50	68,428.00

c. Describe whether the current budget is adequate to carry out the responsibilities of the program, area, unit, or operation.

The budget is sufficient; however, several important contracts have been covered by the A&R budget and are enumerated below. These are required ongoing expenses that would need to be continued regardless of the level of A&R budget that is funded annually. Also, since the district does not currently employ a programmer maintaining ongoing funding for these services on a contractual basis is required for the correct functioning and integration with CCCApply, MIS, CCFs-320 reporting accuracy, and integration with the increasing number of cooperative state initiatives.

- Student Right to Know (IPEDS)
- Perceptive Content (Image Now document retention/retrieval system)
- College Source (transcript evaluation resource service)
- Consultants: ERP/Colleague programmer, Business Objects reporting consultant, MIS and 320 apportionment reporting coding changes, debugging, and coding customizations.
- Paper admissions and registration forms (growing demand year over year due to the expansion of inmate and correspondence education populations).

d. Describe plans for future budget changes, if any.

Request for funding to cover A&R attending additional training opportunities as well as regional meetings and workshops and increasing costs of maintenance/vendor contracts.

10. Four-year plan

a. Place future request for resources (human, facilities, technology & equipment, and financial) in a four-year matrix to facilitate future planning.

*** = potential increase in paper-based inmate/correspondence applications/enrollments may incur additional needs due to a corresponding increase in paper-based processing.*

		2020-21	2021-22	2022-23	2023-24
		Future Area Needs	Human Resources		Potential data entry staff **
Fiscal Resources			Additional cost for printing paper registration forms**	Additional cost for printing paper registration forms**	Additional cost for printing paper registration forms**
Physical Resources			Additional office furniture for data entry staff**	Additional office furniture for data entry staff**	Additional office furniture for data entry staff**
Technology Resources			Potential data entry staff **	Potential data entry staff **	Potential data entry staff **

APPENDIX

<u>Object Type</u>	<u>Measure</u>	<u>AY2017-18</u>	<u>AY2018-19</u>	<u>AY2019-20</u>	<u>AY2020-21</u>	<u>AY2021-22</u>
EQUIPMENT AND SUPPLIES - LOCALLY DEFINED INSTRUCTIONAL SUPPLIES	a) REVISED BUDGET	\$4,732.09	\$15,136.75	\$12,367.97	\$17,904.76	\$9,642.18
EQUIPMENT AND SUPPLIES - LOCALLY DEFINED INSTRUCTIONAL SUPPLIES	b) SPENDING	(\$12,715.88)	(\$8,136.75)	(\$12,367.97)	(\$11,668.70)	(\$9,642.18)
EQUIPMENT AND SUPPLIES - LOCALLY DEFINED INSTRUCTIONAL SUPPLIES	c) DEVIATION	168.7%	-46.2%	0.0%	-34.8%	0.0%
EQUIPMENT AND SUPPLIES - LOCALLY DEFINED OTHER OPERATING EXPENSES AND SERVICES	a) REVISED BUDGET	\$21,084.52	\$51,922.19	\$36,323.84	\$62,407.39	\$453,659.56
EQUIPMENT AND SUPPLIES - LOCALLY DEFINED OTHER OPERATING EXPENSES AND SERVICES	b) SPENDING	(\$10,763.06)	(\$48,422.19)	(\$35,873.84)	(\$53,681.99)	(\$360,141.68)
EQUIPMENT AND SUPPLIES - LOCALLY DEFINED OTHER OPERATING EXPENSES AND SERVICES	c) DEVIATION	-49.0%	-6.7%	-1.2%	-14.0%	-20.6%
EQUIPMENT AND SUPPLIES - MEDIA EQUIPMENT	a) REVISED BUDGET	\$0.00	\$64,000.00	\$82,000.00	\$138,522.89	\$21,875.00
EQUIPMENT AND SUPPLIES - MEDIA EQUIPMENT	b) SPENDING	\$0.00	(\$49,372.51)	\$6,900.00	(\$4,285.00)	(\$6,145.00)
EQUIPMENT AND SUPPLIES - MEDIA EQUIPMENT	c) DEVIATION	0.0%	-22.9%	-108.4%	-96.9%	-71.9%
PERSONNEL - BENEFITS AND INSURANCE	a) REVISED BUDGET	\$97,133.67	\$45,295.83	\$140,084.55	\$143,541.16	\$136,460.41
PERSONNEL - BENEFITS AND INSURANCE	b) SPENDING	(\$100,846.70)	(\$110,726.14)	(\$140,084.55)	(\$129,133.89)	(\$136,437.73)
PERSONNEL - BENEFITS AND INSURANCE	c) DEVIATION	3.8%	144.5%	0.0%	-10.0%	0.0%
PERSONNEL - NONINSTRUCTIONAL SALARIES, OTHER	a) REVISED BUDGET	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
PERSONNEL - NONINSTRUCTIONAL SALARIES, OTHER	b) SPENDING	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
PERSONNEL - NONINSTRUCTIONAL SALARIES, OTHER	c) DEVIATION	0.0%	0.0%	0.0%	0.0%	0.0%
PERSONNEL - NONINSTRUCTIONAL SALARIES, REGULAR STATUS	a) REVISED BUDGET	\$221,145.00	\$52,036.54	\$385,173.18	\$399,296.57	\$380,391.29
PERSONNEL - NONINSTRUCTIONAL SALARIES, REGULAR STATUS	b) SPENDING	(\$279,668.71)	(\$357,477.06)	(\$385,173.18)	(\$367,708.73)	(\$380,391.29)
PERSONNEL - NONINSTRUCTIONAL SALARIES, REGULAR STATUS	c) DEVIATION	26.5%	587.0%	0.0%	-7.9%	0.0%
PERSONNEL - PUBLIC EMPLOYEES' RETIREMENT SYSTEM (PERS)	a) REVISED BUDGET	\$33,509.00	\$6,570.09	\$75,959.89	\$88,185.53	\$87,251.80
PERSONNEL - PUBLIC EMPLOYEES' RETIREMENT SYSTEM (PERS)	b) SPENDING	(\$43,302.69)	(\$61,738.69)	(\$75,959.89)	(\$75,665.29)	(\$87,147.75)
PERSONNEL - PUBLIC EMPLOYEES' RETIREMENT SYSTEM (PERS)	c) DEVIATION	29.2%	839.7%	0.0%	-14.2%	-0.1%