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Admissions And Records 2001-2002

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EXECUTIVE SUMMARY

The Admissions and Records Office provides for the admissions, registration, and records management of students, both credit and non-credit. Major areas of responsibilities for student information entail posting grades, distributing transcripts, providing degree planning and graduation certification, and providing enrollment and athletic verifications.

To efficiently accomplish these tasks the office employs a Registrar (Director of Admissions and Records), three Associate Registrars, one for each campus, a Records System Manager, and several staff. Results of surveys from students, faculty, and staff indicate a high level of respect for the professionalism and expertise within the department, and a general very high level of satisfaction with the delivery of services.

In recent years the Admissions and Records Office has successfully implemented web registration, OASIS (an on-line grade reporting system for use by faculty), EC Image, a technological tool that is used by staff to view student transcripts, On-Course (an automated degree planning system that can be accessed in house by the academic advisors to assist students with course planning and registration), and off-site by students who can view their individual degree plan and monitor their progress.

In addition, the staff continues to be technologically proactive in delivering its services to its ever-increasing number of constituents. In fact, one of the strengths that was identified by the committee was the staff's dedication to acquiring the most updated tools of its industry.

The weaknesses identified were very minimal. Faculty indicated a desire to refine the OASIS system to eliminate the names of students who had dropped from being printed on rosters. However, even with this suggestion, the majority of comments were very positive.

Overall, the delivery methods provided by the Admissions and Records Office are appropriate to its goals and services are delivered effectively.

STRENGTHS AND WEAKNESSES

1. Describe the strengths of this service or administrative unit.
 - As indicated in the faculty survey and according to staff in ARO, one of its strengths is the dedication of the staff to performing its duties in an efficient and courteous manner.
 - In the event of a projected period when the student information or grading system is scheduled to be down, ample notice is given to faculty and staff. This is seen as an indication of ARO's consideration of faculty needs.
 - The Admissions and Records Office is also fortunate to have a highly experienced staff. As noted above, the staff was recognized in a national publication, The Successful Registrar, for its work in the records management area, and as part of the Student Development Division received exemplary status from the Coordinating Board.
 - ARO is dedicated to seeking and acquiring the most updated tools of its industry, reviewing and incorporating new ways of doing business, and functioning in a proactive manner.
 - The majority of comments from students regarding web registration were very positive.
2. Describe and document the weaknesses of this service or administrative unit.
 - Improving and marketing its degree planning services, perhaps more coordination with academic advising -- as noted in the comments section of the student survey.
 - Refining the OASIS system as it relates to class rosters and eliminating names of students who have dropped.
 - Providing bi-lingual support to students for whom English is not their primary language.
 - Acquiring a telephone answering system that can provide the caller standard information but with an option to speak with a staff person.
 - Hiring additional staff at SCC to assist in the admissions function.
 - Reconfiguring the office to add space and storage at the CPC.
 - Providing customer service training.
 - Obtaining additional funding to cover costs for the expansion of services.

SUGGESTIONS/RECOMMENDATIONS

After evaluating the Admissions and Records Office service/administrative unit, the Evaluation Task Force offers the following suggestions/recommendations: (Note: the recommendations **must be related** to the weaknesses described above)

Note: Recommendations MUST be addressed with appropriate action and progress towards addressing recommendations will be reported three months and nine months after the entire evaluation process is completed. Suggestions may or may not need to be followed by action. The appropriate Vice President will make this determination.

Recommendations

- Analyze the possibility of using full-time advisors in the review of transcripts for transfer students. Strengthen relationship between Degree Planning and Academic Advising.
- Require official transcripts from students of all colleges attended, not simply the most recent college attended.
- Refine OASIS to produce more accurate reports of students enrolled.
- Increase bi-lingual support to students for whom English is not their primary language.
- Consider acquiring a telephone answering system.
- Hire additional staff at SCC.
- When planning consider adding office space and storage.
- Provide customer service training to staff.
- Request additional funding to cover costs for the expansion of services.

Suggestions

- Regarding Allied Health and special admissions processes, recommend they continue to do their own transcript evaluations.
- Increase training opportunities at all campuses.

Service Evaluation Action Plan

{To be completed after external review and before open meeting}

The Action Plan addresses each recommendation and suggestion listed in the previous section. Include a detailed plan of action, time line (must conform to evaluation follow-up reporting timeline), and person(s) responsible for each recommendation and comment on each suggestion. Implementation of recommendations is required while implementation of suggestions is optional.

Service/Admin. Unit Assessed: Admissions and Records

Year Assessed: 2001-2002

Recommendation 1: Analyze the possibility of using full-time advisors in the review of transcripts for transfer students. Strengthen the relationship between Degree Planning and Academic Advising.

Plan: The Director of Admissions/Registrar will meet with the Director of Academic Advising to determine feasibility of implementing the recommendation.

Time line:

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
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Recommendation 2: Require official transcripts from students of all colleges attended, not simply the most recent college attended.

Plan: Director of Admissions/Registrar will meet with the Associate Registrars to determine feasibility of implementing the recommendation.

Timeline:

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
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Recommendation 3: Refine OASIS to produce more accurate reports of students enrolled.

Plan: Meet with Records Manager to determine feasibility of refining OASIS reporting system.

Timeline:

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
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Recommendation 4: Increase bi-lingual support to students for whom English is not their primary language.

Plan: Director of Admissions/Registrar will survey staff to determine those who are fluent in another language and develop list of staff willing to act as translators as needed.

Timeline:

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
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Recommendation 5: Consider acquiring a telephone answering system.

Plan: Director of Admissions/Registrar will investigate the feasibility of purchasing and using an automatic telephone answering system.

Timeline:

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
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Recommendation 6: Hire additional staff for the SCC.

Plan: Director of Admissions/Registrar will request an additional entry-level staff position for the SCC.

Timeline:

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
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Recommendation 7: Consider adding office space and storage.

Plan: Director of Admissions/Registrar will seek additional office and storage space during the planning process.

Timeline:

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
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Recommendation 8: Provide customer service training to staff.

Plan: Director of Admissions/Registrar will meet with Director of Counseling to determine the feasibility of presenting workshops to ARO staff regarding working with stressed individuals.

Timeline:

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
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Recommendation 9: Request additional funding to cover costs for the expansion of services.

Plan: Director of Admissions/Registrar will request additional funds during the budgeting planning process.

Timeline:

<u>DATE</u>	<u>ACTION TO BE TAKEN</u>	<u>PERSON RESPONSIBLE</u>
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Suggestion 1: Regarding Allied Health and special admissions processes, recommend they continue to do their own transcript evaluations.

Comment:

Suggestion 2: **Increase training opportunities at all campuses.**

Comment:

SERVICE EVALUATION Six-Month Progress Report

Return to Julie Miles at SCC by April 30, 2004

Service Area Assessed: ARO Service Evaluation

Year Assessed: 2002-2003

Recommendation 1: Analyze the possibility of using full-time advisors in the review of transcripts for transfer students. Strengthen the relationship between Degree Planning and Academic Advising.

Action taken: None

Comment: Met with Director of Academic Advising and determined that insufficient staffing to implement.

Recommendation 2: Require official transcripts from students of all colleges attended, not simply the most recent college attended.

Action taken: Met with Associate Registrar

Comment: Difficult to evaluate current transcripts – insufficient staffing to evaluate all transcripts.

Recommendation 3: Refine OASIS to produce more accurate reports of students enrolled.

Action taken: Currently working with Administrative Programming and Records Manager to refine OASIS reporting capabilities.

Comment:

Recommendation 4: Increase bi-lingual support to students for whom English is not their primary language.

Action taken: Met with Associate Registrar to begin work on this.

Comment:

Recommendation 5: Consider acquiring a telephone answering system.

Action taken: None

Comment:

Recommendation 6: Hire additional staff for the Spring Creek Campus.

Action taken: None

Comment: Will request position in 2003-2004 budget year.

Recommendation 7: Consider adding office space and storage.

Action taken: This will be completed with Student Development remodel in 2005.

Comment:

Recommendation 8: Provide customer service training to staff.

Action taken: None

Comment: Have scheduled meeting with Director of Counseling to determine if this can be accomplished.

Recommendation 9: Request additional funding to cover costs for the expansion of services.

Action taken: Will request in 2003-2004 budget year.

Comment: