II. UNIT RELATIONSHIP TO COLLEGE MISSION AND STRATEGIC PLAN

OPTIONAL:

Section II. Documentation

(Insert any section II. documentation in PDF immediately after this divider page.
Refer to this documentation in the relevant text field(s)
in section II. of the Service Unit Review template.)

B. Explain with unit-specific evidence how the unit supports the College's strategic plan (2020–2025 Strategic Plan).

Type and Volume of Student Records

RECORD TYPE	TOTAL
ADMISSIONS APPLICATION	461,650
RESIDENCY AFFIDAVIT	542
APPEALS - ACADEMIC STANDING	507
APPLICATION INFO	378
CE REGISTRATION FORMS	8,802
COLLEGE TRANSCRIPT	354,239
CREDIT REGISTRATION FORMS	302
DEATH CERTIFICATE	75
DEGREE PROCESSING	3,087
DOL GRANT DOCUMENTATION	1,889
DUAL CREDIT FORMS	1,470
FERPA	8,565
GED	902
GRADE CHANGES & DOCUMENTATION	18,222
GRADUATION PETITION	8,282
HIGH SCHOOL TRANSCRIPT	307,163
IMMUNIZATIONS	167,084
INTERNATIONAL DOCUMENTS	6,155
LASSI	7,209
MANDATORY ADVISING SURVEY	265
MAPP CONTINUAL ACTION PLAN	10,324
MAPP CONTRACT	36,178
NON-TRADITIONAL CREDIT	12,807
PERSONAL ACADEMIC ACTION PLAN	21,730
PIN REQUEST	2,550
PROGRESS REPORT	19,931
RESIDENCY DOCUMENTATION	1,111
SENIOR DISCOUNT	2,051
STUDENT DATA CHANGES	31,921
STUDENT SUCCESS PROGRAM AGREEMENT	17,286
TEST SCORES INFO	497
TSI DOCUMENTATION	3,578
TUITION AND EXEMPTIONS	1,889
ACT	6,509
AP	11,522
CLEP	1,108
IB	238
SAT	1,801
TOTAL	**1,539,819**

V. EFFECTIVENESS OF UNIT COMMUNICATIONS

V.B.

Unit Literature Review Table

(Insert the completed table in PDF immediately after this divider page.)

SERVICE UNIT NAME: Student Records and Registrar's Office	AUTHORING TEAM CONTACT: Jennifer Waits
PHONE: 972.881.5174	E-MAIL: Click or tap here to enter text.

UNIT LITERATURE REVIEW TABLE

Title	Type (Examples: URL, brochure, handout)	Date of Last Review/Update	Status (Mark all that apply.)	Responsible Party
Absence for Holy Day	Document completed by the student and returned to the Registrar's Office after appropriate signatures are collected	2/1/2019	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar
Drop/Withdraw Form	Document completed by the student (only if they cannot drop/withdraw themselves online) and returned to Student and Enrollment Services after appropriate signatures are collected	6/1/2012	☒ Current ☒ Accurate ☐ Relevant ☒ Available	District Registrar
Affidavit of Residency	Document used for undocumented students; returned to ARO after signed and notarized	4/1/2013	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar

Catalog	Collaborative publication. Covers Collin policies and procedures, degree requirements, and course descriptions; available on Collin's website under Academics heading	10/1/2024	☒ Current ☒ Accurate ☒ Relevant ☒ Available	Various team members throughout the District
FERPA Informational Brochure	Brochure given to students and third parties explaining FERPA regulations and restrictions. Federal regulations have not changed since 2011.	6/1/2017	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar
Graduation Letter from the President	Congratulatory letter from the President that solicits feedback.	Updated every commencement	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar
Graduation Program	Program that is handed out at commencement listing all graduates	Updated every commencement	☒ Current ☒ Accurate ☐ Relevant ☒ Available	District Registrar
Incomplete Grade Contract	Used by faculty to assign an Incomplete for a student	9/1/2016	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar
Lateral Change Form	Institutional form used to move a student from one section to another after census date; returned to the Registrar's Office after all signatures are acquired	9/1/2016	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar

Master Calendar Academic Calendar	Calendar used to display all key dates for the district Pursuant to Texas Administrative Code Chapter 4, Section 4.5 the calendar lists the fall, spring, and summer semester terms	1/8/2025	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar and Committee District Registrar and Committee creates with final approval by the Board of Trustees
Transcript Diploma	Official record of academic performance. Certificate listing awarded credentials	2/14/2024	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar
Residency Reclassification Form	Used to determine a student's eligibility for classification as a resident for tuition purposes. State regulations have not changed in several years.	3/1/2019	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar
Master Record Change Form	Used by students that need to change their name, address, phone number, email, etc. This pdf document is phasing out due to electronic functionality within Workday	1/15/2017	☐ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar
Manage My Privacy Settings	Task in Workday allowing students to request to withhold personal Directory Information	Fall 2024	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar

Returned Mail Instructions	A handout given to students with directions on how to resolve issues arising from returned mail.	Unknown	☐ Current ☐ Accurate ☒ Relevant ☒ Available	District Registrar
Request for Degree Variation/Course Substitution Form	Used by faculty and approved by an Academic Dean to substitute one course for another within a student's degree plan	1/15/2023	☒ Current ☒ Accurate ☒ Relevant ☒ Available	District Registrar

V. EFFECTIVENESS OF UNIT COMMUNICATIONS

OPTIONAL:

Other Section V. Documentation

(Insert any other section V. documentation in PDF immediately after this divider page.
Refer to this documentation in the relevant text field(s)
in section V. of the Service Unit Review template.)

Collin Cougar

having successfully completed the course of study as prescribed by the faculty and Board of Trustees and having complied with all other requirements of this institution is hereby awarded this

Associate of Science

General Studies

May 15, 2024

_____
President

_____
Chairman, Board of Trustees

COLLIN COLLEGE

Course Level: Undergraduate

Current Program
Non Degree Seeking
      Program : ND Non Degree Seeking
      College : Collin General
      Major : Non-Degree Seeking

Degree Awarded Associate of Arts 14-MAY-2023
 Ehrs: 62.00 GPA-Hrs: 62.00 QPts: 229.00 GPA: 3.69
Primary Degree
      Program : AA-Associate/Arts Liberal Arts
      College : Collin General
      Major : Associate of Arts
   Inst. Honors: Cum Laude

SUBJ	NO.	COURSE TITLE	CRED	GRD	PTS	R
INSTITUTION CREDIT:						
Credit Fall 2021						
BIOL	1408	Biology for Non-Science Majors I	4.00	A	16.00	
ECON	2301	Principles of Macroeconomics	3.00	A	12.00	
ENGL	1301	Composition I	3.00	B	9.00	
HIST	1301	United States History I	3.00	A	12.00	
PHIL	1301	Introduction to Philosophy	3.00	A	12.00	

Ehrs: 16.00 GPA-Hrs: 16.00 QPts: 61.00 GPA: 3.81
Dean's List
Good Standing

SUBJ	NO.	COURSE TITLE	CRED	GRD	PTS	R
Credit Wintermester&Spring2022						
ECON	2302	Principles of Microeconomics	3.00	A	12.00	
ENGL	1302	Composition II	3.00	A	12.00	
GOVT	2305	Federal Government (Federal constitution and topics)	3.00	A	12.00	
HIST	1302	United States History II	3.00	A	12.00	
MATH	1314	College Algebra	3.00	B	9.00	
MATH	1324	Mathematics for Business and Social Sciences	3.00	A	12.00	

******************** CONTINUED ON NEXT COLUMN ********************

SUBJ	NO.	COURSE TITLE	CRED	GRD	PTS	R
Institution Information continued:						

Ehrs: 18.00 GPA-Hrs: 18.00 QPts: 69.00 GPA: 3.83
President's List
Good Standing

SUBJ	NO.	COURSE TITLE	CRED	GRD	PTS	R
Credit Fall 2022						
ACCT	2301	Principles of Financial Accounting	3.00	A	12.00	
ARTS	1301	Art Appreciation	3.00	A	12.00	
GOVT	2306	Texas Government (Texas constitution and topics)	3.00	A	12.00	
PHIL	2306	Introduction to Ethics - Honors	3.00	A	12.00	
		Honors				
SPCH	1311	Introduction to Speech Communication	3.00	A	12.00	

Ehrs: 15.00 GPA-Hrs: 15.00 QPts: 60.00 GPA: 4.00
President's List
Good Standing

SUBJ	NO.	COURSE TITLE	CRED	GRD	PTS	R
Credit Wintermester&Spring2023						
ACCT	2302	Principles of Managerial Accounting	3.00	A	12.00	
BIOL	1409	Biology for Non-Science Majors II	4.00	B	12.00	
BUSI	2301	Business Law	3.00	B	9.00	
MATH	1325	Calculus for Business and Social Sciences	3.00	C	6.00	

Ehrs: 13.00 GPA-Hrs: 13.00 QPts: 39.00 GPA: 3.00
Good Standing

********************* TRANSCRIPT TOTALS *********************

	Earned Hrs	GPA Hrs	Points	GPA
TOTAL INSTITUTION	62.00	62.00	229.00	3.69
TOTAL TRANSFER	0.00	0.00	0.00	0.00
OVERALL	62.00	62.00	229.00	3.69

OFFICIAL SIGNATURE

19-MAY-2023

PAGE 1

COLLIN COLLEGE

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TSI cont:
TSI Information:
TSI AREA TSI STATUS    EXPLANATION
All      Exempt        Exempt: SAT Scores
                       600 04-MAR-2020 SAT: Math
                       640 04-MAR-2020 SAT: Reading & Writing
                       640 04-MAR-2020 SAT: Reading & Writing

Core Curriculum:
010        ENGL 1301  B      Credit Fall 2021
010        ENGL 1302  A      Credit Wintermester&
020        MATH 1314  B      Credit Wintermester&
030        BIOL 1408  A      Credit Fall 2021
030        BIOL 1409  B      Credit Wintermester&
040        PHIL 1301  A      Credit Fall 2021
050        ARTS 1301  A      Credit Fall 2022
060        HIST 1301  A      Credit Fall 2021
060        HIST 1302  A      Credit Wintermester&
070        GOVT 2305  A      Credit Wintermester&
070        GOVT 2306  A      Credit Fall 2022
080        ECON 2301  A      Credit Fall 2021
090        MATH 1324  A      Credit Wintermester&
090        SPCH 1311  A      Credit Fall 2022
CORE CURRICULUM COMPLETED
******************** END OF TRANSCRIPT **********************
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Jennifer Waits

OFFICIAL SIGNATURE

TRANSCRIPT SECURITY KEYS ON REVERSE SIDE

Collin College 2024-2025 Academic Calendar

FALL 2024

Aug. 14	**All College Day (All Campuses Closed)**
Aug. 26	Fall Classes Begin
Sept. 2	**Labor Day Holiday (All Campuses Closed)**
Sept. 9	Fall 16 Week Census Date
Sept. 20	**Plano Balloon Festival-Plano Campus Closes @ 3 pm**
Sept. 21-22	**Plano Balloon Festival-Plano Campus Closed**
Nov. 1	Fall 16 Week Last Day to Withdraw
Nov. 27-Dec. 1	**Thanksgiving Holiday (All Campuses Closed)**
Dec. 9-15	Fall Final Exam Week
Dec. 13	Collin College Fall Commencement @ 7 pm
Dec. 16-20	Wintermester Classes Meet
Dec. 17	Wintermester Census Date
Dec. 20	Wintermester Last Day to Withdraw
Dec. 21-Jan. 1	**Winter Break (All Campuses Closed)**

SPRING 2025

Jan. 2	Wintermester Classes Resume
Jan. 9	Wintermester Final Exams
Jan. 20	**MLK Holiday (All Campuses Closed)**
Jan. 21	Spring Classes Begin
Feb. 4	Spring 16 Week Census Date
Mar. 17-23	**Spring Break (All Campuses Closed)**
Apr. 4	Spring 16 Week Last Day to Withdraw
Apr. 18-20	**Spring Holiday (All Campuses Closed)**
May 12-18	Spring Final Exam Week
May 16	Collin College Spring Commencement @ 7 pm

SUMMER 2025

May 19	Maymester Classes Begin
May 20	Maymester Census Date
May 23	Maymester Last Day to Withdraw
May 26	**Memorial Day Holiday (All Campuses Closed)**
June 3	Maymester Final Exams
June 9	5 Week June (Summer I) and 10 Week (Summer III) Classes Begin
June 12	5 Week June (Summer I) Census Date
June 17	10 Week (Summer III) Census Date
June 24	5 Week June (Summer I) Last Day to Withdraw
July 4	**Independence Day Holiday (All Campuses Closed)**
July 10	10 Week (Summer III) Last Day to Withdraw
July 10	5 Week June (Summer I) Final Exams
July 14	5 Week July (Summer II) Classes Begin
July 17	5 Week July (Summer II) Census Date
July 25	Required Class Day for 5 Week July (Summer II) and 10 Week (Summer III) MW Classes
July 29	5 Week July (Summer II) Last Day to Withdraw
Aug. 1	Required Class Day for 5 Week July (Summer II) and 10 Week (Summer III) TR Classes
Aug. 11-12	10 Week (Summer III) Final Exams
Aug. 12	5 Week July (Summer II) Final Exams

2024-2025 MASTER CALENDAR

AUGUST 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
28	29	30	31	01	02 Board Meeting	03
04	05	06 5 Week July (Summer II) Final Exams	07	08 Summer Academic Suspension Appeal Opens 8 am	09	10
		10 Week (Summer III) Final Exams			5 Week July (Summer II) & 10 Week (Summer III) Weekend College Final Exams	
11 5 Week July (Summer II) & 10 Week (Summer III) Weekend College Final Exams	12 5 Week July (Summer II) & 10 Week (Summer III) Grades Due in Banner by 11 pm	13 New Faculty Report to Work New Full-Time Faculty Orientation & HR Orientation for New Faculty 8:30 am-3 pm Frisco Campus	14 Faculty Report to Work All College Day - *All Campuses Closed*	15 Faculty Development Conference 8:30 am-1 pm (TBA)* Workforce/FOS and Transfer Programs/Core Discipline Leads Meeting 2-3 pm - McKinney Campus THECB Credit State Reports Due	16 Academic Deans Division Meetings (TBA)* Academic Dept Meetings 1:30 pm	17
				*Days/locations of meetings may change. Please check with division for final schedule.		
18	19 Adjunct Faculty Meeting - McKinney Campus Adjunct Faculty Meeting - Technical Campus	20 Adjunct Faculty Meeting - Frisco/Celina Campus (@Frisco) Adjunct Faculty Meeting - Farmersville/Wylie Campus (@Wylie)	21 Adjunct Faculty Meeting - Plano Campus	22	23 Fall Housing Move-In	24 Student Services All Campuses Open 9 am-12 pm Summer Academic Suspension Appeals Due 5 pm
		*Days/locations of meetings may change. Please check with division for final schedule.				
		Faculty: Scholarly Activities, Preparation, Research, & Skills Development				
25	26 Fall Classes Begin	27 Board Meeting	28 Summer Academic Suspension Appeal Decision Notifications Delivered	29 Registration Hard Stop Deadline for 16 Week Courses	30	31 Weekend College Student Engagement Welcome 9 am-12 pm
		Student Engagement Welcome Week			Fall Weekend College Begins	

2024-2025 MASTER CALENDAR

SEPTEMBER 2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
01 Fall Weekend College Begins	02 *Labor Day Holiday - All Campuses Closed*	03	04	05	06	07
08	09 Fall 16 Week Census	10	11	12 Fall Tuition 1st Installment Payment Due	13	14
15 THECB CE State Reports Due	16	17	18	19	20 Plano Balloon Festival - Plano Campus Close at 3 pm	21 Plano Balloon Festival - Plano Campus Closed
22 Plano Balloon Festival - Plano Campus Closed	23	24 Board Meeting	25	26	27	28
29	30	01	02	03	04	05

VI. EFFECTIVENESS OF UNIT STAKEHOLDER RESOURCES AND PARTNERSHIPS

VI.

Unit Stakeholder Resources and Partnerships Table

(Insert the completed table in PDF immediately after this divider page.)

SERVICE UNIT NAME: Student Records and Registrar's Office	AUTHORING TEAM CONTACT: Jennifer Waits
PHONE: 972.881.5174	E-MAIL: Click or tap here to enter text.

UNIT STAKEHOLDER RESOURCES AND PARTNERSHIPS TABLE

Stakeholder	Type of Relationship	Formal Agreement Duration, If Any	How Is It Valuable to the Unit?
Instructure (Parchment)	Business Partner	Annual Contract	Students can order their transcripts 24/7 through the Parchment website and via integration between Parchment and Workday the majority of transcripts can be produced without the need for staff intervention. This reduces the workload on staff and provides revenue back to the college from the transcript fee students pay to Parchment.
Hyland OnBase	Business Partner	Annual Contract	Allows documents to be stored digitally in a secure cloud-based system. Able to create document categories and types to adjust to the institution's needs, and to create retention schedules to comply with all laws and best practices. Removes the need for physical storage space and allows staff from all locations to scan or upload documents directly to OnBase for faster and easier access to all other staff (based on security access), reducing the need to submit requests for a particular

			person/office to search for physical documents to share with others.
Iron Mountain	Business Partner	Monthly storage agreement - ongoing	Provides storage for physical documents that legally cannot be destroyed. Documents are stored in a more controlled and safe environment than available on-site.
College Source - TES	Business Partner	Annual subscription agreement	Provides curriculum and course information from other institutions, both current and historical, and also allows us to create course articulation tables. Used primarily when performing transcript evaluations and transcripting transfer credit, and is also used by advisors when working with transfer students to perform preliminary evaluations for pre-requisites.
National Student Clearinghouse (NSC)	Education Partner	Memorandum of Understanding	Provide enrollment and graduation information each semester that is fed from NSC to the National Student Loan Database System for loan verification purposes. Allows students to request enrollment verifications based on data we uploaded and thereby reducing the need for manual processing of many requests. Data uploaded by Collin College and all other institutions are used at the state and federal level.

Credit Union of Texas Event Center	Vendor	3 year contract - rolling	Utilize the facility and staffing for commencement ceremonies each May and December.
Flash Photography	Vendor	1 year	Provides photographers at each commencement ceremony to take photos of the graduates that they can later purchase.
Texas Higher Education Coordinating Board	Governing Agency	n/a	Provides mandated state guidelines
Collin College – Departments: Technology Services, Admissions, Institutional Research, Communications, Academic Advising, Student Financials, Academic & Workforce Departments	Internal Partners	n/a	Various data and student information exchanges to support student persistence, retention, and success
TACRAO – Texas Association of Collegiate Registrars and Admissions Officers	State Professional organization	Institutional membership	Provides training, resources and knowledge sharing related to best practices and legislative actions.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

VII. PROFESSIONAL DEVELOPMENT

VII.

Employee Resources Table

(Insert the completed table in PDF immediately after this divider page.)

SERVICE UNIT NAME: Student Records and Registrar's Office	AUTHORING TEAM CONTACT: Jennifer Waits
PHONE: 972.881.5174	E-MAIL: Click or tap here to enter text.

UNIT EMPLOYEE RESOURCES TABLE

Employee Name	Role in Unit	Professional Development Summary	How Is It Valuable to the Unit?
Jennifer Waits	Registrar	Attendance at annual TACRAO conference 2021, 2022, 2024 Attendance at summer TACRAO conference 2021, 2022, 2023, 2024 CRASE training 2024 Public Information Act training 2023, 2024 Student Services Professional Development Conference 2022, 2023, 2024 Annual Cybersecurity Training	TACRAO: receive updates on state and federal regulations, connect with peers for best practices, attend sessions related to Registrar, Records, and Graduation topics CRASE: learned how to handle active shooter emergencies and assess situations/threats Public Information Act: learned the law related to PIA requests and how they must be handled, reviewed record-keeping practices Student Services Professional Development Conference: learned updates related to institution, state, and federal practices/regulations, best practices on student services
Kim Whitlock	Associate Registrar	TACRAO Residency Webinar, February 2022 SES Professional Development Conference, February 2023, February 2024 Annual Cybersecurity Training	Updated information regarding state residency requirements. Various updates/information within the SES department.

			Mandatory training on how to be safe online and how to best protect student records.
Shayla Andrews	Associate Registrar	TACUSPA (Texas Association of College & University Studnet Personnel Administrators) State Conference TACRAO (Texas Association of Collegiate Registrars and Admissions Officers) State Conference NTCCUARO (North Texas Regional Division of TACRAO) Regional Professional Development TABPHE (Texas Association of Black Personnel in Higher Education) State Conference Collin College Student Success Conference Collin College Student and Community Engagement Leadership Retreat Annual Cybersecurity Training	At the conferences listed, strategies for success were explored, along with discussions on defining student success and the metrics that measure it. Sessions covered career development, Texas legislation, and the impact of House and Senate Bills on Student Affairs across the state. Various types of stress and methods for navigating challenging scenarios were examined. Insights into Workday were provided, highlighting its potential benefits for students beyond its use in human resources. Discussions also included recognizing individual strengths and their role in meaningful leadership. The importance of creating and managing standard operating procedures (MOPs), understanding mid-management roles and styles, and identifying strategic enrollment management strategies were emphasized. Additionally, the significance of collaboration, the psychology of people and culture, and effective communication of empathy in the workplace to foster healthy relationships were key topics of focus.

Kristina Golway	Transcript Evaluation Specialist	Student Success Professional Development Conference February 27, 2024 CRASE Training August 19, 2024 CyberSecurity Training - annually	Some of the sessions offered at the conference covered topics that focused on helping students to find their way through college. The Application to Graduation session highlighted the importance of directive advising. CRASE Training provided helpful information about active shooters and introduced the Avoid, Deny, and Defend strategy in the event of an active shooting. Review of best practices to protect our records.
Rhonda Bolton	Records Center Manager	TACRAO 2024 - San Marcos TACRAO 2023 - Denton TACRAO 2021 - Lubbock CRASE training Cybersecurity Training NTCCURAO Front Counter Training 2024 SES Professional Development	TACRAO is always a valuable conference to attend, offering sessions relevant to a variety of roles. Topics such as residency and legislative updates are particularly insightful. This past year, the opportunity arose to join the newly formed Residency Committee, which is dedicated to assisting schools with residency issues and interpreting new residency laws as they are enacted. The CRASE training provided essential information on responding effectively to an active shooter event, including practical tips for securing a room. For the past two years, service on the board for the North Texas TACRAO region has included organizing a one-day training for recruiters and front counter/admissions staff. This training covered key topics such as residency, FERPA, and collaboration

			between departments like admissions and recruitment.
AJ Sanchez	Degree Plan Coordinator	Completed the Google Project Management Professional Certificate in September 2023.

Student Success Professional Development Conference February 27, 2024

Cybersecurity Training - Annually | Learned leadership skills, strategy, collaboration, and communication skills to aid in advancing the department.

Some of the sessions offered at the conference covered topics that focused on helping students to find their way through college. The Application to Graduation session highlighted the importance of directive advising. Students require both individualized support and holistic approaches for successful degree completion. Communication is key to this process. |
| Kathleen Wolfe | Degree Plan Coordinator | 2/27/2024　　　Student Success Professional Development Conference

3/19/2024　　　McKinney Workday Staff Training

5/31/2024　　　Texas Cybersecurity Awareness Training

10/9/2024　　　OnBase Training

10/22/2024　　　Cybersecurity Awareness Training

7/11/2023　　　De-Escalating Tense Situations

2/22/2023　　　Student Success Professional Development Conference | With the completion of annual trainings such as cybersecurity, FERPA, Title XI/Harassment, etc. staff member stays abreast of updates to federal, state, and College regulations and best practices, as well as protect student data. |

		3/30/2023 Protecting Youth: Abuse & Neglect 4/20/2023 Cybersecurity Awareness Training 10/3/2023 FERPA: Family Educational Rights and Privacy Act 10/3/2023 Cybersecurity Awareness Training 10/4/2023 Preventing Harassment & Discrimination 8/5/2022 Professional Development Speaker Series: Barbara Giesing on Motivation 2/9/2022 Cybersecurity Training 4/29/2022 Cybersecurity Awareness Training 7/19/2022 College Source Virtual Conference 11/11/2022 101 Training 11/16/2022 Cybersecurity Training 10/21/2021 Green Zone Training 2/24/2021 Harassment – Title IX 3/29/2021 Cybersecurity Training 10/22/2021 Preventing Harassment 11/10/2021 Residency Training 5/29/2020 Cybersecurity Training 7/14/2020 FERPA: Family Educational Rights and Privacy Act	

		7/14/2020 Preventing Harassment & Discrimination	
Melissa Tesfaye	Degree Plan Coordinator	1. Preventing Harassment and Discrimination 11/16/2020 2. FERPA Family Educational Rights/Privacy Act 11/16/2020 3. Cybersecurity Training 5/10/2020 4. Cybersecurity Training 10/18/2021 5. Green Zone Training for Veterans 10/21/2021 6. FERPA Full Course 10/22/2021 7. Preventing Harassment/Discrimination/Clery Act10/22/2021 8. Residency Training 11/10/2021 9. Cybersecurity Awareness Training 4/8/2022 10. Cybersecurity Training 5/7/2022 11. Attended College Source Virtual Conference 12. Professional Development Speaker Series: "Staying Up in a Down World" 13. Training 101 11/11/2022 14. Cybersecurity Training 11/17/2022 15. Student Success Professional Development Conference 2/22/2023	1. How to prevent harassment and discrimination and how to report if you witness 2. Protecting students confidential information 3. How to protect our confidential records, popular phising techniques to avoid 4. How to protect our confidential records, popular phising techniques to avoid 5. Training for assisting veteran student and helping them succeed 6. Best practices for protecting students confidential records 7. How to prevent discrimination and harassment and how to report 8. Updates to Collin College residency requirements for students 9. How to protect our confidential records, popular phising techniques to avoid 10. Best practices to protect our student's records 11. Best practices for the College Source suite of software Uachieve and Transfer Evaluation System(TES)

		16. Protecting Youth: Abuse & Neglect Prevention Clery Act Title IX 3/29/2023	12. How to stay motivated in a fasted paced working environment
		17. Cybersecurity Awareness Training 5/1/2023	13. Review of Financial Aid/Veterans benefits updates, Registrar/Records and Admissions/Outreach updates
		18. FERPA Family Educational Rights and Privacy Act Full Course 10/2/2023	14. Protecting student's confidential records
		19. Preventing Harassment/Discrimination 10/5/2023	15. Learning about topics that are relevant to our current student populations
		20. Cybersecurity Awareness Training 10/13/2023	16. That we are mandatory reporters and proper procedures for reporting
		21. Student Success Professional Development Conference 2/27/2024	17. Protecting student's confidential records
		22. McKinney Workday Staff Training 2/27/2024	18. FERPA Rules
		23. Texas Cybersecurity Awareness Training 5/1/2023	19. How to prevent harassment and discrimination and reporting
		24. OnBase Training 10/09/2024	20. Review of best practices for protecting our records
		25. Cybersecurity Awareness Training 10/29/2024	21. Reviewing current relevant topics and issues concerning SES
			22. Introducing Workday functions and navigation that we need to perform our day to day responsibilities
			23. Best practices for keeping our records safe
			24. Review of new document storage client and navigation
			25. Review of best practices to secure our student's records

Sheri Mackey	Degree Plan Coordinator	Cybersecurity Training - annually	Participation in various training sessions and conferences has strengthened awareness of the value and importance of collaborative efforts toward a common goal. Workplace knowledge gained through these experiences has been applied in professional settings and shared with the team. Collectively, these sessions have enhanced the ability to better serve the Collin College community.
		Degree Sequencing Committee - April 2021	
		Everfi Training Modules - 2022	
		College Source Virtual Conference - July 2022	
		Hyland Demo - July 2022	
		Student Success Professional Development Conference - Feb 2023	
		Active Shooter Training/Crisis Response Training - May 2023	
		Linked in Learning - Public Speaking Foundations - May 2023	
		Linked in Learning - Teamwork Essentials: Stand Out as a Valuable Team Member - June 2023	
		Linked in Learning - Nano Tips for Developing Magnetic Charisma - June 2023	
		Linked in Learning - Practice Human Leadership - Oct 2023	
		Student Success Conference - Feb 2024	
		Workday Training Zoom Meeting - 2024	
		Texas Cybersecurity Awareness Training from KnowBe4 - June 2024	
Amy Williams	Assistant to the Dean Graduation Specialist	Student Success Conference – 2024	With the completion of annual trainings such as cybersecurity, FERPA, Title XI/Harassment, etc. staff member stays abreast of updates to federal, state, and College regulations and best practices, as well as protect student data.
		FERPA training	
		Workday Training	
		Budget Training	

		Cybersecurity Annual Training	
Mariam Musallam	Graduation Specialist	New Employee Training	Introduces employee to basic operations of Workday systems and Collin Culture.
Stephanie Hutchins	Graduation Specialist	Student Success Professional Development Conference February 27, 2024 CRASE Training August 19, 2024	Some of the sessions offered at the conference covered topics that focused on helping students to find their way through college. The Application to Graduation session highlighted the importance of directive advising. Students require both individualized support and holistic approaches for successful degree completion. Communication is key to this process. CRASE Training provided helpful information about active shooters and introduced the Avoid, Deny, and Defend strategy in the event of an active shooting.
Tammy Brown	Coordinator Continuing Education	11/21 Residency training 02/23 SES Staff development at SCC 12/24 CRASE training	SES staff development provided an opportunity for division updates as well as goals for the district.

			CRASE training taught the Avoid, Deny, Defend strategy and what to do in the event of an active shooter.
Billie Brown	Admissions/Records Assistant	Recruiting, Advising and Admissions. Focus 2 Career	The training courses provided valuable tools for managing stress related to work and student interactions, as well as strategies for organizing tasks to achieve better outcomes for both professional responsibilities and students' career goals. Additionally, the sessions offered insights into effectively balancing work and personal time.
Teresa Hanna	Admissions/Records Assistant	Several Customer Service training, Recruiting, Advising, and Admissions, and Managing Conflict in the workplace.	Effective customer service and a thorough understanding of students' needs are essential for fostering a supportive academic environment. Strategies for increasing enrollment, providing accurate academic advising aligned with degree plans, and assisting students in meeting institutional requirements play a crucial role in student success. Additionally, de-escalation techniques for handling conflicts with students, parents, or colleagues are vital, along with the ability to clearly communicate state and federal regulations in a professional and constructive manner.
Lillian Meason	Admissions Associate	Disney's Approach to Quality Service - 11.1.2019 From Destructive to Productive Conflict - 6.15.2022	There is always an opportunity to learn how to respond more effectively in situations where students express frustration with procedures and policies. It is important to recognize that their frustration is often directed at the situation rather than

		Protecting Youth: Abuse & Neglect Prevention - 3.27.2023	individuals. By maintaining this perspective, the focus can remain on identifying possible solutions and working toward a resolution.
		De-escalating Tense Situations - 11.10.2023	

IX. CONTINUOUS IMPROVEMENT PLAN (CIP)

IX.A.

Previous CIP Tables

(Insert the tables in PDF immediately after this divider page.
In addition, separately e-mail the tables to the
Institutional Research Office at effectiveness@collin.edu.)

Continuous Improvement Plan

Date: February 28, 2024   **Name of Program/Unit:**   Admissions/Records

Contact name: Laura Isdell   **Contact email:** lisdell@collin.edu   **Contact phone:**

Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)

A. Expected Outcome(s) Results expected in this unit (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services)	B. Measure(s) Instrument(s)/process(es) used to measure results (e.g. survey results, exam questions, etc.) Include Course Information and Semester in which assessment will occur	C. Target(s) Level of success expected (e.g. 80% approval rating, 10-day faster request turn-around time, etc.)
Increase efficiency, effectiveness and customer satisfaction by implementing a district year-round phone bank (collaboration with Advising and Financial Aid).	Baseline data include call volume and costs. New tracking will be compared to baseline. Customer service surveys.	Reductions in cost for temporary workers. Reduction in full time staff being pulled away from other duties to supervise phone bank.
Increase efficiency, effectiveness and customer satisfaction by developing and utilizing an in-house application process.	Track out-of-state coded residency notification emails and compare.	Reduce the number of residency emails by 25%.
Increase efficiency, effectiveness and customer satisfaction by implementing College Source Degree Audit System	Track system reports and customer service surveys.	Increase customer satisfaction related to degree audit and schedule building by 25%.

Description of Fields in the Following CIP Tables:

A. Outcome(s) - Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

B. Measure(s) - Instrument(s)/process(es) used to measure results
(e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

C. Target(s) - Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

D. Action Plan - Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

E. Results Summary - Summarize the information and data collected in year 1.

F. Findings - Explain how the information and data has impacted the expected outcome and program success.

G. Implementation of Findings – Describe how you have used or will use your findings and analysis of the data to make improvements.

Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)

A. Outcome #1

Increase efficiency, effectiveness and customer satisfaction by implementing a district year-round phone bank (collaboration with Advising and Financial Aid)

B. Measure (Outcome #1)	**C. Target (Outcome #1)**
1) Baseline data include call volume and costs. New tracking will be compared to baseline. 2) Customer service surveys.	3) Reductions in cost for temporary workers. 4) Reduction in full-time staff being pulled away from other duties to supervise phone bank. 5) Customer satisfaction with ARO increase by 10%

D. Action Plan (Outcome #1)

In collaboration with the Financial Aid/Veterans Affairs office and the Admissions area, a district-wide call center was created in March of 2019. Prior to this, the call center was focused on financial aid related questions, but the change in March 2019 meant the call center was also equipped to answer admissions and general registration questions. Initially callers could choose between the admissions or financial aid queues. In 2022 a queue for registration was also created to better differentiate between calls focused on admissions verses registration.

E. Results Summary (Outcome #1)

Year 2 Data

	Staffing Model for Call Center by Year Admissions & Registration Team				
Year	Part-time employees		Full-time employees		FTE
	Temporary	Permanent	Temporary	Permanent	
March -July 2019	-	3	2	-	3.5
Aug 2019 - July 2020	2	3	2	1	5.5
Aug 2020 – July 2021	-	3	2	3	6.5
Aug 2021 - July 2022	-	4	-	5	7
Spring 2024	-	4	-	7	9

Target 3) Temporary workers are no longer utilized

When the call center was expanded in March 2019, 3.5 FTE were added to the team to handle the anticipated call volume for the admissions and registration queue. It has since and has grown to 7 FTE who are all in permanent positions. The cost for temporary positions has been completely eliminated. The temporary phone bank has been eliminated by absorbing admissions and registration calls into the call center. **Year 4 Data** – The Temporary phone bank was eliminated in 2022.

1) Baseline data for call volume and costs

Below is a summary of the inbound calls volume to the admissions and registration queue Call Center from September - August each year and a breakdown of the average number of calls handled based on the FTE count of the staffing model. This data can be used as our baseline data set in terms of volume. Each year, total calls received have increased, but so did the total number of calls handled. The proportion of calls handled also

improved each year overall and the average calls answered by FTE jumped significantly in 2020-21 when additional permanent positions were added and stayed higher the following year as well.

Target 4) Reduction in fulltime staff being pulled away from other duties to supervise phone bank

By advertising the direct line to the call center rather than campus numbers, call volume to each campus service desk has been greatly reduced, even though overall call volume has continued to increase for the call centers.

	Admissions Queue			Financial Aid Queue		
Year	# Received	# Handled	% Handled	# Received	# Handled	% Handled
2019-20	42,314	33,010	78.0%	24,398	21,601	88.5%
2020-21	60,033	51,662	86.1%	30,176	28,692	95.1%
2021-22	68,896	56,358	81.8%	27,306	26,200	95.9%
2022-23	65,883	62,071	94.2%	28,543	26,554	93%

Inbound Calls to the Call Center for the Admissions and Registration

Average Inbound Calls Handled by FTE for the Admissions and Registration

Year	Total Calls Handled	FTE	Ave Calls Handled by FTE
2019-20	54,611	5.5	9,929
2020-21	80,354	6.5	12,362
2021-22	82,738	7	11,820
2022-23	88,625	9	9,847

Target 5) The goal of increasing customer satisfaction by 10%

Percentage of Respondents Indicating Overall Satisfaction with Admissions & Records Overtime

	Strong Disagree	Disagree	Neutral	Agree	Strongly Agree
2017	3.4	4.0	12.9	28.2	49.9
2019	2.4	2.2	10.8	30.4	54.2
2021	2.8	2.2	11.1	25.2	58.8
2023	**Survey data for this year not available**				

Percentage of Respondents Indicating Overall Satisfaction with Financial Aid Overtime					
	Strong Disagree	Disagree	Neutral	Agree	Strongly Agree
2017	3.3	3.8	8.5	24.1	57.2
2019	3.4	2.5	9.3	21.9	62.9
2021	4.4	5.5	7.7	22.5	59.9
2023	**Survey data for this year not available**				

The 2017 Collin College Service Unity Survey Reports data can serve as the baseline satisfaction data, since it was the last report completed before the Call Center was implemented. At that time, 78.1% of students surveyed indicated they agreed or strongly agreed that that their overall service experience with Admissions & Records was satisfactory. In 2019, that grew to 84.6%, followed by 84% in 2021. In comparison, the percentage of students surveyed who indicated they agreed or strongly agreed that that their overall service experience with Financial Aid was satisfactory was 81.3% in 2017, peaking at 84.8% in 2019, and 82.4% in 2021.

F. Findings (Outcome #1)
The implementation of the call center has eliminated the use of temporary workers. While more is being spent to cover salary and wages of permanent employees than was used to cover 4 months of staffing peak season calls, the service level has dramatically increased by providing a direct point of contact for admissions and registration calls year-round. While the overall admissions and records service experience of the end-user seems to have improved between 2017 and 2021, this positive change may be related to call center implementation since financial aid did not see a similar change and already had the call center in place in 2017. Unfortunately, the survey data for 2023 is not available due to the small number of participants, so the findings are inconclusive for the Year 4 submission.

G. Implementation of Findings
Given the enrollment increase and addition of four new campuses, having a centralized call center provides the most effective operations for the institution. The new campuses do not have the capacity for team members to serve students in person, answer phones, and assist with on campus activities. The total number of FTE for the call center has increased to meet the demand due to enrollment growth.

A. Outcome #2
Increase efficiency, effectiveness and customer satisfaction by developing and utilizing an in-house application process.

B. Measure (Outcome #2)	C. Target (Outcome #2)
Track out-of-state coded residency notification emails and compare	Reduce the number of residency emails by 25%

D. Action Plan (Outcome #2)
The Texas Higher Education Coordinating Board requires all institutions to use the statewide Apply Texas application. When Apply Texas was originally designed, it primarily focused on questions for universities. Due to unique residency requirements for community colleges, Collin College developed an independent application that would capture all the necessary questions to aid in determining a student's residency status. That status was then used to calculate their tuition.

E. Results Summary (Outcome #2)

In the spring of 2022, the in-house application was discontinued due to security issues. Apply Texas became the institutional admissions application, with residency logic and mapping reviewed and updated at that time. The registrar team is currently working on review of existing residency process to eliminate redundancies with requirements and document review. For the Year 4 review, the target that was set did not provide baseline numbers to accurately measure success. Additionally, the institution has experienced enrollment growth and without the correct data available, the overall percentage reduction is not able to be calculated.

F. Findings (Outcome #1)

Not Applicable

G. Implementation of Findings

For Fall 2024, Collin College will be converting the Student Information System to Workday. This new system will enable students to upload documents directly and securely without the need to email. It is anticipated that this new system will increase efficiency for the department.

H. Outcome #3

Increase efficiency, effectiveness and customer satisfaction by implementing College Source Degree Audit System

I. Measure (Outcome #3)	**J. Target (Outcome #3)**
Track system reports and customer service surveys	Increase customer satisfaction related to degree audit and schedule building by 25%

K. Action Plan (Outcome #3

College Source Degree Audit System was implemented and students access through CougarWeb.

L. Results Summary (Outcome #3)

Weekly reports are generated that demonstrate student usage of the degree audit system. Those reports do not provide cumulative data nor satisfaction of the degree audit tool. Unfortunately, those reports are also purged weekly creating a challenge in providing quantitative data.

M. Findings (Outcome #3)

The student satisfaction survey collects data related to the overall satisfaction with the registration process, but does not drill down to degree audit and schedule building. This makes it an ineffective measure for the outcome.

N. Implementation of Findings

There is no easy way to easily pull data on students taking courses inside vs outside their degree plan within Banner, but this should be resolved with the implementation of Workday. When Workday is launched baseline data should be established related to utilization of degree audits and student changes to their schedule.

Year 4 Update: No metric was available to calculate customer satisfaction related to the degree audit. Given the Workday implementation, the College Source Degree Auditing System will be discontinued.

XI. NEW CIP TABLES

XI.A.

CIP Measures, Outcomes & Targets Table

(Insert the completed table in PDF immediately after this divider page.
In addition, separately e-mail the table to the
Institutional Research Office at effectiveness@collin.edu.)

Continuous Improvement Plan

Date: **Name of Program/Unit:**   Student Records and Registrar's Office

Contact name: Jennifer Waits   **Contact email:**   jwaits@collin.edu   **Contact phone:**   972.881.5174

Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)

A. Expected Outcome(s) Results expected in this unit (e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services)	B. Measure(s) Instrument(s)/process(es) used to measure results (e.g. survey results, exam questions, etc.) Include Course Information and Semester in which assessment will occur	C. Target(s) Level of success expected (e.g. 80% approval rating, 10 day faster request turn-around time, etc.)
The time needed to process a transcript will be reduced, including intake and evaluation.	The total processing time will be reduced. The quantity of data fields that need to be manually entered will be reduced. The transcript received date compared to entry date gap will be reduced.	Improve processing time and reduce manual processing of transcripts. [Due to Workday migration, need to establish baseline processing functions and timelines] • Currently 8 data fields entered for high school transcripts. Target goal of 2 manually entered fields. • The manual data entry points of processing college transcripts will be reduced
Reduce the time to confer a degree or educational credential.	Processing time	Reduce time from 8 weeks to 2 weeks

Description of Fields in the Following CIP Tables:
A. Outcome(s) - Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).
B. Measure(s) - Instrument(s)/process(es) used to measure results
(e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)
C. Target(s) - Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).
D. Action Plan - Based on analysis, identify actions to be taken to accomplish outcome. What will you do?
E. Results Summary - Summarize the information and data collected in year 1.
F. Findings - Explain how the information and data has impacted the expected outcome and program success.
G. Implementation of Findings – Describe how you have used or will use your findings and analysis of the data to make improvements.

XI. NEW CIP TABLES

XI.B.

CIP Outcomes 1 and 2 Table

(Insert the completed table in PDF immediately after this divider page.
In addition, separately e-mail the table to the
Institutional Research Office at effectiveness@collin.edu.)

Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)

A. Outcome #1 The time needed to process a transcript will be reduced, including intake and evaluation.	

| **B. Measure (Outcome #1)**
The total processing time will be reduced.

The quantity of data fields that need to be manually entered will be reduced.

The transcript received date compared to entry date gap will be reduced. | **C. Target (Outcome #1)**
Improve processing time and reduce manual processing of transcripts. [Due to Workday migration, need to establish baseline processing functions and timelines]

• Currently 8 data fields entered for high school transcripts. Target goal of 2 manually entered fields.
• The manual data entry points of processing college transcripts will be reduced |

D. Action Plan (Outcome #1)

1. Develop a mechanism to track transcripts and standardize reports.
2. Develop Electronic Data Interchange (EDI) import to Workday. Currently, one pathway transcripts are received is through EDI. While the report is digital, it has to be downloaded, converted to a readable format, then uploaded to Workday. This process needs to become automated.
3. Implement Hyland Brainware solution to read digital data and load to Workday

E. Results Summary (Outcome #1)

F. Findings (Outcome #1)

G. Implementation of Findings

A. Outcome #2

Reduce the time to confer a degree or educational credential.

B. Measure (Outcome #2)	**C. Target (Outcome #2)**
Processing time	Reduce time from 8 weeks to 2 weeks

D. Action Plan (Outcome #2)

Implement workflows and reports in Workday to help identify student completers.

Audit curriculum built in Workday to confirm academic plans are being processed accurately

E. Results Summary (Outcome #2)

F. Findings (Outcome #1)

G. Implementation of Findings