

Goal Progress Report - Four Columns

Long Beach City College

Student Support - Admissions & Records (Goals)

Mission: Admissions and Records is committed to providing quality, timely and exceptional customer service. As we maintain a high level of respect for others, and continue to acquire knowledge and necessary resources through changing times, we will support each other, the students and the institution in reaching its goals.

Description: The office of Admissions and Records is a area that admits, evaluates incoming curriculum, registers, evaluates and audits degree and certificate requirements to certify the completion of a degree or certificate program, provides supports to all counseling offices, coordinates, records, and distributes curriculum guides, processes and sends transcripts, and services student requests on all the above items at both campuses and to both domestic and international students.

Primary Functions - LAC: Verifications for enrollment and degrees earned; National Student Clearing House reporting for Enrollment and Degrees; Maintain and Store Academic Student Records in a secure environment that is compliant with Federal, State, and LBCC Administrative Regulations; Coordinates the registration process via the internet, phone, and/or in-person for student enrollment into classes; Intake and process admissions applications online, through the U.S. mail, and in-person; Facilitate and adjudicate various student appeals regarding such items as probation, dismissal, denial of graduation, grades, add/drops, and refunds; Develops, coordinates, and implements articulation agreements with institutions of higher education throughout California and the United States; Maintain and support the faculty online grading system used for census clearing of non-active students from class rosters and grading; Respond to court ordered subpoenas for student records; Produce and submit annual reports to the state for compliance and funding

Primary Functions - PCC: Provides Transcripts (computer as well as pre-1984 hand keyed); Verifications for enrollment and degrees earned; Maintain and Store Academic Student Records in a secure environment that is compliant with Federal, State, and LBCC Administrative Regulations; Coordinates the registration process via the internet, phone, and/or in-person for student enrollment into classes; Intake and process admissions applications online, through the U.S. mail, and in-person; Facilitate and adjudicate various student appeals regarding such items as denial of graduation, grades, add/drops, and refunds; Maintain and support the faculty online grading system used for census clearing of non-active students from class rosters and grading; Produce and submit annual reports to the state for compliance and funding

Internal Conditions (see Help for list): The interdependence of working with the technology department and other student services departments is always a factor and/or variable in solving and implementing new processes, fixing existing, and/or changing processes within Admissions and Records.

External Condition-Regulatory/Legislative Changes: Changes to the California Code of Regulations (Title 5) and/or the California Education code; changes to the Federal Education Code.

External Condition-Accreditation: None cited

Recommendations:

External Condition-Advisory Committee Input: The Matriculation Admissions and Registration Task Force submitted four recommendations to review 1) waitlist 2)

Registration 3) class schedule & 4) admission application.

The Faculty Senate Records Processes Committee: this committee review the processes in Admissions and Records that effect Faculty.

External Condition-Community: There are several programs with Long Beach Unified School District that involve the admissions process for either concurrently enrolled students or students graduating high school and bridging into college.

Outreach/Partnership:

Faculty & Staff : Pacific Coast Campus Admissions and Records: 1 manager and 8 staff members
 Liberal Arts Campus Admissions and Records: 1 Administrator, 2 managers, 11 staff members
 Liberal Arts Campus Call Center: 1 manager and 6 staff members
 Liberal Arts Campus Articulation Office: 1 Faculty Coordinator and 2 staff members

Names & Titles of Program Ross Miyashiro, Dean of Admissions and Records

Review Participants:

2009-2010 18 Department Heads were trained on how to use the electronic system to approve, deny, or require more information

Accomplishments: for course articulation from other institutions. Over 19,000 new course articulations were entered into the system and capture for current use in the Evaluation Goal and future use in the degree audit system.

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>Student Support - Admissions & Records (Goals) - Transcript Service - Transcripts online ordering system to promote student online use to order</p> <p>Year(s): 2009 - 2010 2010 - 2011</p> <p>Start Date: 08/14/2009</p> <p>Goal Status: In Progress</p> <p>Goal Priority: Medium</p> <p>Rationale: This new process will allow students to order transcripts 7 days a week, 24 hours a day; will process the transcripts automatically in the system and produce official transcripts more efficiently with less Admissions and Records staff intervention.</p> <p>Strategies: To promote the new system to students to increase use and change student behavior within 2 years to have 80% of all transcripts ordered online.</p> <p>transcripts. In order to reach the goal the office will implement the following:</p> <ol style="list-style-type: none"> 1. Contract with Credentials Solutions (CS) 	<p>Resources Needed Name: Resources to purchase transcript paper, security envelopes (with LBCC logo), and mail budget</p> <p>Resources Needed Description: To continue this program there are three fixed costs that have continued to rise every year; security transcript paper that has the same quality as paper money to ensure that fraud is avoided; security envelopes with logo; and an increasing mail budget as the cost of the U.S. mail continues to rise and the amount of transcripts produced and mailed.</p> <p>Inter-Level/ VP Level Group Decision: Pending</p> <p>Fiscal Year: 2010 - 2011</p> <p>Duration: On-going</p> <p>Estimated Cost: 25000.0000</p> <p>Type of Resource Requested: 585000 - Postage</p> <p>Justification for Resource Request: This is the money that Credentials Solutions (CS) collects for Long Beach City College transcripts and reimburse the college after CS takes its fee. Admissions and Records would keep a percentage to make sure service is not interrupted due to lack of</p>		

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<p>2. Work with IITS and CS and work on the Business Process to allow students to order transcripts via online.</p> <p>3. Work with IITS and CS to implement the technical implementation of adding a drone work station onto People Soft.</p> <p>4. Work with CS to set-up a training session and document for A&R staff members.</p> <p>5. Test the system</p> <p>6. Go live with the full functioning online transcript ordering system.</p> <p>Responsible Parties: Lillian Justice</p> <p>Campus supported by this goal: Both</p> <p>If specific to a functional unit, indicate here: Admissions and Records</p> <p>Other Area impacted by this goal: ACIT</p> <p>Other Area(s) impacted by this goal: Student Financials</p>	<p>funds.</p> <p>Department Code: 620100 A&R</p>		
<p>Student Support - Admissions & Records (Goals) - Online Course Evaluation Process - To move the course evaluation process completely online and eliminate all paper in the process. This project will also provide an online data base of all articulated courses approved by Long Beach City College faculty to the public. It will make the course evaluation process much more efficient providing faculty with more course information instantly and not require the student to search or request the information from their past institutions.</p>	<p>Resources Needed Name: College Source Subscription Fee</p> <p>Resources Needed Description: There is a 12600 annual subscription fee due each year. This year the fee was divided up between three offices; Admissions and Records, Vice President of Student Services, and Basic Skills. Next year the college will be require to pay the same amount if it would like to keep the service.</p> <p>Inter-Level/ VP Level Group Decision: Not Approved</p> <p>Fiscal Year: 2010 - 2011</p>		

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>Year(s): 2009 - 2010 2010 - 2011</p> <p>Start Date: 10/01/2009</p> <p>Goal Status: In Progress</p> <p>Goal Priority: High</p> <p>Rationale: This project will help faculty, students, and staff in processing course evaluations, the total amount of course evaluations, and posting the results online for students, counselors, staff, and the public to use for course and academic planning.</p> <p>Strategies: To train the Department Heads on how to use the system when a course evaluation is requested. To train counselors how to use the system to access the results. To train the Articulation and Record Specialists to use the system when requesting a course evaluation from faculty.</p> <p>The following plan will be used to implement:</p> <ol style="list-style-type: none"> 1. Use the Transcript Evaluation Service (TES) interface from College Source to achieve this goal 2. Create a business process to flow out the course evaluation process using TES as the engine. 3. Create a training document for training both the coordinators and evaluating faculty members. 4. Train the Articulation and Record Specialist as the coordinators 5. Train the identified faculty member who 	<p>Duration: On-going</p> <p>Estimated Cost: 12600.0000</p> <p>Type of Resource Requested: 589500 - On-Line Service/ Software Licensing</p> <p>Justification for Resource Request: This service cuts down out the paper process for course evaluation that takes a lot of coordination in each department of the college. This project puts this process all online and communication via the internet and email and produces a usable data base at the end of the process.</p> <p>Department Code: 620300 School of College Relations</p>		
		<p>10/15/2010 - 18 Department Heads were trained on how to use the electronic system to approve, deny, or require more information for course articulation from other institutions. Over 19,000 new course articulations were entered into the system and capture for current use in the Evaluation Goal and future use in the degree audit system.</p> <p>N/A: N/A</p> <p>Next Step: Continue Working on Goal</p>	<p>10/15/2010 - To solicit invitations to all Department Heads at their DH meetings, through Flex Day and College Day for "Transcript Evaluation Service (TES)" training. The more faculty who are trained on the system the more data that will be collect through the process. The other method of straight hand input from paper agreements continues through the Articulation Office.</p>

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<p>will be evaluating course content.</p> <p>6. Work with IITS to embed the web links to the Long Beach City College web pages that will house the public view of the course equivalencies approved by Long Beach City College faculty.</p> <p>Responsible Parties: Trevor Rodriguez</p> <p>Campus supported by this goal: Both</p> <p>If specific to a functional unit, indicate here: Articulation Specialists and the Record Specialists.</p> <p>Other Area impacted by this goal: ACIT</p> <p>Other Area(s) impacted by this goal: Department Heads</p>			
<p>Student Support - Admissions & Records (Goals) - General Education self planning tools for students - Students will assess their progress towards their AA/AS degrees</p> <p>Year(s): 2010 - 2011</p> <p>Start Date: 10/01/2009</p> <p>Goal Status: In Progress</p> <p>Goal Priority: Medium</p> <p>Rationale: To develop a tool to allow students to self monitor their progress towards their AA/AS degree and provide a simple to understand tool for the counselor and student to work with together.</p> <p>Strategies:</p>	<p>Resources Needed Name: Duplication funding</p> <p>Resources Needed Description: If the self help tool becomes very mainstream the Articulation Office will have to request additional funding to produce the tool both in paper and online.</p> <p>Inter-Level/ VP Level Group Decision: Not Approved</p> <p>Fiscal Year: 2011 - 2012</p> <p>Duration: On-going</p> <p>Estimated Cost: 4000.0000</p> <p>Type of Resource Requested: 456500 - Duplicating Non-Instructional</p> <p>Justification for Resource Request: This project will increase the transfer readiness of students and/or those students</p>		

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>To create a self-help guide to graduation the following steps must be completed.</p>	<p>seeking an AA/AS degree. Department Code: 620300 School of College Relations</p>		
<ol style="list-style-type: none"> 1. In working groups break dow the current general education documents using the last focus groups as comments from students. 2. The working group should determine the best format for student self-help guides. 3. A draft version of the new guides should be produced. 4. A student focus group should be complete to validate and/or make changes to the document. 5. Steps 1 through 4 should be repeated for the curriculum guides. 6. Both prototypes should be reviewed by the curriculum committee for comment 7. The delivery of these new self-help guides should be either/or in counseling 1 classes and/or in general student workshops. 		<p>10/15/2010 - The programming and testing are complete; the implementation process is about 50% complete. The project is waiting on Adobe Professional licenses for all the Record Specialist to implement the evaluation tool. All Record Specialist have tested the product and have been trained by the Articulation Specialist who developed the product.</p> <p>N/A: N/A</p> <p>Next Step: Continue Working on Goal</p> <p>Data to Support Goal Progress: No official evaluations have been completed to this date the expectation is early January 2011.</p>	
<p>Responsible Parties: Articulation Specialists and Record Specialist.</p> <p>Campus supported by this goal: Both</p> <p>If specific to a functional unit, indicate here: Articulation and Records Offices</p> <p>Other Area impacted by this goal: Other</p> <p>Other Area(s) impacted by this goal: Counseling</p>			
<p>Student Support - Admissions & Records (Goals) - Degree Audit - To implement the Oracle/PS Academic Advisement software (degree aduit)</p> <p>Year(s): 2011 - 2012</p>	<p>Resources Needed Name: Articulation Specialist back fill</p> <p>Resources Needed Description: Two temporary positions to back fill the positions empty due to movement in staff to work on the degree audit exclusively.</p>		

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>Start Date: 10/10/2012</p> <p>End Date: 02/22/2013</p> <p>Goal Status: In Progress</p> <p>Goal Priority: High</p> <p>Rationale: This goal will meet the Board and President's goal of implementing the Promise Pathways Program by giving all its students an electronic measure of progress toward degree.</p> <p>Strategies: Project plan construction, resource gathering, measureable milestones, and timeline for implementation.</p> <p>Responsible Parties: Ross Miyashiro, Trevor Rodriguez, and John Laseman</p> <p>Campus supported by this goal: Both</p> <p>If specific to a functional unit, indicate here: Enrollment Services</p> <p>Other Area impacted by this goal: IITS (Instr & Info Tech Svcs)</p> <p>Other Area(s) impacted by this goal: Academic Affairs, Academic Services, and Student Support</p> <p>Level of Support Needed: School or VP</p>	<p>Inter-Level/ VP Level Group Decision: NEW</p> <p>Fiscal Year: 2012 - 2013</p> <p>Duration: One-time</p> <p>Estimated Cost: 30000.0000</p> <p>Type of Resource Requested: Personnel - Classified/ Manager</p> <p>Justification for Resource Request: These positions will enable the project to meet its time lines and still keep the college current in its articulation and curriculum guide completion.</p> <p>Department Code: 620100 A&R</p> <p>Requested Funding Source: General Fund</p>		