I. Program Overview

1. What is the mission of the program?

The mission of the Office of Admissions and Records at College of Marin is to provide comprehensive, client sensitive, and technologically innovative and appropriate services to approximately 23,000 student’s enrolled in credit, noncredit and community education classes and programs each academic year, and to provide support services to faculty, staff and administration.

2. What are the goals of the program?

Our goal is to continually improve our services that will assist our students in achieving their educational goals by

1) Implementing Degree Works, an electronic self-service educational planning tool, to help students better prepare and improve their self-advocacy.
2) To implement e-Transcript electronic transcript request and transmission device to improve the processing time and issuance of official transcripts.
3) To reorganize the workforce of the Admissions and Records Office to better meet the needs of the ever changing roles of the Admissions Department.
4) Upgrade and improve CCCApply statewide application service.
5) Implement and allow students to choose their educational major goal using the MyCOM Portal.

3. How does the program mission tie in to the Student Services’ and institution’s mission?

The Admissions and Records program mission statement is directly aligned with the institution’s mission of having a commitment to educational excellence as well as providing excellent educational opportunities for all members of our diverse community by supporting and processing administrative and student educational requests/records, in a timely manner, thereby uniting our mission with the College mission of offering educational and cultural enrichment.
4. Briefly describe the program and the services it provides in order to achieve its goals and SLOs.

The Admissions and Records Office offers admissions, registration, records and evaluation services to all Credit, Noncredit, Community Education and Distance Learning students, both online and in person. We efficiently and effectively assist students with all of their academic records, account records and most student service essentials. Our functions include:

1. Facilitate access to Credit, Noncredit and Community Education admissions, registration and records information.
2. Provide clear, accurate and consistent program information in all publications as well as online or in-person.
3. Ensure delivery systems that are timely and efficient in responding to all student requests concerning student records information.
4. Maintain the confidentiality, accuracy, and security of student records and reports.
5. Maintain accurate accounting of census, attendance, and grade reports in compliance with college, state, and federal regulations.
6. Serve as a primary resource for faculty in matters related to attendance accounting, registration, admissions, evaluations, and student records analysis.
7. Collect and reconcile all fee transactions in an accurate and timely manner.
8. Work collaboratively with other Student Services areas to enhance communication to effectively inform student of available services and programs.
9. Continuously review current and/or proposed technological software and hardware programs that will improve efficiency of admissions and records delivery systems.
10. Efficiently process student requests concerning awarding of specific degrees, certificates, and general education breadth/IGETC transfer certification.
11. Promote a “user friendly” office environment that is oriented to assisting the campus community and the general public.
12. Continue to implement and improve technology such as MyCOM Portal Web to enhance a “user friendly” environment for students, staff, and faculty for access to student data.

5. Describe barriers that student might have in accessing your services.

Service to students may have barriers as it relates to our portal technological set up. Additionally, students may require the assistance of Counseling Department staff to assist with choosing a major which may require appointment. Our student portal system will need IT to upgrade and improve portal access to support students self service areas.
6. Describe retention/intervention strategies that you use to increase student success.

Student retention/intervention strategies used are improving our webpage and portal system and to provide a wider spectrum of self-service options for our students.

7. Is the program required to meet special regulations/standards? Describe.

Admissions and Records Department is required to uphold Federal, State, Local mandates and regulations as it relates to student admissions, records, and enrollment. New legislative requirements, such as the Student Success initiative, the requirement for Electronic Transcript submissions, and new state Admission Application requirements.

8. List all staff members in the program. Include their names, titles, classification, FTE equivalents, qualifications, and funding source.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Classification &amp; or Qualifications</th>
<th>FTE</th>
<th>Campus</th>
<th>Funding Source</th>
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<tbody>
<tr>
<td>Patricia Gant</td>
<td>Interim Dean of Enrollment Services</td>
<td>Management</td>
<td>1.0</td>
<td>KTD-IVC</td>
<td>AR-unrestricted</td>
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<tr>
<td>Lee Deo</td>
<td>Office Technician</td>
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<td>Jennifer Spease</td>
<td>Office Technician</td>
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<td>Patience James</td>
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<td>Joan Paulino</td>
<td>Office Technician</td>
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<td>Gina Longo</td>
<td>Administrative Assistant to the Director/Cabinet Level Administrator</td>
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<td>AR-unrestricted</td>
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<tr>
<td>Sandra Tachihara</td>
<td>Admissions Office Specialist</td>
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<td>JoAnn Teer</td>
<td>Office Technician</td>
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<td>Matriculation</td>
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<tr>
<td>Seanna Villarreal</td>
<td>Office Technician</td>
<td>Classified</td>
<td>1.0</td>
<td>KTD</td>
<td>AR-unrestricted</td>
</tr>
</tbody>
</table>
9. What are the demographics of the students in the program and how do these demographics compare to the overall college population? Data from academic yr. 11-12 (Fall 2011-Spring 2012).
Admissions and Records serves all continuing, readmitted, new, international, High School, Noncredit and community education division students who apply and attend College of Marin. We also serve students who no longer attend College of Marin.

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Program</th>
<th>College</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>#</td>
<td>% of Total</td>
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<tr>
<td>American Indian</td>
<td>43</td>
<td>.4</td>
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<tr>
<td>Asian</td>
<td>819</td>
<td>7.8</td>
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<tr>
<td>African American</td>
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<td>6.3</td>
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<tr>
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<tr>
<td>Multi-Racial</td>
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<td>4.08</td>
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<tr>
<td>native Hawaiian</td>
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<td>.3</td>
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<tr>
<td>None/Unknown</td>
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<td>5.0</td>
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<tr>
<td>White</td>
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<td>57.2</td>
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<tr>
<td>Totals</td>
<td>10526</td>
<td>100.</td>
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</table>

Analysis and follow-up

II. Measuring Student Progress

1. How is student progress tracked within the program? How well are students progressing through the program? Include data to support your assertions, if it is available.
### Student Learning Outcomes Matrix

<table>
<thead>
<tr>
<th>I</th>
<th>II</th>
<th>III</th>
<th>IV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course or Program Learning Outcomes</td>
<td>Assessment Method</td>
<td>Assessment Results Report</td>
<td>Use of Results</td>
</tr>
<tr>
<td></td>
<td>Include assessment method and who, what, when, how</td>
<td>Include main findings, date and report authors</td>
<td>How will instructors modify instruction and/or assessment if appropriate? Include date of discussion and date of implementation.</td>
</tr>
</tbody>
</table>

Students will be required to choose a Major from the MyCom Portal during the registration and add/drop period.

Updated Major codes will be obtained through an ITS report. *Major code selections. Collect data from ARGOS reporting system and Banner form, SGASTDN.*

As of fall 2012 there are currently 37.1% of students, with 30 units or more, who have undeclared a major.

With the implementation of SLO and Portal enhancements would reduce the percentage of undeclared major to below 17% (anticipated)

### III. Planning Agenda

1. Based on the information above, what changes or new initiatives should be enacted to improve the program and meet your goals?

In collaboration with the Counseling Department to assist students in choosing their major and the support of Information Technology Department to implement the technology necessary to allow students the option to input their chosen major using the MyCOM self-service portal. Additionally, through MyCOM portal announcements and in college publications, students will be encouraged and informed of this new option available to them.

2. Given the current budget environment, what efficiencies do you see within the service area that could result in reduced costs but improved services?

The current budget environment will limit the growth and development of Admissions & Records Office advancements. Our goal is to maintain compliance with Federal, State and local laws/regulations. Computer upgrades, maintenance, and program upgrades are important tools in our servicing of students. A budget for various staff development opportunities is very necessary and vital to the department’s ability to maintain important policy and procedures. Reorganization of the current staffing in the Admissions Office is an important requirement to implement and maintain the ever changing role of our services.
3. Based on recommendations above, what resources will the program save, reallocate or require accomplishing its plan and meeting its goals? (Resources, timelines, partnerships, staffing, equipment, facilities, etc.)

Resources needed to improve services to the division are listed below:

**Staffing Needs:**

- Hire two Supervisor positions
- Hire one Bursar position
- Create one IT support position

**Staff Development Needs:**

- Increase the staff develop budget to allow more training for new and current staff regarding admissions, international student admissions, veteran services, Matriculation services, etc.

**Equipment Needs:**

- Computer bank (15) for self-service MyCom Portal access for student use at both campuses.
- Computer upgrades (26) for staff computers and for student service windows.
- New Copier/Scanners needed (3) for mass record imaging to maintain the integrity of the Records. Dedicated server to allow massive storage capabilities.

**Office Furniture Needs:**

- Remodel and upgrade office furniture and floor plan to create workflow efficiency and ergonomically correct workstations.

**Technology Needs:**

- Upgrade transcript ordering and implement E-Transcript mandates.
- Upgrade and implement CCCApply statewide application access.
IV. Evaluation

1. What changes were made to the program in the last year based on the recommendations made by the last program review? Please describe.

Changes made to the Admissions Office since the last program review include the addition of a Academic Evaluator position to assist departments, students and counselors with the evaluation of transcripts and assisting students with their prerequisite requirements.
The College is in the process of testing and launching DegreeWorks to assist students and counselors with student educational plans and degree audits. The anticipated “go live” date is July 1, 2013.
The implementation of the automatic hold process which allows College of Marin to place financial holds on students after the last day to add which requires student to pay fees or set up a payment plan.
In Spring 2012, the College implemented the online Parking Permit service which allows students to order their parking permits online. Students who use this service no longer need to stand in long lines at the Admission Office to obtain a parking permit.
Previously, students could change their grade mode online until the first day of instruction. Students are now able to change their grade mode from letter grade to pass/no pass using the MyCom portal all the way until the mandated deadline date.

2. What if any were the barriers/constraints the program faced when implementing those changes?

The barriers/constraints involved with implementing program changes were minimal but included IT support limitations with staffing/scheduling. Resource needs also created barriers/constraints as the Admissions Office was limited in office staffing due to Admission positions going unfilled.

3. Based on data, how effective was the change in improving program performance in student retention, success, and progress?

Changes to program improved the student experience and promoted self-efficacy which is part of our goal under the Student Services Division’s mission statement. Students are able to process their grade change options, parking permit request, and general MyCom Portal access to their student account. Students may also increase their knowledge of payment options and responsibilities to pay their fees prior to hold placement. This helps student plan and budget for student account success. Students continue to increase their knowledge of Admissions Services as well as MyCom Portal access.
4. What was learned from these changes that would facilitate future program improvements?

Admission and Records Department will continue to make strides to improve and enhance our customer’s experience and improve operational functions that will maintain and comply with our mission to service our student population. We will continue to work with other Student Services Division partners to improve our communications, processes, and technological offerings to provide students with the best possible option. We will continue to work with IT department to improve and enhance our online services and our Banner Operating System for accuracy and efficiency.

Name_________________________________ Title_______________________

Signature_______________________________ Date______________________