

1. Assessment Plan - Three Column



PIE - Student Services: Admissions and Records Unit

2. Where We Are Now: Year at a Glance

2020-21

Contact Person: George Bradshaw

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Summary of Notable Achievements: Awarded over 1000 degrees and certificates via the auto-award process.

Degrees	Total Applied	AW (Non Auto-P)	AW (Auto-P)	DN
Summer 2020	617			136
Fall 2020			170	
Winter 2021	1013			
Spring 2021	622		108	985
Total	3021	392	108	1477
Certificate	5473			
Summer 2020	74			
Fall 2020				6
Winter 2021	206			27
Spring 2021	223			55
Total	739		4	161
		64	79	249

1. Successfully moved all paper forms via online and created new business processes, timelines and training's to process and track all forms including AdobeSign technologies for record keeping.

2. Re-worked all business processes and assigned people to return to campus in support of those functions as a result of Covid-19.

3. Develop changes that support "phone trees" to successfully accommodate the high volume of incoming phone calls.

4. Continued to work through one-click registration issues regarding the implementing of EAB registration.

5. Continued to utilize and Improve the auto-award support structure utilizing PowerBI.

6. Worked with IT to create an online graduation petition in the student portal.

Program Planning for Retention and Success: The Admissions and Records Office routinely coordinate its programs planning dialog to fit within the larger college and student services division goals.

External and Internal Conditions Analysis: Continued statewide mandates and legislation routinely impact who and how Mt. SAC attracts, enrolls, and graduates students. In addition to “tweaks” to Assembly Bill 705 regarding placement, the SCFF, the CARES act and everything else, COVID 19 was definitely a game changer. This wave of “newness” forced the campus and Admissions and Records to radically change the way we provide services to students, faculty, staff and the community.

- Continue to work with process changes related to the EW, P/NP and W guidelines and processes.
- Worked with IT to change the grade submission processes and timeline.
- Worked with IT to change the repeats and forgiveness setup in Banner to accommodate Covid-19 changes.
- Worked with IT to change time ticketing processes at the request of counseling to forgive various probation categories.
- Worked with IT to implement personal pronoun, gender and preferred name preferences into Student Information System.
- Worked with various campus constituents to mitigate and deter fraudulent registration and subsequent awarding of financial aid.
- Worked with unit employees to facilitate a smooth Return to Campus with all employees developing an "office friendly" on campus work schedule.

Critical Decisions Made by Unit: • Continued to be flexible with regard to re-implementation of the EW, P/NP and W guidelines and processes.

- Worked with IT and noncredit to change time ticketing processes at the request of noncredit to allow the assignment of noncredit registration appointments.

Contributors to the Report: George Bradshaw, Dean, Enrollment Management

Maria Macedo, Manager, Student Services

Patricia Montoya, Assistant Director of Admissions

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>1. Where We Make an Impact: Closing the Loop on Goals and Resources</i>
<p>Technology - A&R wants and needs to sustain the most advanced software to keep delivering world class service. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21, 2021-22 Goal Entered: 04/11/2019</p>	<p>Report directly on Goal</p> <hr/> <p>Request - No Funding Requested - EAB Implementation Support Describe Plans & Activities Supported (Justification of Need): The successful launch of EAB will require close integration and support with major campus partners, these partners will include; counseling, instruction, IT, financial</p>	<p>Reporting Year: 2020-21 % Completed: 100 Fully implemented Smartsheet technology/ OnBase imaging which allowed several A&R functions to become fully online. This implementation allowed students to request transactions virtually and featured email and digital responses from the A&R staff. Added additional functionality to student portal item #45 which allows students to apply for degrees and certificates. (09/15/2021)</p>

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

aid and research for institutional research.

Lead: George Bradshaw/ Francisco Dorame/ Antonio Bangloy

What would success look like and how would you measure it?: The delivery of a seamless interface for student registration.

Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High

Request - No Funding Requested - OnBase Templates including PDF options

Describe Plans & Activities Supported (Justification of Need):

Develop additional transcript templates for both paper and electronic transcripts. Add PDF functionality.

Lead: George Bradshaw/ Maria Macedo/ Monica Cantu-Chan

What would success look like and how would you measure it?: The development of additional templates to increase utilization of transfer credit and degree works.

Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: Urgent
One-Time Funding Requested (if applicable): 50000

Reporting Year: 2020-21

% Completed: 25

Progress related to requested improvement has been limited. Impact of COVID-19 and death Hyland consultant seriously limited progress related to completing this technology improvement. (06/14/2021)

Unit Goals

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1. Where We Make an Impact: Closing the Loop on Goals and Resources

Total Funding Requested: 50000

Request - Partial Funding Requested

- Admissions and Records Specialist II

Describe Plans & Activities

Supported (Justification of Need): -

Reviews transcripts and enters coursework, which has already been identified on a pre-established list, for eligibility, including prerequisite overrides and transferable courses, into the student information systems (e.g. Banner). Processes Advanced Placement, International Baccalaureate, Credit By Exam, and other campus based high school partnerships that facilitate the awarding of credits.

-Compiles information and data for various reports; checks and ensures accuracy of the data.

-Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.

-Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.

-Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

-Performs other related duties as assigned.

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

1. Due to existing frosting of positions, the existing \$81,937 would need to be unfrosted.

Lead: George Bradshaw

What would success look like and how would you measure it?: Success would be the ability to successfully upload official PDF transcripts from our partnership institutions.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: Urgent
One-Time Funding Requested (if applicable): 81937

Total Funding Requested: 81937

Request - Full Funding Requested -

Added technology (inclusion of multiple transcript sources)

Describe Plans & Activities

Supported (Justification of Need): System to have the ability to receive the data from Parchment and National Student Clearinghouse to upload into OnBase and do a partial match to a student record. The ability to process electronic transcripts from multiple sources.

Lead: Maria Macedo

What would success look like and how would you measure it?: The inclusion of additional electronic transcript sources. We would measure it by the number of transcripts we receive from sources other than E-transcript California.

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Planning Unit Priority: Urgent

One-Time Funding Requested (if applicable): 45100

Total Funding Requested: 45100

Request - No Funding Requested -

Improved existing technology (Licenses and Scanners)

Describe Plans & Activities

Supported (Justification of Need):

System to have the ability to receive the data from Parchment and National Student Clearinghouse to upload into OnBase and do a partial match to a student record. The ability to process electronic transcripts from multiple sources.

4- Additional Licenses (\$3000/ea) requested = \$12000

2 - scanners requested = \$2000

Lead: Maria Macedo

What would success look like and how would you measure it?: The

inclusion of additional electronic transcript sources. We would measure it by the number of transcripts we receive from sources other than E-transcript California.

Type of Request: IT SUPPORT:

Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: Urgent

One-Time Funding Requested (if

Unit Goals

Resources Needed

1. Where We Make an Impact: Closing the Loop on Goals and Resources

applicable): 2000

On-Going Funding Requested (if

applicable): 12000

Total Funding Requested: 17000

Request - Partial Funding Requested

- Position upgrade from Specialist I to a Specialist II

Describe Plans & Activities

Supported (Justification of Need): -

Reviews transcripts and enters coursework, which has already been identified on a pre-established list, for eligibility, including prerequisite overrides and transferable courses, into the student information systems (e.g. Banner).Processes Advanced Placement, International Baccalaureate, Credit By Exam, and other campus based high school partnerships that facilitate the awarding of credits.

-Compiles information and data for various reports; checks and ensures accuracy of the data.

-Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.

-Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.

-Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

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~Performs other related duties as assigned.

In addition to the A&R Specialist I position being unfrosted we are requesting an additional \$7,000 to move the position from Specialist I to a Specialist II.

Lead: George Bradshaw

What would success look like and how would you measure it?: Success would be the ability to successfully upload official PDF transcripts from our partnership institutions.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: Urgent

On-Going Funding Requested (if applicable): 7000

Total Funding Requested: 7000

<p>Increase Professional Development Opportunities for Staff - Ensure adequate funding for managers and front line staff to attend local, regional and national professional development opportunities. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21, 2021-22 Goal Entered: 07/01/2019</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21 % Completed: 100 Training on new business processes related to smartsheet technology and completed COVID-19 return to campus protocols. (09/15/2021)</p>
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<p>Facilities - Improve storage capacity for records. Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21, 2021-22 Goal Entered: 07/01/2019</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2020-21 % Completed: 25 Working on developing a process to archive and store data from smartsheet technologies. (09/15/2021)</p>
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