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# 2014-2015 Student Services Program Review

Program Name: **Admissions and Records**
Program Contact: **Villareal, Henry**
Academic Year: **2014-2015**
Status: **Submitted for review**
Updated on: **03/30/2015 05:50 PM**

## 1. Description of Program

Provide a brief description of the program and how it supports the college's **College Mission and Diversity Statements**, **Institutional Priorities, 2013/14-2015/16**, **5 in 5 College Strategies, Spring 2011**, and other **Institutional Program Planning** as appropriate.

Admissions and Records is a department that is housed under the umbrella of Enrollment Services. A&R staff are very often the first contact that a prospective student encounters when contacting CSM. This initial encounter is most critical in setting the stage for the potential student following thru and actually applying and eventually enrolling at the college. Again, this initial contact is critical and provides the potential student with a first assessment of the college culture.

Beyond potential applicants, current students have ongoing interaction with A&R staff as they navigate the registration process, seek general information about college policies, request confirmation that their degree or certificate application which was submitted online has been received, or need to have access to their WebSMART account reset. Also, former students often contact A&R to request directions on how to order a transcript, request a duplicate diploma or certificate, or to inquire about how to register for a class since they have been away from the college for some years.

All Enrollment Services personnel including Admissions and Records staff have received customer service training and have attended lectures and workshops as provided by the college's Diversity In Action Group to develop cultural competency skills that enhance their ability to provide high quality and attentive service to CSM's diverse student body (Institutional Priority 3).

In maintaining congruence with the college's Mission and Diversity statements, all Enrollment Services staff participate on a yearly basis in a minimum of two DIAG or other college-sponsored events that address diversity, cultural competence, socioeconomic status, and the unique experiences of the students who comprise the college's student body.

## 2. Summary of Student and Program Data

A. Student Learning Outcomes Assessment

1. Reflect on recent SLO assessment results for the department/unit. Identify trends and discuss areas in need of improvement.

SLO #1

Applicants for degrees and certificates will submit their applications online.

This year the online process for submitting degrees and certificates was implemented beginning in fall 2014. Over 97 percent of degrees and certificates were submitted online. This is a significant accomplishment as the online submission process not only accommodates students' busy schedules by allowing them to submit their completed application 24/7 but also streamlines the operation for the A&R evaluators. The almost total elimination of paper applications allows the evaluators to expedite the degree and certificate evaluation process by using an a tool known as DegreeWorks. Together, these two processes facilitate a more robust and expeditious evaluation process. The few paper

certificate and degree applications that are accepted are due to former students who attended prior to the implementation of Banner and are using coursework that is not incorporated in Banner and thus cannot be evaluated using DegreeWorks.

SLO #2

Nursing students graduating in spring 2014 will request their official transcripts using the WebSMART request process.

Now into it second year of implementation, the process of nursing students requesting their official transcript online has increased dramatically. In 2014 approximately 60 percent of the graduating nursing students requested their official transcripts online. Thru March 2015, 80 percent of nursing students have submitted their transcript requests online. While still not at 100 percent, this year's increase demonstrates a continuing transition to the online submission process.

In order to reach the target of 100 percent compliance of online transcript requests, the Registrar will continue to work with the Nursing Department to communicate the importance and benefits of submitting the transcript requests online.

2. Describe any additional methods used to assess program SLOs and reflect on the results of those assessments.

While no new assessment methods have been incorporated into assessing SLOs, the significant increase of students using the prescribed online submission processes demonstrates their understanding and importance of the online submission process. Also, students are cognizant of the more robust process of having their transcript electronically sent to the State License Board.

Another potential assessment method that may be incorporated next year is a short student satisfaction survey of the online transcript submission process. Such a survey can help confirm the student's understanding of the expediency of having their transcript forwarded electronically.

3. Examine the program to GE alignment. Which GE SLOs are supported or reinforced by the department/unit SLOs. What do the assessment results for the department/unit/ SLOs reveal about student attainment of the GE SLOs?

The Admissions and Records SLOs are most aligned with the GE SLO Effective Communication. This alignment is demonstrated by the students understanding that they are expected to submit their nursing transcript requests online and similarly, students understand that they must submit their certificate and degree applications online. Thus, the communication lines are two-fold. The written instructions to students to submit transcript requests and to submit certificate and degree applications online is effective as by far the majority of students have been able to accomplish these tasks. With additional refinement of both written and oral communication, it is believed that in subsequent semesters all nursing transcript requests and certificate and degree applications will be submitted online.

B. Student Support Indicators

1. Review student program usage and discuss any differences across demographic variables. Refer to SARS, Banner, **Planning, Research and Institutional Effectiveness (PRIE)** reports and other data sources as appropriate.

- Admission Application Submission

CCCApply is the online admission process that has become the state-wide standard for submitting an admission application. The original CCCApply application transitioned to a more user-friendly version in November of 2013. The newer version incorporates several new features including a Spanish version which is most helpful to the large population of Latinos whose attend CSM and for whom thier primary language is Spanish.

The submission of the online admission application now hovers around 98 percent. Most recently, the Police Academy Program transitioned from the paper application to submitting their admission applications online. One of the few groups still being allowed to submit a paper application are individuals who are under 13 years of age because due to state regulations, the current online application does not allow these applicants to submit the online application. Nonetheless, the number of applicants who are 13 years of age and younger are relatively few. This group of young applicants are participants in the Concurrent Enrollment Program and participate primarily in summer sessions.

- Transcript Requests

For the past several years, current and former students have learned to use WebSMART to submit transcript requests. While there are still some transcript requests being processed manually, by far the majority are requested online. For example, from July 1, 2014 to March 23, 2015 a total of 27,655 transcript requests were processed with 76.8 percent being submitted online. This reflects somewhat of an increase over 2013-14 when a total of 26,635 transcripts were processed with 72.6% (20,912 ) being requested online. It should be noted that College of San Mateo currently processes the majority of online transcripts for the district's all three colleges.

Manual processing of transcript are primarily necessary to accommodate to what are known as priors; mostly transcripts of students who attended one of the district's three colleges prior to 1981 and for which the transcripts are not available in the Banner Student Information System. Also, transcript requests which have an attachment that needs to accompany the official transcript must at this point in time be processed manually.

The three colleges have determined that it is worthwhile and beneficial for both students and staff to outsource the transcript request process to a company known as Credentials/eScript. The company has demonstrated a robust process for processing and electronically sending transcripts to participating institutions. As needed, paper transcripts can also be mailed. Outsourcing the transcript process will eliminate this time consuming process from A&R staff.

- Registration

As with other technological developments, the majority of students use WebSMART to register for classes. For the summer, fall and spring 2014-15, 96 percent of students registered online which is similar to last year. The majority of manual registrations conducted by A&R staff have been for designated programs like apprenticeship and for those students who are approved to add courses after the two-week late add registration period. The late add manual registrations totaled over 250 which is a decrease from last year which were over three hundred.

- Telephone Calls to A&R

A large volume of telephone calls are received by Admissions and Records. From July 2014 to March 2015, approximately 24,011 telephone calls were received by A&R. The breakdown of average telephone calls per month for this period was 2,668. Though still a significant number of telephone calls, the total number of telephone calls received reflect a 15.3 percent decrease for this same time period in 2013-14 when 27,684 telephone calls were received. Nonetheless, due to limited staffing and other important tasks assigned to staff, not all calls to A&R can be readily answered. Unanswered calls leave many callers frustrated as they do not receive the immediate attention they are seeking.

- IntelliResponse: Ask the Bulldog

IntelliResponse (IR) is a knowledge base system that was incorporated as part of CSM's efforts to respond to potential applicants and current students' questions. During the past year, Ask the Bulldog received more than 57,000 questions with over 80% of responses providing satisfactory information. Due to the inception of IR, there is likely some correlation in the 15.3 percent decrease in the number of telephone calls received by Admissions and Records.

- CSMAdmissions Emails

It is estimated that from July 2014 to March 2015 approximately 1,000 emails were received by csmadmissions, a general email account primarily available to students to present general and specific inquiries. It is also estimated that approximately 2 – 5 minutes is required to respond to each email. Expectations are that csmadmissions emails have decreased significantly as Ask the Bulldog has become more visible to current and prospective students. However, with only one dedicated staff member assigned to answering the CSMAdmissions email and despite some assistance from the Public Relations and Marketing Department, a tremendous backlog of email develops during peak times in A&R.

2. Discuss any differences in student program usage across modes of service delivery.

The majority of students who interact with Admissions and Records related services are tech savvy and are aware of WebSMART and its many functions. The development of WebSMART and its many functions including transcript requests, registration, paying fees, etc., along with the recent enhancements to the online admission application (OpenCCCApply) has greatly reduced the need for students to frequent the A&R Counter thus also reducing what were once very long lines. However, there are still some applicants and current students who benefit from the face-to-face interaction due to limited English speaking ability and comprehension, a lack of basic computer literacy, or the assurance that comes from speaking directly with someone. Thus, a small segment of the CSM student population still seek the person-to-person assistance from A&R staff. As well, within the broader enrollment services areas, there are staff who speak Spanish, Tongan, Mandarin, Tagalog, and Vietnamese thus providing needed service to individuals whose primary language is not English.

C. Program Efficiency Indicators. Do we deliver programs efficiently given our resources?

Summarize trends in program efficiency. Discuss no-shows, group vs. individual delivery, etc.

Over the past decade, evolving technological developments particularly web-based services have dramatically impacted A&R operations. As well, the end-users have also become to expect the flexibility that web-based services provide. The most recent enhancement to the online admission application known now as OpenCCCApply provides increased ease and user-friendliness and includes a Spanish version thus allowing those who are more comfortable using the Spanish language to complete and submit their admission application. In addition, there have been refinements to the automated California state residency determination thus curtailing the number of applications which have to be manually reviewed to determine the applicant's residency classification. Also, the majority of transcript requests are submitted online and additional steps have been taken to further eliminate manual processing of transcripts. Also, the transcript request process may soon be outsourced to Credentials/eScript. Further, certificate and degree applications are now submitted online providing for greater flexibility to students and significantly streamlining the process for A&R staff.

The use of web-based services by faculty for submitting census, dropping and withdrawing students, and submitting grades online has significantly streamlined these operations. Generally, ongoing feedback from faculty has been relatively positive given the flexibility of having access to WebSMART 24/7.

Most recently, the incorporation of the IntelliResponse knowledge base, self-service system known at CSM as, "Ask the Bulldog," has drastically reduced the number of telephone calls coming into Admissions and Records. Though still a significant number of incoming calls, there has been a 15.3 percent decrease during the period of July 1014 to March 2015 in comparison to the same period the previous year. The reduction in calls is even more dramatic when compared to 2012-2013 when nearly 32,000 telephone calls were received by A&R. Nonetheless, despite the significant reduction in telephone calls to A&R, many, many calls are unanswered particularly during peak periods.

## 3. Additional Factors

Discuss additional factors that impact the program, including, as applicable, changes in student populations, state-wide initiatives, transfer requirements, advisory committee recommendations, legal mandates, workforce development and employment opportunities, community needs. See **Institutional Research** as needed.

A&R staff are record keepers and compliance officers for an array of legislative and regulatory policies. Any changes to existing policies and regulations at the state level most often have a direct impact on Admissions and Records. A&R staff must ensure compliance to the State's Education Code and Title 5. Any modification of policies and procedures at the state or local level must be communicated to students, faculty and staff. Most recently the Student Success Act has changed the way priority registration will be assigned. This change has already impacted A&R staff as students are calling to determine why they didn't receive a priority registration appointment date. As well, students who get placed on probation may be susceptible to losing the Board of Governor's Fee Waiver. Further, the incorporation of transfer degrees (AA-T and AS-T) has impacted and changed the work flow of the degree evaluator as applicants for these degrees must receive priority.

## 4. Planning

A. Results of Program Plans and Actions

Describe results, including measurable outcomes, from plans and actions in recent program reviews.

Two significant operational changes were implemented about two years ago have continued to provide significant operational enhancements. The two changes were technology based and have provided improved procedural processes for both students and staff. The two

enhancements are a change to the degree and certificate evaluation process and the incorporation of a self-service knowledge base system known as "Ask the Bulldog". A third more recent enhancement has been the transition from a paper certificate and degree application process to a much more streamlined and flexible online submission process.

With the implementation of DegreeWorks, a degree audit system, students and counselors have been provided a tool that greatly improves their ability to assess progress towards fulfilling educational goal requirements including an associate's degree, certificate and progress towards IGETC certification. This refined process is empowering students by providing them insight to their educational progress and then identifying what requirements remain to fulfill their educational goal(s).

For A&R staff, DegreeWorks has streamlined the degree, certificate and IGETC evaluation process. A&R degree and certificate evaluators use DegreeWorks to expedite assessment of a student's eligibility for a degree or certificate by reviewing a student's degree audit report. The report readily outlines what requirements have been fulfilled and which items, if any, are still outstanding. In addition, IT staff have developed a report that provides includes information on number of units completed toward the degree and/or certificate. In some cases individuals have fulfilled certificate requirements and in other cases are very close to fulfilling degree requirements. Previously, the degree and certificate evaluators had to conduct this "mining" process manually.

Further, in fall 2014 the online submission of certificate and degree applications was fully implemented. This process has streamlined the submission of certificate and degree applications to A&R and has enhanced the flexibility for applicants while also allowing A&R staff to expedite the evaluation process by eliminating a number of steps. The end result is a streamlined operation that benefits both students and staff. Students receive timelier communication about their application status and A&R staff have an improved operational process that has eliminated a number of cumbersome steps. In essence, a win-win.

Another positive impact on student success is the state mandated transfer degree program known as the Student Transfer Achievement Reform Act (SB 1440). The transfer degrees referenced as AA-T and AS-T must be conferred to students who complete a specified general education pattern and major requirements for the degree. At CSM, there were approximately six students who applied for the transfer degrees in Fall 2012. In spring 2014, the number of transfer degrees increased to over 125 applicants, and in spring 2015 that number has increased to 237.  It can be noted that the AA-T and AS-T degrees eliminate local CSM requirements for the degree such as physical education, American History and Institutions, and Information Competency. In contrast, the transfer degrees do require a lab science which is not a CSM requirement.

B. Program Vision

What is the program's vision for sustaining and improving student learning and success during the *next six years*? Make connections to the **College Mission and Diversity Statements**, **Institutional Priorities, 2013/14-2015/16**, and other **Institutional Program Planning** as appropriate. Address trends in the SLO assessment results and student program usage and data noted in Section 2.
[**Note:** Specific plans to be implemented in the *next year* should be entered in Section 4C.]

A&R staff will continue to acknowledge and respect the diverse cultures and backgrounds of students who comprise the institution and will respectfully extend high quality personalized services. The department will integrate and utilize technological developments and enhancements that provide ease of use for students, faculty and staff. Serving a diverse student body, providing high quality services, and contributing to student success are all associated with the College's Mission Statement, Diversity Statement and Institutional Priorities. All Enrollment Services staff will continue to participate in a minimum of two diversity related events per year as a means of developing and sustaining cultural competency and an awareness of the richness of CSM's diverse campus community.

Reference to Institutional Documents

- Mission Statement- …ensure continuous improvement.
- Institutional Priority 3- Promote relevant, high quality programs and services.
- Diversity Statement- …a policy of inclusiveness that recognizes, values and reflects the diversity of the community we serve.

1. To guide future faculty and staff development initiatives, describe the professional enrichment activities that would be most effective in carrying out the program's vision to improve student success.

All Enrollment Services departments readily embrace technology and the enhancements such utilization can provide. Technology has allowed A&R operations to become further streamlined, provides flexibility to end-users, and enhanced overall efficiency and services.

Below are examples of professional development activities and technological enhancements that will enhance and support the staff's ability to contribute to student success.

- Professional Development Activities
1. MANA Conference: an outreach event targeting Pacific Islander high school students
2. President's Forum for Academic Excellence: Pathways to Student Success
3. Black History Month events
4. Asian/Pacific Islander Heritage Month
5. Puente and Umoja Events
6. CSM Cares Workshops
7. Diversity In Action Group Lectures and Other Events
8. Student Equity Program events
9. Basic Skills Initiative events
10. Flex Day events


- Technological Enhancements
1. DegreeWorks. Capabilities of the degree audit system will continue to be incorporated to provide students and counselors with information that will help guide the student towards reaching their educational goal. A&R staff will continue to annually update (scribe) catalog curriculum changes into the system. As well, staff will continue the process of running reports to identify individuals who are deemed eligible for degrees and certificates thus enhancing student success.
2. Online submission of degrees and certificates.  Now fully implemented, this streamlined process has expedited processing and allows timely communication to students about their eligibility.
3. Transcript Processing. Currently CSM processes online transcript requests for the three colleges in the district. The current process entails running a program that triggers the printing of the transcripts. The printed transcripts are then folded and placed into envelopes for mailing. This process has the potential to be outsourced resulting in expedited service and in staff and materials cost savings.

2. To guide future collaboration across student services, learning support centers, and instructional programs, describe the interactions that would help the program to improve student success.

Collaboration between A&R and other student services continues to evolve.  There exists an interdependency between the departments and there is an evident collaboration and partnership which serves to assist students and contribute to their success. For example, A&R staff work closely with other student services departments which include Assessment, Counseling, Financial Aid, Veterans, EOPS. DSPS, and the International Student Center.  It is imperative that we work well together to ensure we provide students with timely, courteous and friendly service.

The collaboration between A&R and instructional programs have significantly improved over the past several years. There is generally a better understanding of the concept of "developing the whole student" and acknowledgement of the importance of engaging students both inside as outside the classroom. Collaboration between student services and instructional administrators has been improved and the silo effect has been dramatically reduced.

During the past few years there have been joint meetings between the instructional and student services divisions which has allowed for a sharing of information and an improved understanding of policies, procedures and regulations. In addition, the registrar and the dean of enrollment services, as needed, collaborate with the Learning Center to ensure students are registered into the Learning Center Tutoring

class. Further, there is ongoing communication and collaboration between A&R and the various academic divisions, and through collaborative efforts are able to eliminate barriers that facilitate student registration. In addition, faculty are encouraged to contact A&R for any assistance regarding important deadlines such as census submission, deadline to withdraw students, and grade submission.

3. To guide the **Institutional Planning Budget Committee** (IPBC) in long-range planning, identify any major changes in resource needs anticipated during the next three years. Examples: faculty retirements, equipment obsolescence, space allocation.

Faculty

A&R is currently staffed at a skeletal level.  It is expected that one or two current staff members may be retiring in the next few years.  It is important that any staff vacancies be replaced if the department is to operate effectively and efficiently.  Further, A&R has been understaffed for several years and is in need of, at minimum, another A&R II staff position.  Without the addition of another A&R staff member, telephone calls will go unanswered, longer waits for potential and current students will occur, and overall staff moral will continue to diminish.

Equipment and Technology

Student Services including Admissions and Records staff are most fortunate to be housed in a still relatively new facility (four years old) that is equipped with state-of-the-art equipment.  For the time being, existing equipment will continue to serve and support operational needs of staff.  However, in two to three years computers and other technological equipment will be near the end of its life-cycle and will need to be replaced. The sobering reality is that all student services staff will encounter the need for technological equipment at about the same time. Thus, it is important that necessary forecasting and budgeting take place to recognize these future requirements.

Instructional Materials

N/A

Classified Staff

For the past now seven years, Admissions and Records has been operating with skeletal staffing.  While A&R operations have functioned relatively smoothly it is not without ongoing issues.  During peak periods, A&R is understaffed and is not capable of answering all telephone calls to the office.  In addition, emails to the CSMAdmission mailbox go unanswered and a weeks-long backlog develops.  Further, an unexpected staff member's absence causes significant disruption to the day's operations.  Being understaffed places stress on staff and for some individual staff members may be the cause of illness.

Concerns about telephone calls to A&R going unanswered are significant as confirmed from responses to the A&R Student Satisfaction Survey.  From July 2014 to March 2015 more than 24,000 calls were received by A&R.  Unfortunately, due to limited staffing and other tasks assigned to staff, not all calls to A&R can be answered.  Unanswered calls leave many callers frustrated as they do not receive the immediate attention and answers to questions they are seeking.

Responses to the Admissions and Records Student Satisfaction Survey 2012-13 confirm the frustration that callers experience when not being able to speak directly to an A&R staff person.  Below are some of the survey questions and an array of the corresponding responses.

What A&R services did you find most useful?

"None, you guys NEVER pick up the phone."

"None were available via the phone."

"None.  No one is ever available to help over the phone."

What A&R services do you wish we could provide?

"Service through the phone, quicker service."

"None of the A&R departments pick up the phone."

"Either improve online registration or have someone available via phone."

"When I called, someone will actually pick up."

How would you improve WebSMART?

"Answer the phone more often."

"Answer the phone or allow messages to be left."

"WebSMART is fine.  The office is the issue. NO ONE ANSWERS THE PHONES!

Given A&Rs limited staffing, it is unlikely that there will be any significant improvement in caller satisfaction when trying to reach Admissions and Records by telephone. It should be noted that current A&R staffing is approximately half of what it was about seven years ago.  While technological developments have streamlined operations and enhanced efficiency, the cyclical nature of A&R operations is such that there are six peak times per year that coincide with the start and end of a term (fall, spring and summer).  During peak times, staff are stretched to the limit in addressing students at the A&R Counter, assisting with registration, responding to numerous email inquiries, answering telephone calls (many calls go unanswered), and contending with other time sensitive tasks. Short term hourly staff have provided assistance but most recently these staff do not have the necessary experience and knowledge to contribute and fully support immediate needs.  In addition, limited A&R staffing provides challenges when a staff member is unexpectedly absent due to illness or need to contend with an emergency. Other staff must take on added assignments in the staff member's absence. Similarly, when staff go on vacation, other staff's workload is increased. In this latter situation, vacations are planned in advance thus allowing other staff to plan accordingly during the vacationing staff member's absence.

Facilities

Admissions and Records is fortunate to be housed in the still relatively new College Center, Building 10. Overall, staff are pleased with the facilities and office set-up which include modular furniture, ergonomic desks and chairs, up-to-date computers and other technology, and inviting patios with outstanding views. Existing facilities currently provide for a first-rate working environment.

C. Plans and Actions to Improve Student Success

Prioritize the plans to be carried out next year to sustain and improve student success. Briefly describe each plan and how it supports the **Institutional Priorities, 2013/14-2015/16**. For each plan, list actions and measurable outcomes. (Plans may extend beyond a single year.)

As previously outlined, A&R staff will participated in designated activities including workshops, conferences, and college events that contribute to their knowledge of the college's diverse student population. As well, utilization of technology will provide staff the ability to streamline operations which in turn can enhance services to students.

All Enrollment Services departments readily embrace technology and the enhancements such utilization can provide. Technology has allowed A&R operations to become further streamlined, provides flexibility to end-users, and enhanced overall efficiency and services.

Below are examples of professional development activities and technological enhancements that will enhance and support the staff's ability to contribute to student success.

- Professional Development Activities

1. MANA Conference: an outreach event targeting Pacific Islander high school students

2. Student Equity Events

3. Black History Month

4. Asian/Pacific Islander Heritage Month

5. Hispanic Heritage Month

6. Puente & Umoja Activities

7. CSM Cares Workshops

8. Diversity In Action Group Events

9.  Basic Skills Initiative Activities

10. Flex Day Activities

- Technological Enhancements

1. DegreeWorks. Capabilities of the degree audit system will continue to be incorporated to provide students and counselors with information that will help guide the student towards reaching their educational goal. A&R staff will continue to annually update (scribe) catalog curriculum changes into the system. As well, staff will continue the process of "mining" for degrees and certificates which will contribute to student success.

2. Online submission of degrees and certificates will expedite processing and allow timely communication to students about their eligibility status for a degree or certificate.

3. Transcript Processing. Currently CSM processes online transcript requests for the three colleges in the district. The current process entails running a program that triggers the printing of the transcripts. The printed transcripts are then folded and placed into envelopes for mailing. This process has the potential to be outsourced resulting in expedited service and in staff and materials cost savings.

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**5. Resource Requests**

Itemized Resource Requests

List the resources needed for ongoing program operation.

Faculty
**NOTE:** To make a faculty position request, complete **Full-time Faculty Position Request Form** and notify your Dean. This request is separate from the program review.

| Full-time faculty requests | Number of positions |
|---|---|
| N/A | |
| | |

Equipment and Technology

| Description | Cost |
| --- | --- |
| N/A | |
| | |
| | |
| | |
| | |

Instructional Material

| Description | Cost |
| --- | --- |
| N/A | |
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| | |

Classified Staff

## Description

**Cost** $65,000 including salary and benefits

Admissions and Records Assistant II to assist in overall office operations including staffing the counter, answerting telephones, responding to emails, scanning and indexing documents, processing registration forms, assisting with initial transcript evaluations, assist with website maintenance, and carry out other general office operatons. A comprehensive listing of expected responsibilities is included below.

1. Exchanges information with current and prospective students, faculty, staff, other educational institutions, governmental agencies, and the general public regarding student enrollment policies and procedures, confidential and other records, student fees, and programs and activities

2. Provides input to lead and supervisory staff regarding customer service enhancements, web and other electronic modifications, operational procedures, enrollment services programs, outreach, and other activities, as well as the development and modification of computer programs, screens and reports

3. Codes an processes student applications for admission, including out-of-state and foreign student applications

4. Responds to in-person, telephone, electronic, and written inquiries

5. Enters, modifies, and retrieves enrollment and related data with a database, including correcting student academic records and maintaining accurate lists of attendance records, student IDs, graduation, and grades

6. In preparation for data entry, screens instructor grades for accuracy and completeness

7. Processes a variety of student requests, including transcripts, petitions, academic renewal, cumulative audit, variable unit changes, class transfers, and add/drop requests

8. Sets up and maintains a variety of complex electronic and manual files of student enrollment data, including transcript, transfer, certification and graduation, student eligibility, support services, demographics, and fee schedules

9. Research and prepare responses to civil and state subpoenas and maintains a log of subpoenas received

10. Makes residency determinations and makes appropriate notifications to students about their residency status

11. Uses spreadsheets and a variety of computer software to format data and prepare routine reports, correspcorrespondence, forms, surveys and informational materials

12. Distribute, prepare, maintain and verify records of weekly, daily, and positive attendance rosters

13. Assists students in the accurate completion of forms and required information

14. Compares electronic and other records of enrollment and completed coursework to verify eligibility and completion of certificate programs and graduation, transfer, GPA and other requirements for a variety of college and outside agency purposes

15. Interpret and apply state and federal regulations governing the collection of VA benefits

16. Resolves issues with course conflict forms

17. Researches student electronic and manual files to complete reports and surveys

18. Attends meetings to obtain current information

19. Other tasks that fall within the scope of the A&R II classification

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Facilities

**For immediate or routine facilities requests, submit a CSM Facility Project Request Form.**

| Description | Cost |
|---|---|
| N/A |  |
|  |  |
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**6. Program Maintenance**

A. Course Outline Updates

Review the **course outline update record**. List the courses that will be updated in the next academic year. For each course that will be updated, provide a faculty contact and the planned submission month. See the **Committee on Instruction website** for **course submission instructions**. Contact your division's **COI representatives** if you have questions about submission deadlines.

| Courses to be updated | Faculty contact | Submission month |
|---|---|---|
|  |  |  |

| N/A | | |
|---|---|---|
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

B. Website Review

Review the program's website(s) annually and update as needed.

| Faculty contact(s) | Date of next review/update |
|---|---|
| Karen Erickson, Lola Paz | Periodically reviewed and updated. |
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|  |  |

C. SLO Assessment Contacts

| Faculty contact(s) | Date of next review/update |
|---|---|
| Henry Villareal | March 2016 |
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