

2020 Student Services Program Reviews



CAN Program Review (Student Services) - Admissions & Records (Fall 2021)

STEP 1: Annual Updates

2020-2021

- 1. Major Accomplishments & Challenges (500 Word Limit):** Admissions and Records has successfully transitioned to working remotely due to the COVID 19 virus. However, the office has been extremely challenged by the difficulties of working remotely and the increased volume of work. In addition, we have also been challenged by the lack of technology.
 - 2. Proposed Changes:** The office desperately needs hourly help to keep up with the work load. We've been given a one time \$10,000.00 to hire hourly help which should relieve some of the stress on the office. However, this funding needs to be made a permanent part of our budget.
 - 3. Impact of Resource Allocations Process:** The hourly funding, the increase of the supply budget, the increase in the OT budget and the increase of the conference account all will allow our office to better serve our students.
 - 4. SAOs and SLOs:** Due to the COVID 19 virus and A&R separating from our Program Review Team we have not come up with new SAO's and SLO's.
 - 5. SAO/SLO Assessment Results and Impact:** Due to the COVID 19 virus and A&R separating from our Program Review Team we have not come up with new SAO's and SLO's.
- Annual Update Status:** Complete

Goal Description: Admissions and Records needs to put in place permanent funding for hourly assistance during peak registration periods. The estimated need is \$15,000.00.

Need hourly help during the months of January, May, June, August, September and December to better support our students in applying and registering.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 07/01/2021

Estimated Completion Date: 06/30/2022

Who's Responsible for this Goal?: Registrar

Please select the college goals with which your program goal aligns.: Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

Please select the college strategic initiatives with which your program goal aligns.: Develop Clear Pathways

Goal Description: Admissions and Records needs to increase the budget for conferences and workshops by \$4,000.00 to ensure that the A&R staff all have the opportunity to attend the annual conferences.

Admissions and Records staff need to be updated on all of the new state rules and regulations that are constantly changing.

Goal Status: 1 - New (PR)

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Goal Description: Admissions and Records needs to request an additional \$4,000.00 in supply dollars.

Admissions and Records needs to increase our supply budget to provide staff with the tools they need to get their job done. A&R has not been adequately funded for supplies for many years.

Goal Status: 1 - New (PR)

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Please select the college strategic initiatives with which your program goal aligns.: Develop Clear Pathways

Goal Description: Admissions and Records needs to increase our overtime budget by \$3,000.00.

Admissions and Records needs to increase our overtime budget by \$3,000.00 to better serve our students during the peak registration periods.

Goal Status: 1 - New (PR)

Relevant Program Review Cycle: 2020-2021

Estimated Start Date: 07/01/2021

Estimated Completion Date: 06/30/2022

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