Admissions & Records
Student Services

Vision/Narrative

The Office of Admissions and Records compiles and maintains academic enrollment records for the College. We strive to provide accurate, responsive and respectful support services to faculty, staff and students. We are committed to the development of staff, the equitable application of policies, uncomplicated and reasonable procedures and the use of current technology to enhance students’ success wherever possible. The Admissions and Records Office serves the Gavilan College community by providing three distinct areas of service:
• Admission of eligible applicants.
• Registration services
• Collection and maintenance of official academic and graduation records for all time.

Learning to use the services of the A&R Office is an integral part of a Gavilan student’s education. Our goal is to provide an experience that exemplifies the respectful treatment expected of them as students and to offer the information and access to technology that enables them to act on their own behalf. Policies must be widely and clearly communicated and consistently administered in the spirit of their intent. Flexibility, guided by a commitment to institutional integrity, is an important value of this program. This tenet is also the basis for the development of procedures and implementation of policies. This office strives to provide leadership in the development and implementation of electronic processes, which support and integrate services delivered to students, staff and faculty. A&R supports technology that provides access to data used for research, decision-making and state reporting.

The last year has had a mixture of challenges and successes. The budget cuts of the last few years continue to prevent us from rehiring two peak temporary staff who provided support during peak registration times. It also prevents the hiring of a part time employee to scan documents into the student database system. The lack of staffing has been especially difficult due to the influx of new students, many of whom were displaced workers or university students unable to obtain the necessary courses at their 4 year schools due to statewide budget constraints.

An ongoing challenge for the department is the Banner system that was implemented almost four years ago and continues to require adjustments within the computer program, as well as in the way we administer and execute policies and procedures and transfer data from previous systems.

The good news is that our full-time student technician position that had been vacant for three years was filled in July 2011. A shift of duties/responsibilities has enabled staff to learn new skills. The implementation of the online application process “CCCApply” this year will satisfy a college wide goal and provide a more streamlined process for students.

Feedback from Supervisor / Dean
**Program Objective 1:** Provide the staff of Admissions & Records, Financial Aid and Counseling with in-office technical support for Banner by enlisting one full-time technical support person

**Strategy and Goal(s):**

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.

Goal #7: Provide appropriate technology and support for teaching, student success, and administrative services.

**IEC Program Review:**

Yes, this Objective is based from the last IEC Program Review.

**Progress:**

- None -

**Activity 1: Hire a Full Time Banner Technical Support person**

**Personnel Request**

<table>
<thead>
<tr>
<th>Job Classification</th>
<th>Quantity</th>
<th>FTE</th>
<th>Amount ($)</th>
<th>Fund Source / Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classified</td>
<td>1</td>
<td>100%</td>
<td>$ 80000.00</td>
<td>General Fund / On-Going</td>
</tr>
</tbody>
</table>

**Non-Personnel Request - none**

**Activity 2: Collaborate with Financial Aid, Counseling and MIS to identify key skills and knowledge and develop job description**

**Personnel Request - none**

**Non-Personnel Request - none**

**Rankings:**

<table>
<thead>
<tr>
<th>Ranker</th>
<th>Comments</th>
<th>Rank</th>
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</thead>
<tbody>
<tr>
<td>Dean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vice-President</td>
<td>The ability to refine both the internal and external use of Banner/SSB is critical in our ability to effectively serve students and for students to realize their own success through the use or technology. As the BOG mandates through the Student Success Task Force are implemented, this will be even</td>
<td>10</td>
</tr>
<tr>
<td>Committee</td>
<td>Action Description</td>
<td>Year</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Budget Committee</td>
<td>Combine position with 246, 248, 417, 469.</td>
<td>12</td>
</tr>
<tr>
<td>President's Council</td>
<td></td>
<td>12</td>
</tr>
</tbody>
</table>
**Program Objective 2: Make Document Imaging an Ongoing Permanent Function**

**Strategy and Goal(s):**

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.

Goal #7: Provide appropriate technology and support for teaching, student success, and administrative services.

**IEC Program Review:**

No: This activity was terminated due to budget cuts and the layoff of a temporary staff person. This position is CRITICAL to continue supporting the counselors and the Degree Works functionality.

**Progress:**

No: Due to budget cuts from the State, all positions have been frozen. It is hoped that with funding from various grants we can move forward with this much needed position.

**Activity 1: Hire a Halftime position for document imaging of college transcripts and student documents to enable counselors to access documents from their offices while counseling students and using DegreeWorks functionality.**

**Personnel Request**

<table>
<thead>
<tr>
<th>Job Classification</th>
<th>Quantity</th>
<th>FTE</th>
<th>Amount ($)</th>
<th>Fund Source / Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classified</td>
<td>1</td>
<td>50%</td>
<td>$ 30000.00</td>
<td>General Fund / On-Going</td>
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</table>

**Non-Personnel Request - none**

**Rankings:**

<table>
<thead>
<tr>
<th>Ranker</th>
<th>Comments</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vice-President</td>
<td>The ability to provide quality advising depends greatly on document imaging of college transcripts and student documents. Enabling counselors to access documents from their offices while counseling students and using DegreeWorks functionality is critical to the advising and degree planning process. New emphasis placed on these aspects of student success will increase the need for this to be a regular function of operations.</td>
<td>12</td>
</tr>
<tr>
<td>Committee</td>
<td>Position</td>
<td>Page</td>
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<tr>
<td>-------------------------</td>
<td>-----------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Budget Committee</td>
<td>Part of Enrollment Management Specialist position</td>
<td>12</td>
</tr>
<tr>
<td>President's Council</td>
<td></td>
<td>12</td>
</tr>
</tbody>
</table>
Program Objective 3: Provide computer kiosks in A&R front lobby for registration and payment activities

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #7: Provide appropriate technology and support for teaching, student success, and administrative services.

IEC Program Review:

No: Our goal is to encourage students to use MyGav/SSB to conduct registration, payment and degree completion activities. Since the Career Center, the closest resource with computers, is not open all hours of registration, we need to provide access.

Progress:

No: Budget issues campuswide have prevented this implementation.

Activity 1: Collaborate with FA, Counseling, Facilities and MIS to design computer kiosk(s) in existing space

Personnel Request - none
Non-Personnel Request - none

Activity 2: Collaborate with Facilities/MIS to implement the approved design

Personnel Request - none
Non-Personnel Request - none

Activity 3: Collaborate with the Title V fund coordinator to determine if funding is available for this/these kiosks since computer kiosks around campus are a goal for the Student Success project.

Personnel Request - none

Non-Personnel Request

<table>
<thead>
<tr>
<th>Specific Item(s) Needed</th>
<th>Amount Requested ($)</th>
<th>Fund Source / Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Computers</td>
<td>$ 10000.00</td>
<td>Instructional Equipment / One-Time</td>
</tr>
<tr>
<td>2 Kiosks</td>
<td>$ 20000.00</td>
<td>Categorical / One-Time</td>
</tr>
<tr>
<td>2 printers</td>
<td>$ 2000.00</td>
<td>Instructional Equipment / One-Time</td>
</tr>
</tbody>
</table>
Providing direct access to computer technology for students is imperative. It is hoped that the grant projects can support this initiative.

<table>
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<tr>
<th>Ranker</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Dean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vice-President</td>
<td>Providing direct access to computer technology for students is imperative. It is hoped that the grant projects can support this initiative.</td>
<td>12</td>
</tr>
<tr>
<td>Budget Committee</td>
<td>Funded by Basic Skills</td>
<td></td>
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<tr>
<td>President's Council</td>
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</tbody>
</table>
Program Objective 4: Implement IEC recommendation to make A&R front counter area ADA compliant

Strategy and Goal(s):

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #4: Improve and maximize student support services to encourage student engagement, with special attention to off-site campuses.

IEC Program Review:

Yes, this Objective is based from the last IEC Program Review.

Progress:

Yes: Preliminary discussion with Facilities has occurred--now need approval to request external architect to meet and discuss options/needs based on ADA compliant requirements.

Activity 1: Collaborate with Facilities and external architect to determine ADA compliant design

Personnel Request - none
Non-Personnel Request - none

Activity 2: Coordinate with Facilities regarding construction timeline to minimize adverse impact to students and staff

Personnel Request - none
Non-Personnel Request - none

Activity 3: Construct new counter area for ADA compliance

Personnel Request - none

Non-Personnel Request

<table>
<thead>
<tr>
<th>Specific Item(s) Needed</th>
<th>Amount Requested ($)</th>
<th>Fund Source / Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction materials for new</td>
<td>$ 25000.00</td>
<td>General Fund / One-Time</td>
</tr>
<tr>
<td>Counter area</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Requested</td>
<td>$ 25000.00</td>
<td></td>
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Rankings:
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<tr>
<th>Ranker</th>
<th>Comments</th>
<th>Rank</th>
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</thead>
<tbody>
<tr>
<td>Dean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vice-President</td>
<td>This is a compliance issue that, if audited, could negatively impact ADA and office of civil rights regulations.</td>
<td>12</td>
</tr>
<tr>
<td>Budget Committee</td>
<td>ADA compliance issue</td>
<td>12</td>
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<tr>
<td>President's Council</td>
<td></td>
<td>12</td>
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</table>
**Program Objective 5:** Provide Peer to Peer Assistance with basic MyGav/SSB login and registration/payment

**Strategy and Goal(s):**

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.  
Goal #7: Provide appropriate technology and support for teaching, student success, and administrative services.

**Strategy #1:** Optimize enrollment, course offerings and services to reflect community needs and growth.  
**Goal #5:** Evaluate alternate delivery of courses and services such as online, telecourses, High Step.

**IEC Program Review:**

No: In previous semesters, students were hired thru Title V grant to provide assistance with login/registration online. Funding source ended.

**Progress:**

No: Over the last 3 semesters this was funded by Title V via the Counseling Dept. and it proved to be an excellent service to students--empowered students who were unfamiliar with online system to try it and be successful, and promoted feelings of confidence and community spirit within the student workers. A&R would like to continue this service, taking responsibility for the hiring, training, scheduling and monitoring of the activities of the students. This would work in tandem with the installation of computer kiosk(s) in the A&R lobby. This supports the overarching goal to encourage all Gavilan students to use the online Self Service Banner system including registration, student accounts, financial aid, degree works etc.

**Activity 1:** Identify schedule (dates/times) needed for student peer assistance in lobby during peak registration

**Personnel Request - none**
**Non-Personnel Request - none**

**Activity 2:** Identify current students interested in applying for position(s)

**Personnel Request - none**
**Non-Personnel Request - none**

**Activity 3:** Hire and train students

**Personnel Request**

<table>
<thead>
<tr>
<th>Job Classification</th>
<th>Quantity</th>
<th>FTE</th>
<th>Amount ($)</th>
<th>Fund Source / Type</th>
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<tbody>
<tr>
<td>Other: Student</td>
<td>3</td>
<td>20%</td>
<td>$ 4000.00</td>
<td>Categorical /</td>
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</table>
Non-Personnel Request - *none*

**Rankings:**

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<tr>
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<tbody>
<tr>
<td>Dean</td>
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<tr>
<td>Vice-President</td>
<td>Providing support during &quot;peak&quot; registration periods through the use of student peers is critical in reducing student anxieties during registration. This activity is directly linked to student success.</td>
<td>11</td>
</tr>
<tr>
<td>Budget Committee</td>
<td>Peer mentoring during peak registration periods.</td>
<td>11</td>
</tr>
<tr>
<td>President's Council</td>
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<td>11</td>
</tr>
</tbody>
</table>
Program Objective 6: Implement CCCApply--online Admission Application Process

Strategy and Goal(s):

Strategy #1: Optimize enrollment, course offerings and services to reflect community needs and growth.
Goal #5: Evaluate alternate delivery of courses and services such as online, telecourses, High Step.

IEC Program Review:

No: This project is a campus wide goal. We have been paying for the online service but have not had staffing to implement prior to this year.

Progress:

No: This is a new project that was started this Fall 2011 term.

Activity 1: Obtain training from XAP/CCCapply product manager

Personnel Request - none
Non-Personnel Request - none

Activity 2: Develop customized notices and content for website

Personnel Request - none
Non-Personnel Request - none

Activity 3: Review layout, content etc. with key stakeholders

Personnel Request - none
Non-Personnel Request - none

Activity 4: Implement the online process

Personnel Request - none
Non-Personnel Request - none

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<tr>
<td>Vice-President</td>
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<tr>
<td>Budget Committee</td>
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</table>
**Program Objective 7: Research, Evaluate and Implement an Electronic Transcript Service**

**Strategy and Goal(s):**

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.

Goal #7: Provide appropriate technology and support for teaching, student success, and administrative services.

**IEC Program Review:**

No: It is possible that the Chancellor's Office will require an electronic transcript service between CA community colleges and the 4-year schools in state

**Progress:**

No: This is a new objective this year and possibly mandated by the State Chancellor's Office

**Activity 1: Identify vendors/products that are approved by the Chancellor's Office**

Personnel Request - *none*  
Non-Personnel Request - *none*

**Activity 2: Determine cost**

Personnel Request - *none*  
Non-Personnel Request - *none*

**Activity 3: Identify timeline in which to implement if mandated by Chancellor's office with help from MIS**

Personnel Request - *none*  
Non-Personnel Request - *none*

**Activity 4: Receive training in the product**

Personnel Request - *none*  
Non-Personnel Request - *none*

**Activity 5: Implement**

Personnel Request - *none*  
Non-Personnel Request - *none*

**Rankings:**
<table>
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<tr>
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<th>Comments</th>
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<tr>
<td>Dean</td>
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<tr>
<td>Vice-President</td>
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<tr>
<td>Budget Committee</td>
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<tr>
<td>President's Council</td>
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</tbody>
</table>
**Program Objective 8: Implement the new Title V/Ed Code regulations regarding Class Repeat Limits**

**Strategy and Goal(s):**

Strategy #2: Improve student services and enhance curriculum and programs in order to help students meet their educational, career, and personal goals.
Goal #1: Increase the student success rate and/or who can transfer within two years.

**IEC Program Review:**

No: This is a state mandated change in Repeat Class Limitations

**Progress:**

No: This is a new Title V change that must be implemented by Summer 2012.

**Activity 1: Provide communication to the entire Gavilan Community regarding this change**

Personnel Request - *none*
Non-Personnel Request - *none*

**Activity 2: Make appropriate changes in configuration to Banner to reflect this change**

Personnel Request - *none*
Non-Personnel Request - *none*

**Activity 3: Revise Board and Academic Policy documents**

Personnel Request - *none*
Non-Personnel Request - *none*

**Activity 4: Update catalog and other print materials with this rule change**

Personnel Request - *none*
Non-Personnel Request - *none*

**Rankings:**

<table>
<thead>
<tr>
<th>Ranker</th>
<th>Comments</th>
<th>Rank</th>
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<tbody>
<tr>
<td>Dean</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vice-President</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>