

ANNUAL UPDATE QUESTIONS

I - MAIN

Overview

Academic Year: **2025-2026**

Originator : Haneta, Irene

Division: Office of VP Student Services

Department: Admissions & Records

II - CO-CONTRIBUTORS

- 1) Casella, Debra
- 2) DeLeon Mellanie
- 3) Hampton, Dina
- 4) Jabr, Amanda
- 5) Ketchu, Kendra

III - ANNUAL UPDATE

On the [PIPR website](#), locate and review your previous program plan and subsequent annual updates. After reviewing, enter your previous goals below and provide and update.

Previous Goals: Improve communication with students and counselors using GavConnect

End of Year Goal Status: Complete

Please describe your status (No more than 200 words). By streamlining communication and providing actionable insights, Admissions and Records and Counseling utilize GavConnect to proactively support students. Through GavConnect, Admissions and Records time-stamps all student interactions—in person, virtual, and by phone. Within each time-stamped entry, staff document notes outlining the services and assistance provided. Counselors can review these notes to determine appropriate next steps and further support the student. Admissions and Records has also implemented automated communications generated through GavConnect delivered to students when they join a Waitlist and when there is an update to their Academic/Progress Standing.

Did you request the same resources the previous year? If so, what was the result?

Resources were not previously requested; however, with increased awareness of GavConnect's functionality, Admissions and Records seeks to invest additional time and effort into utilizing more of its features.

Has there been a significant change since your request? As Admissions and Records continues to expand its use of GavConnect, the department anticipates leveraging

additional features to support processes such as graduation announcements and appointment scheduling.

Previous Goals: Hire of new Data Analyst for Admissions and Records

End of Year Goal Status: In-Progress

Please describe your status (No more than 200 words). The new **Admissions & Records Technical Analyst** position will support the increasing demands related to enrollment management, compliance with state and district policies, data integrity, reporting, and service delivery. The role is essential to support the increasing complexity of our enterprise systems, streamline operations, and align our technology to meet the student's needs. This position is critical to ensuring accurate and efficient student records processing while supporting student success initiatives utilizing the newest complex systems such as GavConnect, Degree Works, California Virtual Campus, SuperGlue, and LightLeap AI.

Did you request the same resources the previous year? If so, what was the result?

A request of \$80,000 be applied to the Admissions and Records Personnel fund was made to support this new classified position.

Has there been a significant change since your request? The position is currently seeking board approval.

Copy and paste to Enter more than one Goal

New Goal Build capacity within the Admissions and Records Department by expanding the knowledge and skill sets of current staff and creating new positions to meet increased operational demands resulting from recent enrollment growth.

- **Goal (One Sentence Limit):** Click or tap here to enter text.
- Alignment to Strategic Goal **Goal 1: Student Success, Completion, and Transfer - To provide a structured and supportive pathway for students to successfully complete their academic and career goals.**
- Alignment to SLO or SAO (*Enter Department SLO or SAO that aligns to this goal*): **Building capacity within a department (staffing, training, systems, and processes) directly strengthens the college's ability to deliver a structured and supportive pathway for students to complete their academic and career goals.**
- Describe the connection of Goal to Mission Statement, Strategic Plan and SLO/SAO Results: As Gavilan continues to expand our reach to communities with exceptional financial and educational needs such as Dual Enrollment CCAP, Rising Scholars and the popularity of #GavGives, the Admissions and Records team continues to provide the highest quality of services by providing a fair, sensitive and confidential environment to all.
- Proposed Activity to Achieve Goal: Work with Admissions and Records Team, Student Services Leaders, Executive Cabinet, and HR to review needs and resources to support a reorganization of the department.

- Responsible Party (One Sentence limit): The Director of Admissions and Records will oversee the implementation of this goal and ensure it is carried through to completion..
- Timeline to Completion: Semester/Year: Fall 2027
- How Will You Evaluate Whether You Achieved Your Goal (Two sentence Limit): We will evaluate success by tracking improvements in staffing capacity, service timeliness, and accuracy of Admissions and Records processes, along with student service indicators such as reduced processing times and fewer repeat service requests. Outcomes will be compared to baseline measures to assess whether capacity-building efforts resulted in improved support for student success, completion, and transfer

Additional Comments:

Click or tap here to enter text.

IV - RESOURCE REQUESTS

Copy and paste to add more than 1 requests

1. Request Name (short title): Hire a new Program Services Specialist
2. Request amount: 80,000
3. Type of Request: Personnel
4. Alignment to Goal(s) in section XIII (*enter goal from above*) **Building capacity within the Admissions and Records Department**
5. Is this a one-time or ongoing expense? Ongoing
6. Category of Request Full Time Classified Professional

If Personnel is Selected in question 3, select from the following all that applies

- Full-Time Faculty ☐
- Part-Time Faculty ☐
- Faculty Special Assignment or Reassigned Time ☐
- Full-Time Classified Professional ☒
- Part-Time Classified Professional or Student Worker ☐
- Full-Time Manager, Supervisor, Confidential ☐
- Part-Time Manager, Supervisor, Confidential ☐
- Professional Experts ☐

If Non-Personnel is Selected in question 3 select from the following all that applies;

- Instructional Equipment ☐
- Instructional Software ☐
- Instructional Supplies, Materials and Textbooks ☐

- Non-Instructional Equipment ☐
- Non-Instructional Software ☐
- Non-Instructional Supplies and Materials ☐
- Professional Development ☐
- Travel and Conference ☐
- Professional or Contracted Services ☐
- Repairs and Maintenance ☐
- Other ☐

7. *The committee will separate goals with resource requests. Requests will be categorized into two groups: those to be ranked and those not ranked. The requests not ranked include Safety, Compliance, Personnel, and Position.*

Which of the following best describes your requests?

Personnel and Position: Requests that involve hiring, staffing, or reclassifying full-time or part-time faculty or staff. These requests are reviewed and approved through a separate process by the Faculty Staffing Committee or the Executive and Leadership

8. Provide a complete description, justification, or rationale for the requested amount. Describe how it aligns to the selected goal(s) and your responses to the above questions. (300 words)

As Gavilan continues to expand services to a broader community, there is an increasing need for additional Admissions and Records support to maintain a level of service that is both fair and sensitive.

- 9.
1. Request Name (short title): Supervisor for Admissions and Records
 2. Request amount: 120,000
 3. Type of Request: Personnel
 4. Alignment to Goal(s) in section XIII (*enter goal from above*) **Building capacity within the Admissions and Records Department**
 5. Is this a one-time or ongoing expense? Ongoing
 6. Category of Request Full Time Supervisor

If Personnel is Selected in question 3, select from the following all that applies

- Full-Time Faculty ☐
- Part-Time Faculty ☐
- Faculty Special Assignment or Reassigned Time ☐
- Full-Time Classified Professional ☐
- Part-Time Classified Professional or Student Worker ☐

- Full-Time Manager, Supervisor, Confidential ☒
- Part-Time Manager, Supervisor, Confidential ☐
- Professional Experts ☐

If Non-Personnel is Selected in question 3 select from the following all that applies;

- Instructional Equipment ☐
- Instructional Software ☐
- Instructional Supplies, Materials and Textbooks ☐
- Non-Instructional Equipment ☐
- Non-Instructional Software ☐
- Non-Instructional Supplies and Materials ☐
- Professional Development ☐
- Travel and Conference ☐
- Professional or Contracted Services ☐
- Repairs and Maintenance ☐
- Other ☐

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As enrollment, institutional presence, and institutional reputation continue to grow, so does the complexity of partnerships, policies, and operational responsibilities that require oversight.

The role of an Admissions and Records Supervisor can relieve the Director of daily operations, problem resolution and process implementation. This level of supervision allows the Director to focus on long-term strategic planning, policy decisions and compliance management. The Supervisor translates the Director's high-level policies into actionable workflows. By managing the frontline staff and immediate problem-solving, the Supervisor ensures that the student experience remains consistent and

that operational goals are met on a week-to-week basis.

V - EXECUTIVE SUMMARY

Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for this year. Your audience will be your Peer Review Team, the program review Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).

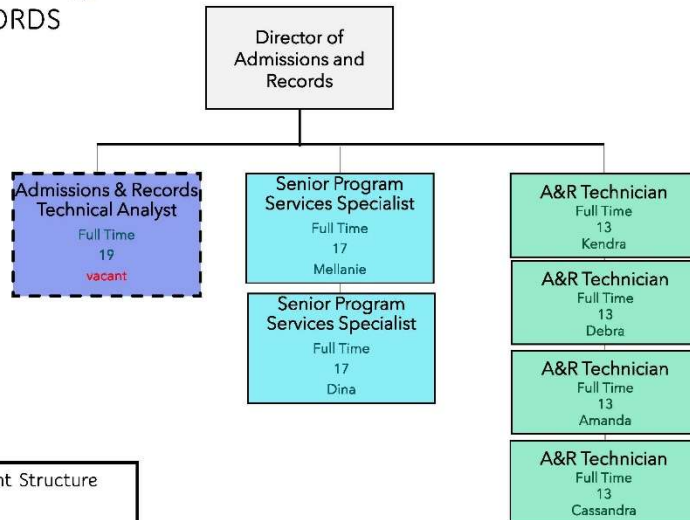
The Admissions and Records department is central to student success. This program review will identify opportunities for growth and implement strategies to enhance services for our broader community.

In the coming academic year, progress will be tracked through analytics—apportionment attendance, enrollment trends, and satisfaction surveys—and strategies will be adjusted as needed to ensure continuous improvement

VI - ATTACH FILES (optional)

If there is any additional information regarding your program that you will like to have uploaded, please attach it here.

Gavilan College
 ADMISSIONS AND RECORDS
 Organization chart



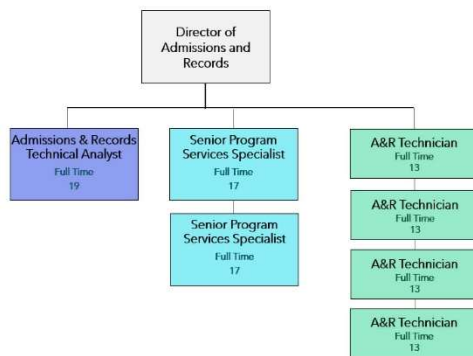
Admissions & Records Current Structure
 Spring 2026

- 1 TECHNICAL ANALYST (recruitment in February)
- 2 SENIOR PROGRAM SERVICES SPECIALISTS
- 4 A&R TECHNICIANS

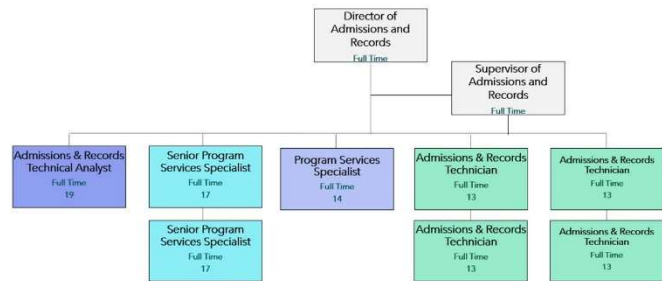
Gavilan College

ADMISSIONS AND RECORDS

Organization chart



- CURRENT STRUCTURE**
- 1 TECHNICAL ANALYST
 - 2 SENIOR PROGRAM SERVICES SPECIALISTS
 - 4 A&R TECHNICIANS



- PREFERRED STRUCTURE**
- 1 SUPERVISOR
 - 1 TECHNICAL ANALYST
 - 2 SENIOR PROGRAM SERVICES SPECIALISTS
 - 1 PROGRAM SERVICES SPECIALIST
 - 3 A&R TECHNICIANS

Gavilan College

ADMISSIONS AND RECORDS



Organization chart

The Admissions and Records department plays a critical role in supporting student success by managing enrollment, maintaining accurate records, and ensuring compliance with institutional and legal requirements. As the department continues to expand services—such as dual enrollment programs, Rising Scholar’s initiatives, and enhanced Noncredit courses—the volume and complexity of daily operations have significantly increased.

By adding new positions, the department can maintain high standards of service, improve staff efficiency, and better support student success and institutional goals. The increasing scope and complexity of programs within our department require dedicated support to ensure effective delivery, coordination, and administration. A Program Services Specialist would provide essential assistance in managing program logistics, maintaining accurate records, coordinating events, and supporting staff and participants.

Currently, staff manage high workloads that include registration, transcript requests, graduation audits, and compliance reporting. A dedicated Supervisor would provide direct operational leadership, ensuring workflows are efficient, staff are properly trained, and student services are delivered accurately and timely.

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ADMISSIONS AND RECORDS



Organization chart



In June 2026, an Admissions and Records Technician position will become vacant due to a scheduled retirement. To create a new Program Services Specialist position to support the increasing demands related to shifting trends in enrollment and compliance mandates from the California Community College Chancellors Office.

The position will act as the departments administrative and liaison to external agencies, and community partners. This position will provide technical support for enrollment management, regulatory compliance, system integration, and budget monitoring.

Maximum Allocation: Track 14/Step F – Track 13/Step A = \$416mo ; \$5k a year.

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ADMISSIONS AND RECORDS



Organization chart



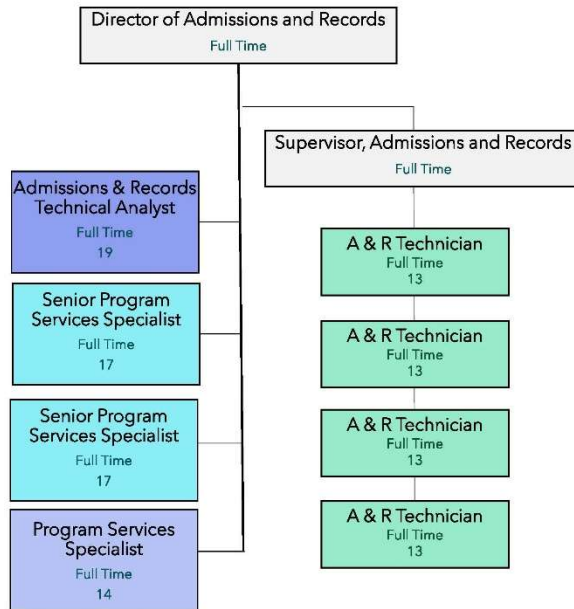
The role of a Supervisor of Admissions and Records is a leadership position and will oversee the operations that manage student records, enrollment processes, and compliance with institutional and legal requirements. Their responsibilities typically include:

- day-to-day operations
- Directly oversees staff
- Implements policies and procedures developed by the Director

Management Track 3: \$89,211 - \$133,298

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ADMISSIONS AND RECORDS
 Organization chart

- GOAL: SPRING 2027
- 1 SUPERVISOR
 - 1 TECHNICAL ANALYST
 - 2 SENIOR PROGRAM SERVICES SPECIALISTS
 - 1 PROGRAM SERVICES SPECIALIST
 - 2 A&R TECHNICIANS
 - 2 PT A&R TECHNICIANS



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ADMISSIONS AND RECORDS

Organization chart

