Admissions & Records Program Review

Evergreen Valley College

Spring 2017

Contents

Mission Statement for the College

With equity, opportunity and social justice as our guiding principles, Evergreen Valley College's mission is to empower and prepare students from diverse backgrounds to succeed academically and to be civically responsible global citizens.

We meet our mission through a wide spectrum of educational experiences, flexible methodologies, and support services for our students. We offer associate degrees, associate degree for transfer, certificates, career technical education, transfer coursework, and basic skills education. (Revisions approved by the SJECCD Board of Trustee October 13, 2015)

Mission Statement / Admissions & Records Program Description

The Admissions and Records office at Evergreen Valley College is committed to providing an open-door policy aimed at promoting student access. With technology being the cornerstone of our daily operations, we strive for the efficient, accurate, and timely delivery of services to our diverse student population. We are steadfast in our approach to helping students navigate the matriculation process, while maintaining strict compliance in all areas of Title 5 rules and regulations.

Overview of Department

The Admissions and Records Office at Evergreen Valley College provides comprehensive services to prospective and continuing students. These services include in person and online methods aimed at delivering streamlined assistance with applying for admission, registering for coursework, payment of fees, and applying for graduation. In addition to providing initial point of inquiry support, the Admissions and Records helps to support the College's overall enrollment management strategic plan. Through our partnerships with the Student Success Center, we assist students with the matriculation process to ensure that their first year experience provides the best opportunity for success.

Hours of Operation

M,TH 8:00 AM – 5:00 PM
T,W 8:00 AM – 7:00 PM
F 9:00 AM – 4:30 PM

Extended Hours of Operation

M, T, W, TH 7:30 AM – 6:30 PM
F 9:00 AM – 4:30 PM

Admissions and Records 3 Year Plan

The Admissions & Records Office has developed a three year plan that involves the use of technology to enhance to the delivery of services to students. These projects are developed in coordination with the Vice President of Student Affairs to increase access for prospective and continuing students. In addition, the Admissions & Records Office works in collaboration with District ITSS to ensure that districtwide initiatives are deployed on time and within budget. Below is a comprehensive list of existing and planned projects for the 2016-17 academic year.

*San Jose Promise

The launch of the San Jose Promise initiative in spring 2016 will require a significant level of involvement by the Admissions & Records Office. This level of coordination will involve the coordination of application processing and prescribed cohort enrollment for year one of the project. In addition, the San Jose Promise initiative will require coordination with the Financial Aid Office to identify the 250 target group of first time college students. The Admissions and Records Office has met with District personnel to identify a tentative timeline for deployment. Summer 2017 will mark the initial cohort for the San Jose Promise.

Year 1

PROJECT	TIMELINE	STATUS
San Jose Promise	**Spring 2017**	**Ongoing**
Credentials Online Transcript Ordering	Fall 2016	Completed
VTA Eco Pass Implementation	Fall 2016	Completed
e- Verify Project	Fall 2016 & Spring 2017	Completed
Academic Renewal Project	Fall 2016 & Spring 2017	Ongoing
Automotive Certificate Project	Spring 2017	Completed
FERPA Annual Notification Project	Spring 2017	Completed
AB288 Dual Enrollment Project	Spring 2017	Ongoing
Admissions & Records Technician Position	Spring 2017	Ongoing
Open CCC Apply Project	Fall 2016	Completed
Veterans Certification Automation	Summer 2017	Ongoing
COTOP Project	Fall 2016 & Spring 2017	Ongoing
Auto Refund Project	Summer 2017	Ongoing
Destruction of Records Project	Summer 2017	Ongoing
Transcript Fee Increase Project	Spring 2017	Ongoing
Non – Exempt Application Workflow	Spring 2017	Ongoing

College Connection Concurrent Enrollment	Fall 2016 & Spring 2017	Completed
Priority Registration MyWeb	Fall 2016 & Spring 2017	Completed
Student Photo Identification Upgrade Project	Summer 2017	Ongoing
Non Credit Application Project	Fall 2016	Completed
Academic Calendar Development	Fall 2016 & Spring 2017	Completed
Image Now Document Imaging	Fall 2016	Ongoing
College Source Upgrade Project	Summer 2017	Ongoing

As the Admissions and Records Office completes the 2016-172017 academic year, several of the targeted projects will be pushed forward to the 2017-18 academic year. This is due in part to the limited technical resources available from the District ITSS area. In recent years, key personnel retired from the District ITSS area making it difficult to successfully launch technology related initiatives on a districtwide scale. Through the Colleague Core Group meetings, the Admissions & Records Office has communicated the priority for technology related initiatives to the District Office. In year two, the plan is to make progress towards the completion of mission critical projects. The Admissions and Records Office plans to work closely with several different entities throughout the District. These include the Financial Aid Office, Business Services, District Fiscal Services, Purchasing, District ITSS, Nursing, and Automotive to complete more of the noted in year one of this report.

Year 2

PROJECT	TIMELINE	STATUS
San Jose Promise	**Fall 2017 & Spring 2018**	**Ongoing**
College Source Project	Fall 2017	Ongoing
VTA Eco Pass Maintenance Project	Fall 2017	Ongoing
COTOP Project	Fall 2017 & Spring 2018	Ongoing
Cashiering Project	Fall 2017	Ongoing
Automotive Certificate Expansion Project	Fall 2017	Ongoing
Nursing Certificate Project	Fall 2017	Ongoing
Open CCC Apply Enhancement Project	Fall 2017	Ongoing
Auto Re-Bill Project	Fall 2017 & Spring 2018	Ongoing
Image Now Document Imaging Upgrade	Fall 2017	Ongoing
e- Verify Project	Fall 2017 & Spring 2018	Ongoing
Voice Over IP Project	Fall 2017 & Spring 2018	Ongoing

Gradebook Project	Spring 2018	Ongoing
AB288 Dual Enrollment Expansion Project	Fall 2017 & Spring 2018	Ongoing
Cashiering Project	Fall 2017	Ongoing
Annual Billing Project	Fall 2017 & Spring 2018	Ongoing
Third Party Billing Project	Fall 2017	Ongoing
Non Credit Application & Transcript Expansion	Fall 2017 & Spring 2018	Ongoing

The third year of the proposed plan for Admissions & Records will involve the completion of the projects and initiatives outlined in year one of the plan. As many of the projects are dependent on third party participation at the District level. It is critical that progress in each of the areas is tracked and updated. The end goal for the Admissions and Records Office upon completion of the third year is to provide an independent self-service model for students. This will allow new prospective and continuing students to facilitate routine functions in a remote setting. In other words, students will no longer have the need to visit the Admissions & Records Office to complete basic transactional functions. For example, ordering a transcript, registering for classes, and applying for admission. This includes providing remote support to online and hybrid courses.

Year 3

San Jose Promise	Fall 2018 & Spring 2019	**Ongoing**
VTA Eco Pass Maintenance Project	Fall 2018	Ongoing
COTOP Project	Fall 2018 & Spring 2019	Ongoing
Automotive Certificate Expansion Project	Fall 2018	Ongoing
e- Verify Project	Fall 2018 & Spring 2019	Ongoing
Auto Re-Bill Project	Fall 2018	Ongoing
AB288 Dual Enrollment Expansion Project	Fall 2018 & Spring 2019	Ongoing
Non Credit Application & Transcript Expansion	Fall 2018	Ongoing
Gradebook Project	Spring 2019	Ongoing
AB288 Dual Enrollment Expansion Project	Fall 2018 & Spring 2019	Ongoing
Non Credit Application & Transcript Expansion	Fall 2018	Ongoing
Explore Kiosk for Self Service Project	Fall 2018	Ongoing
Explore Smartphone Application for Registration	Fall 2018	Ongoing

PART A: Program Effectiveness and Student Success
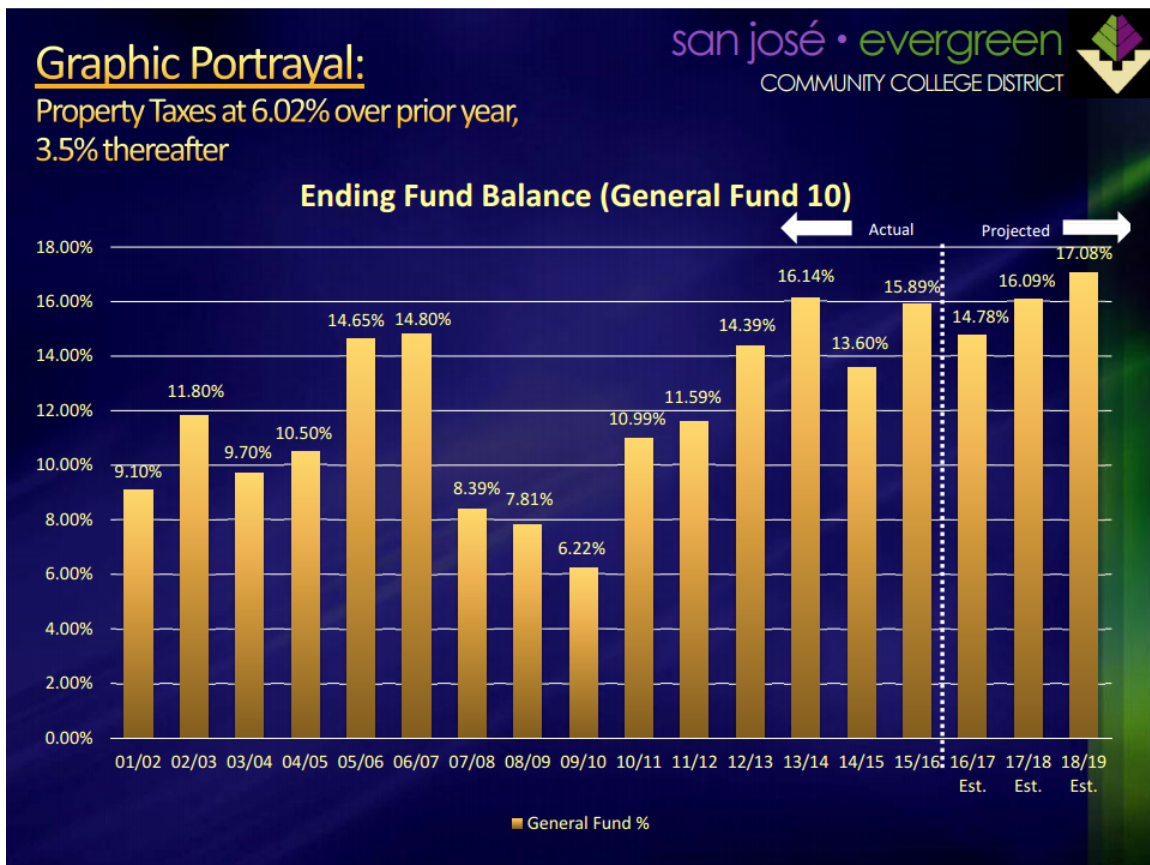
Evergreen Valley College Enrollment History

Evergreen Valley College has experienced a moderate decline in enrollment since the 2009-10 academic year. The economic recession recovery at the national, state, and local level has created an environment for students to re-enter the workforce. Many student have opted to not attend or reduce the number of units each semester.

Fall Enrollment History (Credit FTES)
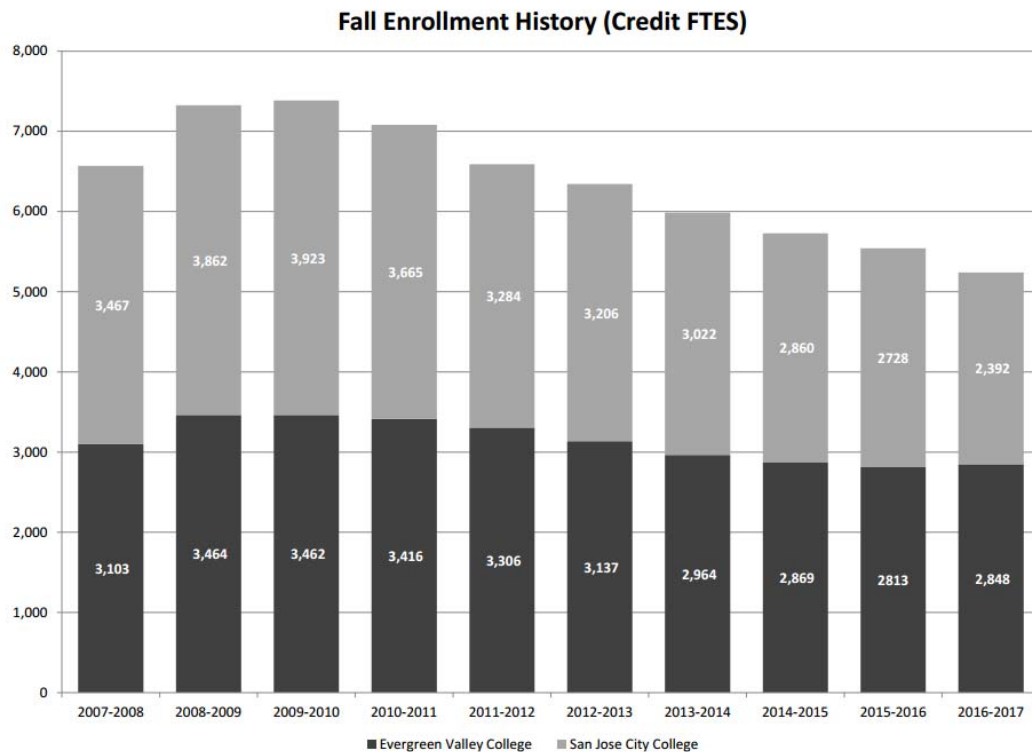
State Budget Recovery

The current state budget has improved significantly from the spring 2014 program review. This economic recession recovery has allowed the San Jose Evergreen Community College District to become a basic aid district. As a result, both San Jose City College and Evergreen Valley College receive appropriations based on local property tax income and not through the normal apportionment formula put forth by the State of California. One of the many benefits in moving from an apportionment model to a basic aid model is by far the restoration of staffing in the Admissions and Records Office. Since 2014, the District has provided critical funding to support the addition of second Evaluation Specialist position. This is significant with the passage of SB1440 which essentially calls for better accountability and success at all community colleges. At the most fundamental level, student success is measured by completion of a degree or

certificate. By adding an additional evaluator, the A&R Office is better equipped to process mission critical documents in a timely manner. For example, graduation petitions and course to course evaluations are now being reviewed with better frequency. This ultimately allows counselors to better communicate and advise students of transfer requirements. Although the workflow has improved for the graduation petition process, A&R will continue in the coming year to work with Counselors to improve the accuracy of the coursework utilized to fulfill the graduation and transfer requirements for students.

Our Current Budget Status:

	FY 2015/16 Unaudited Actuals	FY 2016/17 Adopted Budget	FY 2017/18 Estimated Budget
Beginning Fund Balance	$12,646,465	$16,436,065	$15,932,730
Revenues	$107,204,826	$107,291,067	$108,811,172
Expenditures	$103,415,226	$109,680,914	$109,332,894
Discount Factor	N/A	($1,886,512)	($1,880,526)
Total Expenses	$103,415,226	$107,794,402	$107,452,368
Ending Fund Balance	$16,436,065 15.9%	$15,932,730 14.8%	$17,291,533 16.1%

Staff Advisory Committees
Octavio Cruz: Student Success, Colleague Core Group, District Technology Group, Graduation Committee, Academic Senate, Dean's Committee, ATF Committee
Tiffani Lam: Early Alert, Appeals, Graduation Committee, Distance Education
Angela Hamilton: Budget Committee

Management Information Systems (MIS)

Colleague by Ellucian

Colleague is a fully integrated student management system that provides secure, easy access to the information institutions need to manage assets more efficiently and allocate resources more effectively. This serves as the backbone for the Admissions and Records Office. The MyWeb interface is responsible for grade collection by instructors, registration, and payment processing. In the coming years, A&R will need to look towards the self-service model and move away from the MyWeb web based portal interface.

Technology

The use of technology has become an essential tool for the Admissions and Records area. Given the fact that students are more familiar with technology, the A&R area has made efforts over the past few year to improve student self-service through the use of technology. By implementing new technology, the A&R staff has benefited by doing more with less, and working more efficiently to serve students. The department continues to leverage technology resources at the College and District level to provide a more user friendly tools for students. Below are the technology initiatives since the previous 2007 and 2014 program review:

- Add Codes for web based registration – Fully implemented fall 2010
- Online Census – fall 2010
- Grade Collection - ongoing
- Late Add Reduction Initiative – fall 2009
- Open CCC Apply – fall 2015
- CROA Enrollment Reporting Tools
- National Student Clearinghouse Edits – spring 2017
- Credentials Online Transcript Ordering – Spring 2017
- Credentials Parking – Fall 2014
- Academic Renewal – Ongoing spring 2016
- Degree Audit – Ongoing spring 2016

Technology Challenges - Ongoing

Admissions and Records department continues to face challenges when using technology to facilitate its workflow. Examples of these challenges occur within Open CCC-Apply online tool.

Open CCCApply

CCCApply should help to streamline the application process for students. However, the online tool is limited in its ability to collect alternate admission or programmatic information. Students find the Open CCC-Apply user interface cumbersome. There are several pages and screens to navigate and many edit fields to enter data into.

Impact: *Users may believe that their application is processed immediately when using Open CCC-Apply, but this is not the case. The SJECCD office runs a daily batch job to import the new application data into Datatel. Difficulties arise when the prospective student does not provide a social security number (which is not required) on the application. Applications without a social security number are not processed in the batch job. Students often send an email or phone A&R when they are unable to log onto MyWeb. The staff member then knows to look for their online application and must print it out and then process it by hand. What should*

have been a one-step process is now in reality a five-step process. This process will need to be further examined in the coming year to better streamline the process for students. Simply put, it takes too long for a student to receive their student identification number and move forward with other matriculation requirements.

Ellucian Colleague:

The retention of ITSS staff originally trained on the Datatel software continues to create significant technology challenges; staff's expertise in the use of Datatel left—and their knowledge with them. Lack of full training and knowledge of current staff continues to limit the functionality of the product. Staff is required to get the job done with their limited knowledge of applications within the Datatel software, leading to work-arounds and dependence on consultants at high rates.

Impact: *These "firefighting" techniques bleed into the reporting of available data. Once a report is requested, it takes staff several days to run a query which often results in a report that takes hours to organize into usable material, if the material is correct to start with. Dependence on consultants is costly to the district; the inability of Administration with Datatel access and the ability to use query software creates frustration with the lag time and quality of data received. In 2016 the District ITSS department migrated from an Oracle database to a SQL database. Unfortunately, this significantly limited our ability to run pre-existing reports for the Admissions and Records Office. As a unit, the A&R Office continues to struggle to produce accurate real time reports with regards to enrollment.*

PART B: Program Access

Matriculation Process (Student Success Steps)

The following steps define for new and continuing students the basic steps from initial point of inquiry to completion of degree requirements. These are known as the "steps to success" and are mandated by the State of California to ensure compliance with specific components of the Student Success Act of 2012.

Step 1 – Prospective students apply for admissions via CCC-Apply or paper application

Step 2 – Admission application is downloaded from CCC-Apply and uploaded to colleague

Step 3 – Student identification number is produced and distributed to student electronically

Step 4 - Student completes the online orientation via Canvas portal

Step 5 – Student Completes Accuplacer Assessment Exam or meets with counselor to complete multiple measures process for placement.

Step 6 – Student meets with academic counselor to complete abbreviated educational plan or comprehensive educational plan.

Step 7 – Student registers for coursework based on recommendation from counselor

Step 8 – Student completes coursework and files graduation petition

Step 9 – Graduation Evaluation unit clears and post degree to student transcript

Board Policies and Administrative Procedures

The Admissions and Records Office will need to review Chapter 5 of board policies and corresponding administrative procedures. Although Chapter 5 was approved in 2016. There are several areas that need to be clarified through the use of an administrative procedure. For example, the following items are somewhat unclear with regards to policy interpretation.

- Catalog Rights
- Continuous Active Enrollment
- Breaks in Attendance
- Residency
- Academic Renewal/ without repetition
- Academic Forgiveness
- Course substitutions for ADT degrees

SB 1440 – Associate Degrees for Transfer

The Student Transfer Achievement Reform Act (SB 1440 – Padilla), signed into legislation on September 29, 2010, enables the California Community Colleges and California State University to collaborate on the creation of Associate in Arts Degree (AA) and Associate in Science (AS) Degree transfer programs. This new law requires community colleges to grant an associate degree for transfer to a student once a student has met specified general education and major requirements for the degree. Upon completion of the associate degree, the student is eligible for transfer with junior standing into the California State University (CSU) system.

Students are given guaranteed admission into the California State University (CSU) system, and further are given priority consideration when applying to a particular program that is similar to the student's community college major. The law prohibits the CSU from requiring a transferring student to repeat courses similar to those taken at the community college that counted toward their associate degree for transfer. It is expected that community college students will be able to declare an interest in pursuing specific transfer AA/AS degrees beginning the Fall 2011-12 academic year.

The Admissions and Records Office is responsible for the e-verification process to the CSU system. This process occurs during the fall and spring terms and enhances a transfer student's ability to be admitted to the CSU of their choice.

AB 1451 - The College and Career Access Pathway Act (CONCURRENT ENROLLMENT)

AB 1451 authorizes California Community College districts to enter into a formal partnership agreement with a local school district regarding the concurrent enrollment of high school pupils in college classes. The partnership agreement shall outline the terms of their partnership, such as the schedule of eligible courses that can be offered, thresholds for the academic readiness of pupils, protocols for sharing and joint facilities.

AB 288 - The College and Career Access Pathway Act (DUAL ENROLLMENT)

AB 288 establishes the College and Career Access Pathways Act to authorize California Community College districts to enter into formal partnership agreements with local school districts to expand access to concurrent enrollment opportunities for high school students. The partnership agreement shall outline the terms of their partnership, such as the schedule of eligible courses that can be offered, thresholds for the academic readiness of pupils, protocols for sharing and joint facilities. Concurrent enrollment differs from Dual enrollment in that the courses are taught remotely at the high school site. The course would still meet the mandatory rigor for college level coursework.

Degrees and Certificates Awarded

A. At graduation commencement	B. Number of Certificates Awarded	C. Number of Degrees Awarded	D. Total of B and C
2016	62	672	734
2015	50	637	687
2014	119	609	728
2013	101	533	643
2012	108	500	608
2011	93	431	524

MIS Data Review

The 320 Exception Report is a report that contains registration, current enrollment, accounting, census type, and status errors. This report is submitted to the District Office once after census, and once after the end of the term for Fall, Spring and Summer terms. This report is used in the submission of the FTES Report by the District three times annually: Mid-Jan, mid-April and mid-July. During the month of October, the State will allow EVC to submit a final report if there were any changes in prior versions.

PART C: Student Learning Outcomes

Evergreen Valley College

Student Services SLO and Assessment Matrix

Program/Service: Admissions and Records

	Core Activity or Service	Target Population	Student Learning Outcomes Acquired from core activity	Assessment Tool Pre/post test or survey; focus groups; student transfer rates…	Evaluation Timeline	Assessment Results Summarize collected data including how data were collected and number of students.	Analysis/Action Plan and Timeline What changes will be made to program, service or SLO and when?
1	Apply, register and access records online via the MyWeb system.	New Early Admission Program (EAP) 2011 student cohort.	Students will be able to utilize campus technology and enhance their computer literacy by applying for admission, registering for classes , and accessing their records online ILO#3 Information Competency	Develop electronic student survey via survey monkey for the Early Admission Program (EAP) 2011 student cohort (300).	Data collection will occur from April & May 2012	Data collected from the electronic survey administered in April/May of 2012 confirmed that our target population of Early Admission Program students from 2011 utilized technology at EVC to enhance their computer literacy. Furthermore, students noted that laptop computing combined with registering for classes is the preferred method of accessing technology.	Action Plan: Based on the information gathered in the electronic survey, Admissions and Records will work to enhance its web presence and make technology for accessible for students. This will be done by doing the following: Next Steps: Admission and Records will revamp its main web page to develop and deploy more writeable .pdf documents for students. The action plan for this segment of the SLO has been postponed to 2013-14 year to coincide with District wide web page redesign. Admissions PDF forms will go live at the same time of the web redesign. This will include mission critical forms used by students to electronically apply for admission and request academic transcripts. In addition, A&R will work to develop a follow-up survey in 2013-14 to further assess the feasibility of offering electronic registration to students in a mobile "app or application" environment. Survey will be sent fall term 2013 with analysis to take place in spring of 2014.

Program/Service: Admissions and Records   Page 2 of 3

	Core Activity or Service	Target Population	Student Learning Outcomes Acquired from core activity	Assessment Tool Pre/post test or survey; focus groups; student transfer rates…	Evaluation Timeline	Assessment Results Summarize collected data including how data were collected and number of students.	Analysis/Action Plan and Timeline What changes will be made to program, service or SLO and when?
2	Making an inquiry for information or services at the A&R office	Actively enrolled students for fall term 2012	Students feels they have received courteous, accurate information and service during their in person visit to the A&R office ILO#5 Personal Development	Develop electronic student survey via survey monkey for students actively enrolled for fall term 2012 and spring term 2013	Data Collection will occur from April 1 - 30, 2012	The survey data revealed that the Admissions and Records staff provided customer service at a positive level of "moderate" to "very professional" in its delivery of services to students. Although many respondents noted favorable marks for customer service, extended hours of operation appeared to be the highest ranked need for students.	Action Plan: Based on the data collected, Admissions and Records will work to improve customer service by examining the possibility of offering extend hours of operation. This will be done by doing the following: Next Steps: Admission and Records will develop a follow-up survey to better identify the preferred hours of operation for students. This may include a combination of opening earlier, opening later, or alternating the hours throughout the work week. Given the limited staffing situation, it will be a challenge to provide consistent coverage throughout the semester. Update: Effective fall 2014 Admissions will extend its hours of operation to 6:00 p.m. for the entire semester in response to the assessment survey data gathered from this SLO.
3	Complete payment of fees online prior to registering for subsequent semester	Continuing students from fall term 2015 and spring term 2016 with outstanding fee obligations	Students will demonstrate increased awareness of registration fee obligations ILO#5 Personal Development	Develop electronic student survey via survey monkey for continuing students from fall term 2015 and spring term 2016. Two semester fee assessment. Is there a need for payment plans ? Why are students not paying fees?	Data collection will occur from June, 2016 to August 31, 2016.	(UPDATE) Electronic student survey data from survey monkey will be summarized and assessed between Seotember 1 -31, 2016. COTOP data released in November of 2016	(UPDATE) Survey analysis/action plan/ recommendations will be submitted between January 1- 30 2017

Program/Service:	Admissions and Records					Page 3 of 3
Add Remove 4	Complete the graduation petition process with Counselor	Continuing students that apply for 2015-16 fall/ summer/spring graduatiion cycle	Students will demonstrate their ability to navigate the graduation petition processes in succeeding semesters. ILO#3 Information Competency	Develop electronic student survey via survey monkey for continuing students that apply for 2015-16 fall/summer/spring graduation cycle	Data collection will occur from June, 2016 to July 31, 2016.	(UPDATE) Electronic student survey data from survey monkey will be summarized and assessed between July, 2016 through August 2016. Grade data from spring posts on 6/13/16	(UPDATE) Survey analysis/action plan/ recommendations will be submitted between August 6-25 2016

* Modified from Bakersfield College; Approved by SLO Sub-committee 3/9/12

Print Form   Email

# PART D: Faculty and Staff

List of Staff and Titles

Octavio Cruz, Dean of Enrollment Services
Angela Hamilton, Senior Division Administrative Assistant
Tiffani Lam, Lead A&R Coordinator II
Franchesca Griffin, A&R Coordinator I
Youfen Chang, Senior Evaluation Specialist
Vanphuong Nguyen, Senior Evaluation Specialist
Kim Steele, A&R Technician
Angelica Bintocan, A&R Technician
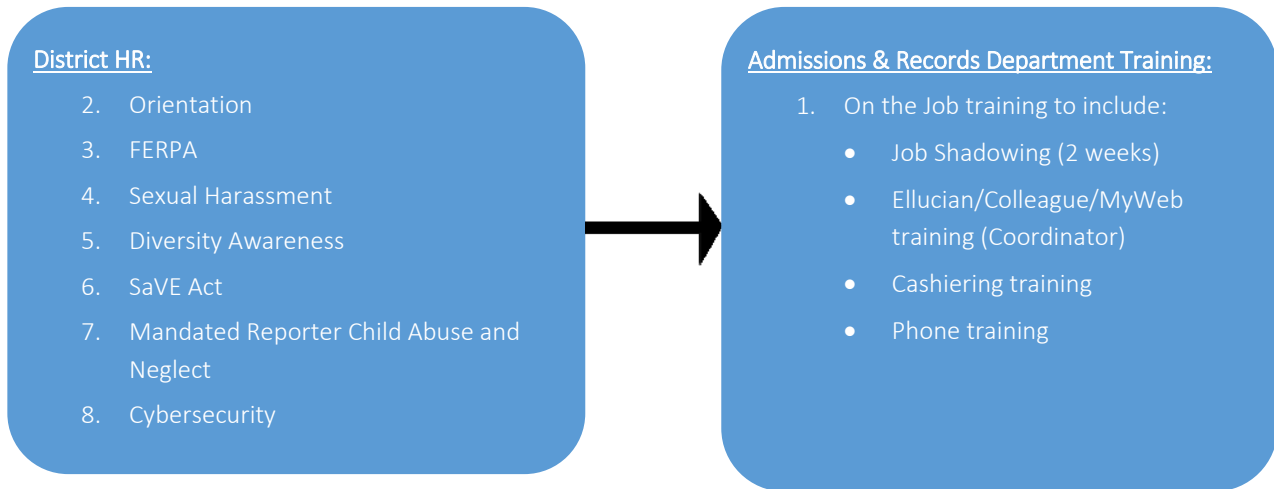Vacant, A&R Technician

Enrollment Services Organizational Chart

EVERGREEN VALLEY COLLEGE
2016 ENROLLMENT SERVICES ORGANIZATION STRUCTURE
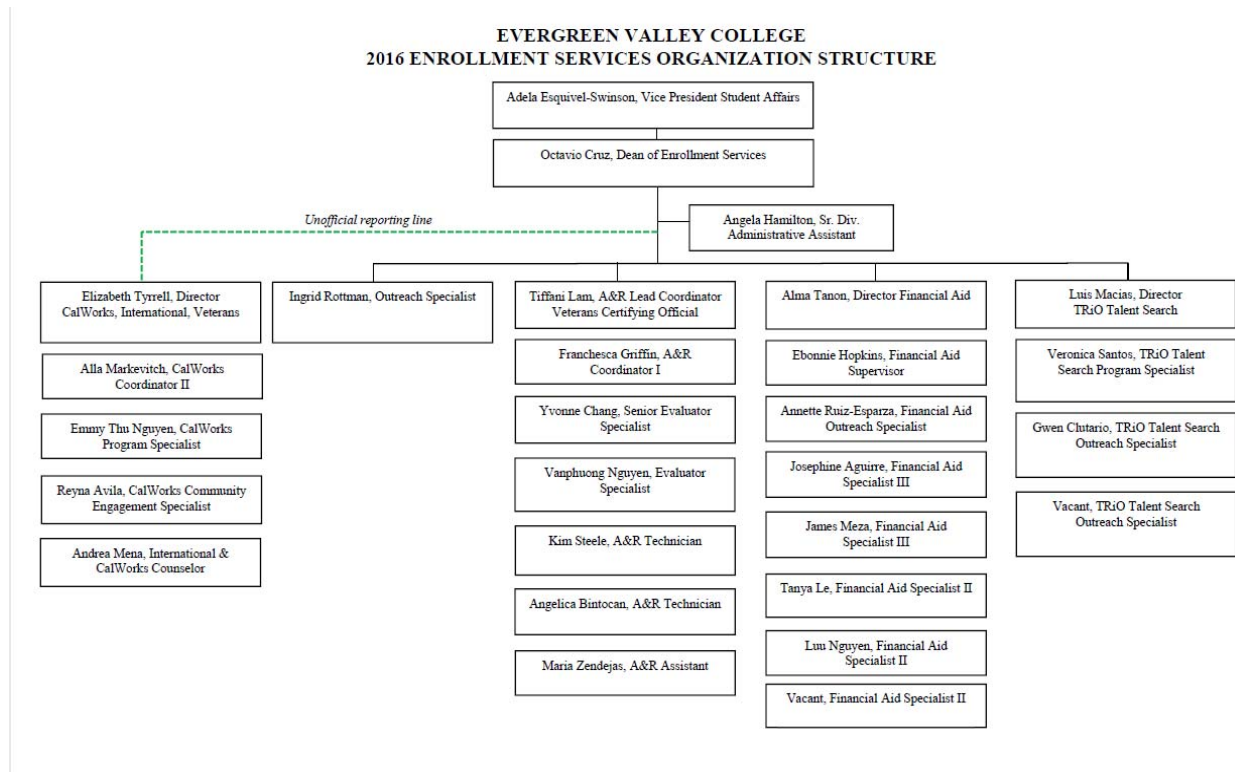
Staff Professional Development Activities						
	2011	**2012**	**2013**	**2014**	**2015**	**2016**
Octavio Cruz	3CDUG, CACCRAO, Ellucian, IEPI	3CDUG, CACCRAO, Ellucian, IEPI	3CDUG, CACCRAO, Ellucian, IEPI	3CDUG, CACCRAO, Ellucian, IEPI	3CDUG, CACCRAO, Ellucian, IEPI, UC Counselor Conf.	3CDUG, CACCRAO, Ellucian, IEPI, Financial Aid Wkshp
Tiffani Lam	WAVES, CACCRAO	WAVES, CACCRAO	WAVES, CACCRAO	WAVES, CACCRAO	WAVES , CACCRAO	WAVES, OTC
Julie Griffin	CACCRAO	CACCRAO	CACCRAO	CACCRAO	CACCRAO	CACCRAO
Youfen Chang	CACCRAO	CACCRAO	CACCRAO	CACCRAO	CACCRAO, Ellucian	Ellucian
Kim Steele	CACCRAO	CACCRAO	CACCRAO	CACCRAO	CACCRAO	CACCRAO
Angelica Bintocan	CACCRAO	CACCRAO	CACCRAO	CACCRAO	CACCRAO	CACCRAO
Angela Hamilton					SJECCD Admin Wkshp	SJECCD Admin Wkshp

New Employee Onboarding Process

District HR:	Admissions & Records Department Training:
2. Orientation	1. On the Job training to include:
3. FERPA	• Job Shadowing (2 weeks)
4. Sexual Harassment	• Ellucian/Colleague/MyWeb training (Coordinator)
5. Diversity Awareness	• Cashiering training
6. SaVE Act	• Phone training
7. Mandated Reporter Child Abuse and Neglect	
8. Cybersecurity	

PART E: Budget Planning and Resource Allocation

Annual Budget	Fund 10 Expenditures	Future Needs
$1,041,940.70	**Salaries/Benefits**: 7 – Full time classified staff, + 1 at 8% Full time classified staff, 1 – MSC staff	**$20,000.00** needed for document imaging project hourly staffing (new multiple measures initiative) **$6,000.00** needed for overtime pay for Classified staff: Extended office hours 1st - 3 weeks beginning each term, Days at the Green event, other campus events, etc.
	Discretionary expenditures: *Supplies*: ID machine supplies, Transcripts (printer, ink, paper), Add-Code slips, Diplomas, , Certificates, ASB Stickers, general office supplies, etc.	
	Printing: Forms production, schedules, business cards (currently no budget allocated for this expenditure)	**$1600.00** needs to be allocated annually for recurring Repro costs
	Equipment: printers, computers, projector, ID card machine, laptop	**$3,500.00** needed for office re-organization/renovation to accommodate additional A&R staffing **$6,000.00** needed for additional scanners for the document imaging project
	Licensing: CI Solutions(ID Machine),	**$15,000.00** needed for ImageNow

Annual Budget	Fund 10 Expenditures	Future Needs
	CollegeSource, NSC, XAP(CCCapply), ADOBE PRO	system upgrade and licensing for new multiple measures implementation
	Conferences: CACCRAO, WAVES, Ellucian, INSPIRE, IEPI workshops, CCC sponsored conferences/workshops, 3CDUG	
	Memberships: CACCRAO, Veterans	
	Mileage, Postage	

Budget Rationale

In the 16-17 Fiscal Year, Admissions and Records received the requested One-Time funding, approved by the College Budget Committee of $12,500.00. This was utilized for additional conference funding of $6,000 for staff development, Repro costs of $1,600 and $4,900 for the purchase of a new ID card machine set-up.

In the 15-16 and 16-17 Fiscal Years, Admissions and Records received a portion of the requested $48,500.00 from SSSP funds for the MyWeb Computer Center project. This included the purchase of 9 new computers, a new printer, TV Marquee, supplies/materials for the center, and the salaries for student staff support for the center.

PART F: Future Needs

Program Goals and Areas for Improvement

The Admissions and Records area will need to look toward blending certain core functions in order to serve students. This will involve some level of cross training between A&R, Financial Aid, and Outreach personnel. The suggested areas for improvement are noted below:

1. Remodel Admission and Records area to a one stop welcome center
2. Develop customer service survey process to assess student needs
3. Continue to improve communication with Faculty on compliance related matters
4. Explore cross training opportunities amongst A&R and Financial Aid services areas
5. Explore grade book feature in Canvas in order to streamline grade reporting
6. Further explore Degree Audit functionality in Colleague
7. Complete hiring process of full time vacant classified positions by fall 2017

Staffing

The lack of state monies from the recession period directly affected the staffing levels for the vast majority of community colleges statewide. This directly impacted the Admissions and Records department in the following areas:

- Evaluations Unit
- Grad Petition Processing
- Course to Course Evaluation

Leadership support

As a result of audit findings in recent years, the Admissions and Records area was forced to maintain strict compliance with many Title 5 regulations. This created a very difficult working environment as the department moved towards keeping Faculty in full compliance in the following areas:

- Late Add Petition Process
- Online Census Reporting
- Add Codes & Prerequisites
- Drops after Census
- Graduation Petition Process
- Grade Collection Coordination between SJCC and EVC

The support of the VP of Student Affairs and Dean of Enrollment Services continues to be focal point for compliance with Faculty in creating a positive environment at the college. Although progress was made in recent years to keep the college community in compliance, this will continue to be an area of interest in future years.

Facilities - One Stop Shop – Self Service

The current set-up of the Admission and Records building is less than ideal. The setup is not welcoming, nor is it student friendly. The current lobby is small and unwelcoming; foot traffic does not flow well with the current three main access points for Online MyWeb access, Assessment, and Admissions and Records Counter Area all converging in one small area. Necessary paperwork is available but uneasy to access, especially during peak hours. Once inside these separate areas, the accommodations are not much better. The main counter office is a large cavernous area with a blown ceiling to help reduce noise. While there is no echo, the appearance is not optimal. The Assessment Center is a maze of hallways with no signage for students. While it is true the building was remodeled following the completion of Gullo I and the movement of the Bookstore, it seems to have been completed in a "slap-dash" manner with little thought to work and traffic flow. While signage exists in the lobby informing of DSP student priority access, the area is small, and it is easy for traffic flow to be interrupted; on a busy day there could also be an issue with building evacuation in case of emergency.

Cashiering Security

The current arrangement of the A&R office and counter area does not allow for a cashier, and poses a great security risk for the department.

Impact: While there have never been any problems resulting from the lack of a cashier within A&R, the security risk is great. During peak registration hours the A&R assistants can have upwards of $30,000 in the combined drawers. There have been no robberies to date, but this issue is a concern of the Dean of Enrollment, along with employee safety at the front counter as well as within the back office as mentioned above.

PART G: Additional Information

Demographics – Evergreen Valley College

The current student population for the 2016-2017 academic year at EVC consists of Hispanic 39.6%, Asian 38.8%, White 6.4%, Africa Americans 2.5%, Native Americans 0.6%, And 9% Unknown or Not indicated.

2016FA -- Total Headcount Summary Last 3 Terms -- Snapshot: Census After Start

Enrollment Term	2014FA			2015FA			2016FA		
IPEDS Race Ethnic Classification	Students	Pct of Total	Pct Change from Prior Term	Students	Pct of Total	Pct Change from Prior Term	Students	Pct of Total	Pct Change from Prior Term
American Indian	52	0.6%	52.9%	56	0.6%	7.7%	54	0.6%	-3.6%
Asian	3469	38.6%	-2.8%	3489	38.5%	0.6%	3633	38.8%	4.1%
Black or African America	252	2.8%	-7.4%	234	2.6%	-7.1%	235	2.5%	0.4%
Hawaiian/Pacific Islander	42	0.5%	-25.0%	43	0.5%	2.4%	33	0.4%	-23.3%
Hispanic	3452	38.4%	-1.2%	3471	38.3%	0.6%	3712	39.6%	6.9%
Two or More Races	227	2.5%	13.5%	237	2.6%	4.4%	256	2.7%	8.0%
Unknown	870	9.7%	14.2%	938	10.4%	7.8%	845	9.0%	-9.9%
White	622	6.9%	-7.7%	592	6.5%	-4.8%	599	6.4%	1.2%
Grand Total:	8986	100.0%	-0.8%	9060	100.0%	0.8%	9367	100.0%	3.4%

Enrollment Term	2014FA			2015FA			2016FA		
Gender Desc	Students	Pct of Total	Pct Change from Prior Term	Students	Pct of Total	Pct Change from Prior Term	Students	Pct of Total	Pct Change from Prior Term
Female	4831	53.8%	-1.8%	4968	54.8%	2.8%	5087	54.3%	2.4%
Male	4130	46.0%	0.4%	4062	44.8%	-1.6%	4235	45.2%	4.3%
No Value Entered	25	0.3%	-10.7%	30	0.3%	20.0%	45	0.5%	50.0%
Grand Total:	8986	100.0%	-0.8%	9060	100.0%	0.8%	9367	100.0%	3.4%

Data as of COB: 9/12/16

Impact: **Based on data obtained from the feeder high school districts   indicating the ethnicity of students, Admissions and Records will need to work towards the development of a multilingual online application for admission and provide bilingual services in both Spanish and Vietnamese.**

Winter Term Restored to 100% capacity 2016

As the economic conditions for the District grew worse in 2010, the decision was made to offer a limited Intersession (winter) term in January of 2010. The total number of sections offered amounted to approximately 25 sections. This equated to a 50% reduction in the number of courses regularly offered by EVC. Since 2010, Evergreen Valley College has worked diligently to restore the number of course offering during the 2015-16 academic year. Enrollment for Winter Intersession continue to grow, as many student take advantage of the short four week term to accelerate their ability to complete critical graduation requirements.

Summer Term Restored to 100% capacity 2016

Based on the grim outlook provided by the State of California for the 2011-2012 academic year, EVC decided to offer a 50% reduced course offering for summer term 2011. In previous years, summer term had a net cost of approximately 1.2 million dollars for EVC. Although many argued in favor of canceling summer session for 2011, the goal for maintaining the District's FTES became the top priority for the college. EVC plans to offer approximately 120 sections for summer term 2011. Since the 2011-12 academic year, Evergreen Valley College has continuously offered a full course selection for summer intersession. Continuing students are the primary target group for summer coursework, but our high school concurrent enrollment continues to complement our enrollment growth for summer term.

Level	Code	Hispanic or Latino of Any Race	American Indian or Alaska Native, Not Hispanic	Asian, Not Hispanic	Pacific Islander, Not Hispanic	Filipino, Not Hispanic	African American, Not Hispanic	White, not Hispanic	Two or More Races, Not Hispanic	Not Reported	Total
East Side Union High	**4369427**	**12,966**	**94**	**7,501**	**250**	**2,311**	**1,062**	**2,555**	**80**	**96**	**26,915**
Santa Clara Total	43	97,098	1,079	70,194	2,086	12,319	7,460	60,824	4,764	9,719	265,543
State Total	00	3,118,041	44,915	526,860	36,993	156,433	424,198	1,673,278	96,785	112,405	6,189,908

East Side Union High School District is the primary feeder high school in our service area. With more than 26, 915 student it remains the primary focus for outreach efforts and assessment. In fall of 2009 and fall 2010, the Outreach area of the college moved towards developing a more proactive form of recruitment that mirrored that of the four year university. It continues to increase the number of prospective students applying for admission earlier in the application cycle each year. With the addition of the newly implemented Open CCC Apply in October of 2015, the admission application data is more accurate and consistent from a reporting standpoint.

Total Course Sections per Term	
Term	Total # course sections offered
Fall 2014	826
Spring Intersession 2015	42
Spring 2015	810
Summer 2015	188
Fall 2015	855
Spring Intersession 2016	48
Spring 2016	840
Summer 2016	208
Fall 2016	849
Spring Intersession 2017	48
Spring 2017	833

Days at the Green Registration 2016

Evergreen Valley College has opted to move away from a one day orientation for all new first time prospective students. The Admission and Records area is responsible for facilitating the registration process for Days at the Green. This year Days at the Green will occur over a two day period, April 25, 2017 and April 26, 2017. These will serve as the primary orientation dates for the first time freshman cohort.

Concurrent Enrollment Students

Evergreen Valley College has several subsets of Concurrent Enrollment Students. These include the students of Accel Middle College as well as individual students who are enrolled in courses for enrichment or graduation requirements. Accel Middle College is run through a partnership between Evergreen Valley College and East Side Union High School District (ESUHSD). While these programs are housed at EVC, the college receives no apportionment funds for these students. It is true that the college receives some revenue from textbook costs, parking and fees, but these monies are minimal.

> Impact: *Accel Middle College Students manually facilitate the matriculation process at EVC. This adds to the workload of the staff. Efforts continue to move forward to better coordinate*

and allow high school students to apply and register for coursework without direct manual intervention by staff.

AB 540

Undocumented students are not allowed to legally establish residency and thus would have to pay out of state tuition. In October of 2001, Governor Gray Davis signed into law Assembly Bill 540 which allows certain undocumented students to be exempt from paying out of state tuition fees. As can be seen from the requirements below, for AB 540 students, the right to pay in-state tuition is based on high school attendance and not residency. Students must reside in the state of California, have attended a CA high school for at least 3 years, and have graduated from a CA high school or obtained their GED.

Note: The passing of CAHSEE is not required if the student has a GED and according to legal opinion cited in the District report entitled, "The AB 540 Student and Legal History," a student (other than a non-immigrant) who attends high school for three years in California and receives a certificate of completion from a California high school is eligible for the exemption from nonresident tuition provided by Education Code section 68130.5.

AB 540 – New Policy for AB540 Students – BOGFW

AB 540 allows non-resident students who meet certain qualifications to pay in-state tuition. These students may include undocumented students, students who are US citizens but who are not CA residents, and dependent students whose parents are not CA residents. AB 540 students are those who:
- Have attended a CA high school for a minimum of three years; or
- Attainment of credits in California from a California high school equivalent of at least three or more years of full-time high school coursework and a total of three or more years of attendance in California Elementary schools, California secondary schools, or a combination of those schools.
- Graduated or will graduate from a California high school or attainment of General Education Development (GED), High School Equivalency Test (HiSET), or Test Assessing Secondary Completion (TASC), and
- Will register or enroll in an accredited and qualifying California college or university, and
- If applicable, complete an affidavit to legalize immigration status as soon as eligible, and
- Do not hold a valid non-immigrant visa (F, J, H, L, A, B, C, D, E, etc.)**

**If you have Temporary Protected Status or hold a U Visa you may be eligible for the California Dream Act.

To confirm your AB 540 eligibility, you will be required to fill out an affidavit and provide supporting documentation to the campus Residency Deputy, Admissions Office, or Registrar of the college or university you will be attending. You should seek to complete this process in the spring or summer before you begin attending (or in fall for those who will be starting school in the spring).

PART H: Annual Assessment

Program Accomplishments and Strengths

The Admissions and Records are has made significant strides since its last program review in 2004. It continues to look for new innovation in the delivery of key services to students. Below are the program's strengths

- Improved access to students – Extended hours of operations and consistent phone coverage from 8:00 am to 5:00 pm
- Graduation rate improvement – Highest amongst bay area colleges
- Facilitated Day at the Green Registration 2009 - 2016
- Fully implemented Credentials online transcript ordering process spring 2017
- Grade Submission for fall 2016 at 100% - Apportionment
- Re-deployed Document Imaging for Counseling department spring 2017
- Streamlined graduation petition process for students
- Knowledgeable evaluations staff
- Technology driven approach
- Strong communication with Faculty
- Title 5 compliance – No audit findings in recent years
- Strong customer service
- Staff relationships moving in a positive direction
- Sound departmental budget management

Program Weaknesses

- Limited staff and hourly help during peak periods
- Phone systems are difficult to manage
- Location and design of the Admissions and Records department
- Students cannot complete matriculation process in one location

PART I: Resource Allocation Table

Program Budget & Projected Expenditures	
Number of Students Served	2016FA: 9367
Changes in number of students served	3.4%
Your Program's Current Budget (from Fund 10)	**$1,041,940.70**
Current External Funding (from Fund 17)	N/A
Future Needs: Personnel (Estimated Additional Cost)	Additional costs: $26,000.00
Future Needs: Facilities (Estimated Additional Cost)	N/A
Future Needs: Equipment, Supplies, and Maintenance (Estimated Additional Cost)	Additional costs: $26,100.00