

1. Assessment Plan - Four Column



PIE - Student Services: Admissions and Records Unit

Where We Are: Analysis and Summary

2017-18

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External Conditions, Trends, or Impacts (Student Services): 1. Continued statewide mandates and legislation that will impact who and how Mt. SAC attracts, enrolls, and graduates students. For example, the statewide focus on Dual Enrollment of high school students, Veterans, Foster Youth, transcript notations, adjustments to AB-540 and residency requirements, etc.

2. As was to be expected, the state has added additional legislative mandates during this most recent cycle. The mandates include Senate Bill 906 (Foster Youth Priority Enrollment) along with Assembly Bills 801 (Homeless Youth Priority Enrollment), 906 (Foster Youth Priority Enrollment) and 1985 (Standardizing the Awarding of Advanced Placement Credit).

Internal Conditions, Trends, or Impacts (Student Services): 1. Depending on the state's funding priorities and mechanisms, A&R will need to remain nimble and responsive as we continue to try and meet the campuses FTE and subsequent funding objectives. For example if high school graduation rates continue to decline the campus won't be able to expect FTE growth from traditional student populations. As a result, it is likely that it will seek to grow FTE by looking into other sources of students. These sources could include older students, younger still in high school students, on-line distance education students, concerns over equity, etc.

2. Actual FTES for 2014-1015 = 31,276 (5.5% growth). The funded growth for 2014-15 was 30,466 FTE. The result was the campus was over the funded amount by 809 FTE. The funded growth for 2015-16 academic year is 3.83% or 1,198 more FTE. In short, A&R and others that work to meet the campus' enrollment targets will need to continue to be aggressive and responsive to the campus' enrollment goals.

3. Actual FTES for 2015-16 = 31,467 or a 3.83% growth. The funded growth for 2016-17 is 2% or an additional 629 FTE. Mt. SAC will attempt to try to reach that growth target for the upcoming year.

Notable Achievements for Theme B: To Support Student Access and Success: 1. Completed the successful implementation and integration of OnBase imaging technology E-transcript CA. This implementation required these new technologies such that they allow Mt. SAC to electronically receive and utilize student transcript data to be initially loaded into BANNER and the resulting data to be subsequently available to students and others in DegreeWorks. Additionally, the new functionality allows for the scanning of hard copy transcript data to be similarly processed (e.g., top 13 feeder institutions). These technological advances lead directly to increased services and functionality (e.g., accuracy of degree planner/MAP information) for students that are available to students. The achievement was accomplished with significant involvement and support from our partners in the Information & Technology Division (College goal #14).

2. Completed the adoption and implementation of E-Transcript CA. This Chancellor's Office statewide initiative places the campus in a position to successfully utilize the state's transcript exchange infrastructure to more rapidly send, receive and utilize student transcript data. In addition to placing the campus on the cutting edge of exchanging electronic transcript, E-Transcript CA provided some grant funding for successful implementers. Mt. SAC received the full allocation of grant funds for this

project. This new functionality also lead directly to more efficient and effective submission of transcript data for both students who are transferring into MT. SAC and for those sending transcripts to other E-Transcript CA partners. The achievement was accomplished with significant involvement and support from our partners in the Information & Technology Division (College goal #14).

3. Successfully hired and trained an Evaluator to help with the successful implementation of SSSP regulations. This success is notable in that two previous searches were unsuccessful. This position has been a critical component in the establishment of a more robust transfer equivalency database that supports the awarding of transfer credit that leads to the awarding of degrees, certificates and prerequisite clearances.

4. Successfully partnered with the Instruction Division to facilitate the implementation and utilization of the new CourseLeaf technology to scribe the 2016-17 Catalog into DegreeWorks. This Scribestart functionality allows for the rapid data entry of catalog changes in conjunction with Instruction Division to facilitate a much earlier scribing. This earlier scribing leads to better educational advising for students, better utilization of MAP for students, and the possibility of increased actionable information for enrollment planning purposes.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1. Worked with campus partners (Marketing & Communications, IT and Instruction) to analyze student populations that could be more effectively cultivated to meet campus enrollment targets. These populations included students on waitlists, potential students utilizing social media and potential students viewing print advertisements. This team effort was successful in helping Mt. SAC grow its enrollment during 2015-16 leading to increased revenue via FTE payments to Mt. SAC.

Contributors to the Report: George Bradshaw, Dean, Enrollment Management

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Improve Campus Enrollment Processes: SSSP - Successfully plan and implement campus-wide business processes that enhance and support the statewide SSSP policies. Status: Archive Goal Year(s): 2016-17 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 06/30/2017</p>	<p>Full Funding Requested - Secure additional resources for the transcript processing unit. The proposed business model changes by Credential Solutions will (over time) cause a decrease in revenues enjoyed by the department. Describe Plans & Activities Supported: It was projected that an additional \$50,000 would be needed to offset the long-term ramifications of the changes in the campus' third party transcript processing agent's (Credential Solutions) pricing structure. During the campus' 6th phase of the 2016-17 New Resource Allocation process the Office of Admissions and Records was able to secure additional funding to offset the pricing structure changes. Lead: George Bradshaw One-Time Funding Requested (if</p>	<p>Reporting Year: 2016-17 % Completed: 100 One time funding was received from the campus via the one time resource allocation process. This funding allowed for the stabilization of student transcript fees. In short, the campus fees remain \$5.00 for a standard transcript request and \$10.00 for a rush transcript. Without this funding, the office would have had to raise transcript fees for students to offset the decreased revenue as a result of Credentials Solutions rate driven increases. (03/22/2018)</p>

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applicable): 50000
Planning Unit Priority: High
What would success look like and how would you measure it?: The ability for the campus to refrain from increasing the current transcript pricing structure.
Documentation Attached?: No

<p>Improve Campus Enrollment Processes: MAP - Improve the helpfulness and overall usefulness of the campus' degree audit system (MAP) for a broader spectrum of the campus community. Status: Archive Goal Year(s): 2016-17 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 06/30/2017</p>	<p>Report directly on Goal</p> <p>No Funding Requested - Existing technical support from IT and Admissions and Records resources. Describe Plans & Activities Supported: Existing technical support from IT and Admissions and Records resources. Develop and Integrate both hardcopy and electronic transcript templates that will allow for the seamless integration of transfer units from student transcripts into DegreeWorks (MAP) via BANNER. Lead: George Bradshaw/Maria Macedo Type of Request: IT Support Planning Unit Priority: High What would success look like and how would you measure it?: Success will be measured by the existence of consistent, timely and accurate data in student educational plans, degree audits and the automated awarding (without student initiated requests)</p>	<p>Reporting Year: 2016-17 % Completed: 100 In conjunction with IT and Counseling the campus has a fully functioning Degree Audit System. The program known as MAP is accessible through the student portal (#43) for students and via other desktop links for other staff. (07/12/2018)</p>
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of degrees and certificates
Documentation Attached?: No

<p>Improve Campus Enrollment Processes: OnBase - Effectively plan and manage the A&R transition to OnBase the campus' new document imaging, storage and retrieval technology. Status: Archive Goal Year(s): 2016-17 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 04/26/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2016-17 % Completed: 100 Campus has effectively transitioned to ONBASE. The current processes include 12 hard-copy transcript templates and an effective bridge for electronic transcripts (EDI, EML) that successfully port information into BANNER as well as create a standard representative hard-copy image for other ONBASE users to see. These users include counselors, advisers, department personnel and others who have the access privileges to view transcripts. (03/22/2018)</p>
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<p>Improve Campus Enrollment Processes: Healthy Campus - Improve business processes that facilitate a healthy campus enrollment that meets campus goals. Status: Archive Goal Year(s): 2016-17 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 06/30/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2016-17 % Completed: 100 After "pulling back" approximately 500 FTE into the previous year, the campus did not meet its enrollment target for the 16-17 year and the campus was put into stabilization. However, the strategic decision to move summer FTE was "Cabinet Level" decision. However, we fully expect to grow the enrollment in subsequent years and are currently projecting that the 2017-18 year will end with a 3.8% growth over the target. (07/12/2018)</p>
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<p>Improve Campus Graduation Processes - Successfully hire and train an additional Evaluator to create additional graduation processing and transcript evaluation efficiencies for the purposes of meeting SSSP mandates. Status: Archive Goal Year(s): 2016-17 Goal Entered: 09/01/2016 Date Goal Archived/Inactivated: 03/01/2017</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2016-17 % Completed: 100 Evaluator was successfully hired and trained. This individual has been instrumental in helping the campus develop college/university equivalencies which support the data in MAP. This increased data helps students more accurately see course completions in the academic plans. (03/22/2018)</p>
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