

Coastline Community College
 Annual Institutional Planning Report
 Departmental Review

Department: Admissions and Records
 Planning Year 2014 for 2015 planning process

A. Data and Analysis

1. Department/Program Data

	Current Year 2014-15	Previous Year 2013-14	Two Years Prior 2012-13
Number of Full-Time Classified	12	11	13
Number of Full-Time Faculty	0	0	0
Number of Full-Time Managers	2	2	2
Number of Part-Time Classified	4	0	0
Number of Part-Time Faculty	0	0	0
Number of Part-Time Managers	0	0	0

2. Department Activities

Admissions and Registration processes, Cashiering/Accounting, Communication, Commencement, Policies and Regulations for the class schedule, catalog and other college documents; enforce academic regulations; targeted email announcements and updates; Evaluations of all incoming transcripts; grades; Incarcerated Student Support Services; International Student Support; SSSP as it relates to Admissions; resolution of faculty and student issues regarding education records; Student Records Maintenance; third party billing; transcripts outgoing; technology; and Veterans.

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3. Proposed Projects Requiring Additional Resources (not listed in Section B-Action Plans/Resource)

Project Name and Description	Total Additional Dollars/Staff Needed
Transcript Evaluation	\$65,000/Staff
Incarcerated Student Services	\$65,000/Staff

4. Outcomes (from most recent Department Review or Annual Department Reports)

Administrative Unit/Service Area Outcomes	AUO/SAO Findings
Students will state that is was easy to apply for admission to the college	62.4% students indicated it was easy to apply for admission to CCC
Students will state that it was easy to register at CCC	57.10% students indicated it was easy to register at CCC
Students will demonstrate understanding of where to find drop dates in MyCCC	88.00% students said they used MyCCC to drop a class
Students will state that their communication with staff is satisfactory	53.8% students said they were very satisfied with the services they received at Admissions and Records

Action Plans in response to the outcomes:

Plans

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5. Progress on 5-year Goals (from most recent Program Review)

Goal	Complete	Partially Complete	Not Started	Abandoned	Comments
Reinstate VP of Student Services position	X				Operational efficiency increased
Recruit Additional Support Staff		X			Temporary one-year position
Convert lobby into interactive kiosk				x	Call center implementation Spring 2015
Website enhancement		X			New College web master hired, currently revamping website for easier navigation

Analysis of Progress on 5-year Goals

Summary

6. New Annual Program/Department Goals

Goal	5 Year Goal Addressed	Project Completion Date	Lead Employee	Comments

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B. Action Plan and Resource Requests Based on Annual Data

Action	Institutional planning goals*	How action will improve student success or operational performance	Type of Resource	Resource needs, if any	Department priority**	Approximate cost	Potential Funding Source
Increase efficiency in processing incarcerated student applications	Increase student access, improve persistence, retention and completion.	Meet the growing demand for services to incarcerated students	Staffing			\$65,000	
Attend customer service training seminar/conference	Improve communication and service skills	Improve and ensure enhancement of satisfactory interactions with students, staff, faculty and community	Professional Development	Establish a professional development budget		\$5000	
Provide adequate publications to area sites	Increase student access information and to provide support services	Printed material readily available and accessible to students		Increase printing budget		\$6000	
Reconfigure front lobby at College Center		Improve student access to information to increase student success	Facilities/Staff				

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*Reference specific sections of College Education Master Plan, Strategic Initiatives, 5-year Program Review Goals, Accreditation Recommendations, AUO/SAO evaluation and assessment, College Mission, or other relevant planning documents. **Prioritize the program's resource needs with 1 being the most important and subsequent numbers being less urgent.