

## **PART II - Enrollment Services**

The Jefferson State Community College (JSCC) Enrollment Services office continues to meet the growing demand for technology for both students and the community, by providing as many digital services as possible in an accessible and user-friendly manner. The Enrollment Services technology plan will focus on several goals, with supporting objectives; however, updates/revisions may be needed as technology develops and student needs change. Also, as technology advances, the Enrollment Services office will meet industry standards and create robust benchmarks to be fully effective. Lastly, the most recent processes will maintain cutting edge and vigorous forms of technology. This will allow the college to make data driven decisions. Description of future needs in the form of goals and objectives will be outlined in this technical plan.

(A) A technology task force was created to position Enrollment Services as a technological force in making the enrollment process as cutting edge and efficient as possible. The task force consisted of members from several areas of the college that included: Admissions, Advising, Financial Aid, ADA, Computer Center, Business Office, and the Vice President's Office. The task force met quarterly to brainstorm and research creative and new ways to be more effective in day to day processes. With each follow up meeting, the task force created new procedures and modified existing ones to technically redefine a stronger and more robust means of delivering communications, information, and tools to students, faculty, and staff members.

(B) The Advising Center's Online Services, located on the institution's web page. This service assists students with finding out everything about the matriculation process. These services include providing check sheets for all degrees offered at the college, included Certificate's, Associate's in Applied Science, Associate's in Arts, and Associate's in Science degrees. This extension of the advising center is a strong resource for current students as well as for potential students. Students also use the Advising Center's Online Services when selecting majors as well as providing tools for discovering potential career paths.

(C) Enrollment Services supports e-mail services to funnel and facilitate appropriate student e-mail requests. Students are able to e-mail [help@jeffstateonline.com](mailto:help@jeffstateonline.com), [advising@jeffstataonline.com](mailto:advising@jeffstataonline.com), and [admissions@jeffstateonline.com](mailto:admissions@jeffstateonline.com), for information regarding advising, user information for

online services and general enrollment questions. Students generally receive a response within 24 working hours.

(D) Implementation of Banner Document Management Suite (formerly Xtender), the process of collecting and processing documents has been changed for Enrollment Services including Admissions, Advising, and Financial Aid. The process has significantly reduced the time it takes to collect and assimilate all admissions related documents, especially transcripts. With the initial launch, college and high school transcripts were scanned and processed. Most available documents in Enrollment Services are imaged and processed accordingly.

All campuses are equipped with the scanning tools and Enrollment Services staff has been trained in the daily scanning and indexing process.

Currently, most digital services are also accessible 24/7, as well as the online application and registration. The following goals and objectives support the use of technology in the delivery of enrollment services.

**Goal II-1: Continue to facilitate the task force to explore new technologies and processes to expedite current procedures and develop new ones**

Continuing to expand the task force will not only bridge multiple areas of the campus together, but will also bring about new ideas from different perspectives and opinions. By brainstorming with inside and outside parties, different ways of performing tasks can be discussed and rehashed to develop a better understanding of each function.

**Objective II-1-1: Include departments outside of Enrollment Service such as the Vice President's Office, Admissions, Advising, Financial Aid, ADA, Computer Center, and Business Office to first task force meeting.**

Meetings will take place monthly or quarterly as time permits as well as the availability of all areas to be represented.

**Objective II-1-2: Develop a plan of changes, updates, and revisions and return to follow up meeting(s).**

Based on the first task force meeting, the group will decide on goals and changes to review within their areas. They will then perform updates and prepare to present their findings and changes in follow up meeting(s) with detailed plans including demonstrations, graphic examples, and documentation.

**Goal II-2: Continue to upgrade and expand the Document scanning and imaging process.**

Enrollment Services will continue to upgrade and expand Banner Document Management Suite (formerly Banner Xtender) to create a document scanning, imaging, and processing process. This process will streamline the receipt of all Admission's and Financial Aid related documents submitted by students. Providing this functionality to Enrollment Services will also eliminate chances of lost paperwork. It will also provide staff members with instant access to digital copies of all student related documents. Additionally, kiosks will be installed at each campus to allow students to personally submit documents electronically, saving them time and increasing the speed at which Enrollment Services staff members can process the documents.

**Objective II-2-1: Obtain and Install the Banner Document Management Suite (BDMS) and Kiosks**

The successful installation of BDMS is the first step to the Jefferson Campus as well as form a leadership team to test and develop the process. Then, BDMS will be installed at the other campuses and training for respective Enrollment Services staff will take place.

**Objective II-2-2: Test and implement the Banner Document Management Suite and Kiosks**

The appropriate setup, configuration, testing, and training will be performed before going live with the software. Proper documentation and manuals will be written by team leaders in charge of training other staff members. Only college and high school transcripts will be scanned initially, with more documents being phased in later.

The Kiosks will be installed and manufacturer reps, along with computer center staff, to program accordingly.

In both pieces of technology, appropriate staff members will be trained to implement the hardware and software successfully.

**Goal II-3: Continued student opportunities through partnerships and expansion of technologies.**

Students are searching for links to entities associated with Jefferson State and partnerships will be developed and refined as a result. Also, advanced methods of technologies to assist in the Admissions process will be cultivated and introduced to assist students in the enrollment process.

**Objective II-3-1: Collaborate with outside entities to link students with Jefferson State Community College.**

Collaborative agreements with parties such higher education institutions such as UAB and Huntingdon, secondary high schools associated with dual enrollment and accelerated programs, and technical companies such as E-Script. These joint partnerships will continue to reinforce the institution's goal of delivering educational services to students via technological means.

**Objective II-3-2: Provide an online application for Dual Enrollment students**

The admission application for dual enrollment students will be launched to allow all high school students participating in the program to apply online instead of traditional hard copy applications. This will significantly speed up the processing time.

**Goal II-4: Evaluate Enrollment Services personnel to determine the best professional development conferences and activities.**

It is very important to send staff to outside professional development activities in order to find out the latest state and national policies, as well as the best practices for the profession.

**Objective II-4-1: Send Enrollment Services staff to conferences, workshops and training sessions for professional development.**

- ALACRAO – Alabama Association of College Registrars and Admissions Officers
- SACRAO – Southern Association of College Registrars and Admissions Officers
- NACADA - The National Academic Advising Association
- ALBUG – Alabama Banner User Groups
- ADA Conference – Americans with Disabilities Act
- Banner National and Regional Conferences

**Goal II-5: Expand the development of digital advising resources.**

Technology has increased the demand for advanced advising resources. There is still a high demand for personal interaction between advisors and students. The information is the same, but the various digital means in how they are delivered are expanding. In addition, based on the number of “help” and “advising” e-mails that are received, Enrollment Services must continue to look to technology to assist students with advising. As technology becomes more

secure and the computing proficiency increases for students, faculty and academic advisors, there is little reason to continue to maintain paper and pencil degree plans in individual student files.

**Objective II-5-1: Continued development of “live” degree audits with CAPPS and Degree Works.**

Initiate full implementation and training on both platforms to create a digital and live degree audit system for all students, faculty, and staff.

**Objective II-5-2: Use CAPPS and Degree Works to communicate issues with degree plans with students**

The technology and computer software for these degree audit programs will be used in conjunction with our current ARGOS and Banner Student System. A communication e-mail process will be built to communicate with students daily during registration periods that notify students of registered classes that do not belong in their degree. This will greatly help in the financial aid process of disbursing aid.

ARGOS is a software program in which information from Banner can be retrieved based on certain information required. Enrollment Services will use these reports to troubleshoot any data information issues and also perform communication plan initiatives. Together with the Computer Center, reports designed in ARGOS will assist Enrollment Services in many functions.

Furthermore, additional ARGOS reports will be created to assist staff in quickly verifying class attendance verification forms submitted by students. This report will show any errors, duplicate courses, or course taken outside of degree plan.

**Goal II-6: Update online tools for financial aid on Pipeline.**

To allow students quick access to their financial aid status, Online Services will be updated to reflect the live status from Banner. Also, required forms and instructions will be posted to expedite students financial aid processing

**Objective II-6-1: Online services will be linked with Banner Financial Aid forms to reflect live processing status.**

In collaboration with the Computer Center, research the best ways to show and produce required student forms and display current financial aid processing status.

**Objective II-6-2: Online services will have linked forms for students to download and complete.**

Work with computer center to develop proper instructions on downloading and completing online forms for students. These forms will be .pdf's and will be faxed or e-mailed to financial aid for processing.

**Goal II-7: Train Admissions staff on NSLDS verification process.**

The National Student Loan Database System is a federal database of historical financial aid for all students who have received federal aid in the form of loans or grants. The Office of Financial Aid checks this while processing student files. If a student has ever received loans or grants from any institution, it is recorded in this system. To expedite the financial aid process and assist students in receiving their aid completed faster, Admissions staff will be trained to check this database against the information from their admissions application. Discrepancies will be adjusted and additional transcripts printed, thus reducing delay in processing financial aid.

**Objective II-7-1: Apply for specific admissions staff members to be approved for NSLDS access**

Admissions staff personnel will be recognized as individuals who will be granted access to NSLDS.

**Objective II-7-2: Train specific admissions staff to lookup students in NSLDS and make adjustments and changes in Banner.**

Admissions staff personnel will be trained by Financial Aid staff in retrieving and verifying NSLDS information and comparing it to information in Banner.

**Goal II-8: Develop and Test Instructor Verification of Class Attendance.**

With the federal requirement to disburse aid during the first few weeks of a semester, class attendance verification must be completed in a timelier manner.

**Objective II-8-1: Work with computer center to research and develop process.**

Meet with computer center to identify methods using Banner and ARGOS for instructors to verify attendance.

**Objective II-8-2: Perform three test pilot semesters of running the process to test the process.**

Detailed instructions will be sent to all instructors before the beginning of the semester on how to load class attendance. An ARGOS report will be used to e-mail these instructions to selected instructors.