**Unit Strategic Plan**

**2019 - 2021**

Every two years, during the spring semester, programs/departments/service units are asked to develop Unit Strategic Plans. These plans need to be closely aligned with the Institutional Action Priorities, the College’s Long-Range Goals, and the College’s five-year strategic plan. The Strategic Plans incorporate and reflect the operation of that unit at all campuses and instructional sites. Each unit’s budget needs to reflect the fiscal implications associated with the unit’s identified goals and objectives.

**Name of Program/Department: Articulation**

**Mission Statement (for the program or department):**

*The mission of the Articulation Office is to provide accurate program information for faculty, staff, and students as well as to certify Jefferson State graduates, coordinate the process of reviewing, updating, and preparing the Catalog and Student Handbook files for printing, and the production of the class schedule each term.*

**Summary of Access, Productivity, and Effectiveness (Including, but not limited to, program load, success rate, retention rate, completion rate, employer surveys, and student surveys):**

*The total number of programs or majors available to students is as follows:*

*Associate in Applied Science – 36 (This includes Pre-Major “P” Degree Codes)  
Advanced Certificates – 30  
Basic/Short Certificates – 29  
Associate in Arts – 1  
Associate in Science – 125*

*\*115 Associate in Science Programs are currently available in Degree Works.*

*Requirements for 2018-19 and 2019-20 associate and certificate programs have been loaded and maintained in Legacy DegreeWorks. They have been tested and checked for accuracy. DegreeWorks programs are updated/created before registration.*

*The Graduation Office continues to process graduation-related documents year-round.*

|  |  |  |
| --- | --- | --- |
| **PROCESS** | **2017-2018** | **2018-2019** |
| Graduation Applications Received and Folders Created | 1427 | 1410 |
| Graduation Applications Reviewed  (Higher numbers from above are due to students carrying over to the next term after not graduating in the previous term) | 3981 | 3422 |
| Degrees Awarded | 1423 | 1295 |
| Exceptions (including Substitutions) Processed | 359 | 365 |

**UNIT PERFORMANCE DATA**

|  |  |  |
| --- | --- | --- |
| **MEASURES** | **17/18** | **18/19** |
| **Provide Degree Works and STARS information sessions for faculty and staff**  Sessions: Multi-Campus/Video Conference  Attendance: 15-20 | 1 | 1 |
| **Maintaining the computerized advising system for associate and certificate programs.**  CER  STC/Basic STC  AS  AAS  AA  Total | **Degree Works**  29  31  115  46  1  **222** | **DegreeWorks**  29  31  115  46  1  **222** |
| Number of graduation applications received/files created  Number of files reviewed  Number of graduates awarded | Fall 2017 – 651  Spring 2018 – 545  Summer 2018 – 231  Total**: 1427**  Fall 2017 – 1608  Spring 2018 – 1493  Summer 2018 – 880  Total**: 3981**  Fall 2017 – 424  Spring 2018 – 594  Summer 2018 – 405  Total: **1423** | Fall 2018 – 673  Spring 2019 – 506  Summer 2019 – 231  Total**: 1410**  Fall 2018 – 1303  Spring 2019 – 1542  Summer 2019 – 588  Total**: 3433**  Fall 2018 – 361  Spring 2019 – 582  Summer 2019 – 352  Total: **1295** |
| **Publishing current and accurate information in the *Jefferson State Community College Catalog and Student Handbook.***  Date new Catalog available | 2017-2018  July 15, 2017 | 2018-2019  July 8, 2019 |

**Internal Conditions:**

1. **Technology**

*The College has contracted with Full Measure Education (FME) to develop communication and technological methods to impact retention strategies. This has helped a great deal. \*Currently, OneACCS has not allowed FME the needed third-party access to OneACCS INB.*

*UC4/Automic was launched in 2016. This program has allowed many manual batch processes to be run often and more efficiently. For the Graduation Office, the Clearinghouse Enrollment Report and Degree Verify Report submissions were implemented into Automic and numerous hours were saved. \*Currently, OneACCS has not allowed the Student Group (which includes Enrollment Services) the needed access to OneACCS INB, so these processes are again being performed manually.*

*Argos is vital to our office’s daily functions and overall effectiveness. It is used daily to communicate with students as well as maintain our data integrity. Argos programs are refined as the need arises to pull additional information out of Banner that will be useful. Most are currently being rebuilt for compatibility with OneACCS Banner.*

*The Department continues to add documents to Xtender for document imaging storage.*

*DegreeWorks is currently unavailable due to the migration to OneACCS and will need to be rebuilt this year. Degree Works went live before spring 2013 registration and has proven to be an invaluable tool campus-wide. Students, Faculty, and staff have all benefited from the software. The Department has been greatly impacted by Degree Works as all processes are running faster and more efficiently. There is an overall sense of less confusion about major requirements. Students enrolled in the correct courses have increased. Because of how we can combine Degree Works with Argos reporting systems, we can identify more potential graduates as well. Finally, Degree Works and Argos are used heavily with Financial Aid by notifying students who are taking classes outside of their major. A great deal of maintenance is performed on DegreeWorks to keep it up to date with changing programs and curriculums.*

*Finally, the Department uses many hardware tools, software, and web-based programs that help make our office run smoothly. These programs include Avaya (Fax), Adobe Acrobat, and Excel as well as our printer/scanner.*

1. **Budget**

*The budget has been sufficient for day-to-day operations. At the recommendation of IT, a request is being submitted to purchase a higher-quality printer that will be able to handle the volume of diploma and degree audit printing. A staffing request is also being made. The requested budget is otherwise consistent from recent years.*

1. **Staffing**

*The office is staffed with two full-time employees, the Director of Articulation and Course Inventory Coordinator, as well as two part-time (L-19) employees. Given that the Director is now also serving as Registrar as well as supervising Admissions, Records, and the Associate Director of Admissions on the Jefferson Campus—and given the DegreeWorks must be re-built—additional assistance is needed for DegreeWorks. It is proposed that the position of Admissions Operations Specialist be expanded to include specialization with DegreeWorks. The request is to reconceptualize the position as Admissions Operations and Articulation Specialist and offer it at an E2 Salary Schedule.*

1. **Facilities**

*The office space in Allen B. Library (Jefferson Campus) has been renovated and is very well-suited for the unit’s needs.*

**External Conditions (such as state funding, accrediting agencies, advisory committees, and postsecondary policy changes):**

*The ACCS-driven migration to the OneACCS Banner system has impacted most of our business model. We are re-building processes and re-training our team. Most notably, we currently do not have DegreeWorks available to students, faculty, staff, or administration. ACCS is hosting a training from October 29th-November 1st. After this, we will be allowed to begin rebuilding. When JSCC first implemented DegreeWorks it took 19 months to develop, but our goal is to have it available by the summer of 2020.*

*The Graduation Office implements ACCS policy changes as we become aware of the change and strive to have Banner data 100% accurate for our area of responsibility.*

*Any changes that occur with AAS, CER, STC Programs, and AA and AS programs are updated each year. STARS updates are becoming harder to update because of reduced funding for the program.*

*Finally, the Graduation Office is part of the College’s Curriculum Committee, which oversees any updates or additions to the degree programs at the College. Any decisions made are implemented into Degree Works and graduation checkout processes.*

**2017-2018 Accomplishments:**

***Graduation***

* *Processed all graduation applications promptly*
* *285 students registered to participate in the 2018 graduation commencement and took place at The Alabama Theatre*
* *Fall 2017-Summer 2018 – Awarded 1423 Degrees and Certificates*
* *Updated forms on the web to reflect updates with curriculum changes and availability*
* *Continually updating our procedures for daily processes.*
* *The graduation ceremony went smoothly. No last-minute rushes of students applying late, no last-minute substitutions. The week of the ceremony an email was sent to marching graduates with last-minute instructions. Everyone, including faculty and students, did a great job!*
* *Updated the graduation website for students, marching students, and faculty.*
* *The Department continues to have an increase in the number of graduation applications to load and graduation folders to review and post degrees.*

***Financial Aid***

* *Continued to fine-tune the financial aid email program to identify students in the wrong majors and wrong catalog years. Adjustments to the student’s area or group requirements were made to include appropriate Area V courses if the student notified us of their transfer intuition. The intent is for students not to receive an email unless they need one.*
* *Reviewed Class Attendance Verifications for students who showed errors in courses.*

***Cohorts***

* *14.58% cohort rate for 201610.*
* *Contacted cohort students about registration and to see an advisor.*
* *Emailed program coordinators, including a listing of cohorts in their program, asking them to contact their students and encourage them to finish.*
* *Emailed cohorts who were on probation encouraging them to see an advisor.*
* *Ran ARGOS cohort audit program to determine cohorts who were nearing graduation so we could communicate with them.*
* *Completed Graduation Checklists for cohorts near graduation in spring and summer terms and sent a graduation application encouraging them to complete the requirements and return the graduation application.*

***ARGOS***

* *Continued to monitor and update ARGOs reports and notifications with the Director of IT*
* *Worked with the Assistant Director of the Computer Center to maintain Degree Works ARGOS discrepancy reports.*

***Degree Works***

* *Continually tested programs in Scribe daily*
* *Offered training sessions to campus staff*
* *Continue to maintain the program*

***Catalog and Student Handbook***

* *Worked with campus personnel to edit the Catalog and Student Handbook.*
* *Reviewed all changes to the catalog for accuracy and consistency throughout the Catalog and Student Handbook.*
* *Worked with our designer and graphic artist for formatting and cover design for the new Catalog and Student Handbook.*
* *Worked with the printers for the printer catalog book to be published.*

***National Student Clearinghouse***

* *Continue to send enrollment and degree data for our students.*
* *Resolve discrepancies in the files sent due to students being dropped for non-payment and students registering during the term.*

***Gainful Employment***

* *Worked with the ongoing commitment that included the Director of Financial Aid, Dean of Enrollment Services, Dean of Career and Technical Education, and the Dean of Instruction to confirm the correct data of reporting accurate information*

**2018-2019 Accomplishments**

***New L-19 Employee***

* *Shondrika Minter was hired as an L-19 and quickly became a valuable member of our staff. She provided support in all functions of the Graduation Office Processes.*

***Xtender***

* *Continue to scan and index graduation applications, course substitutions, transient letters and requests, and miscellaneous graduation documents for students.*

***Graduation***

* *305 students registered to participate in the 2019 graduation commencement at the Alabama Theatre.*
* *Fall 2018-Summer 2019 – Awarded 1295 Degrees and Certificates*
* *Updated forms on the web to reflect updates with curriculum changes and availability*
* *Continually updating our procedures for daily processes.*

***Cohorts***

* *“Worked” the 201710 Cohort group to identify possible graduates who have not applied.*
* *Contacted, Emailed, and Mailed every cohort within a certain parameter who potentially had enough credits to graduate*
* *Increased the Cohort Rate to 15.1%.*

***Financial Aid***

* *Utilized DegreeWorks to identify Financial Aid students enrolled in out-of-program courses.*
* *Reviewed Class Attendance Verifications for students who showed errors in courses.*

***ARGOS***

* *Together with IT, modifications to existing reports were made to make operations more efficient*
* *Multi-campus email sent each term notifying students that they were registered for classes at two locations with less than 45 minutes of travel time between locations.*
* *Sent emails to students who had a substitution processed for their program.*

***Degree Works***

* *Degree Works programs were built and edited based on changes in curriculums*
* *Yearly Maintenance was performed in preparation to open the catalog year for 2019-2020*
* *In coordination with the Associate Dean of Enrollment Services, provided workshops with Degree Works training to staff and faculty*
* *Communicated with students and campus community that Legacy DegreeWorks is no longer available, effective fall 2019.*
* *Began preparing to rebuild DegreeWorks in OneACCS.*

***Catalog and Student Handbook***

* *Worked with campus personnel to edit the Catalog and Student Handbook.*
* *Reviewed all changes to the catalog for accuracy and consistency throughout the Catalog and Student Handbook.*
* *Worked with a new graphic designer for formatting and cover design for the new Catalog and Student Handbook.*

***National Student Clearinghouse***

* *Continue to send enrollment and degree data for our students.*
* *Resolve discrepancies in the files sent due to students being dropped for non-payment and students registering during the term.*
* *Successfully worked with It to gain access to submit reports in OneACCS.*
* *Trained an Enrollment Services staff member to assist with submitting reports and correcting errors.*

**Unit Goals for 2019-2020**

**Goal 1: Build new DegreeWorks in OneACCS for associate and certificate programs for the 2019-2020 academic year and train additional staff members in DegreeWorks Operations**

1. Objectives

a. Rebuild DegreeWorks to work with OneACCS Banner

2. Method of Assessment

a. 100% of the previous Degree Works programs re-built

b. Successfully train an additional staff member

3. Additional Funding Requests

a. Staffing reorganization to ensure the timely and accurate completion of this critical goal: It is proposed that the position of Admissions Operations Specialist be expanded to include DegreeWorks. The request is to change the position to Admissions Operations and Articulation Specialist and offer it at an E2 Salary Schedule.

**Goal 2: 201810 Cohort Rate of 14%**

1. Objectives
   1. Identify the students within the 201810 Cohort group in OneACCS Banner.
   2. Communicate more effectively with this group and offer resources available to promote graduating promptly
   3. Use Full Measure or other means to communicate graduation information
   4. Graduate 14.0% of the Cohort Group
2. Method of Assessment
   1. Through Argos statistical reporting
3. Additional Funding Request
   1. None

**Goal 3: Implement the “Planner” tool to Degree Works in OneACCS**

1. Objectives
   1. With coordination with IT, research the best plan to implement Planner
   2. Implement Planner to be fully functional
   3. Research crossover functions for retention efforts
2. Method of Assessment
   1. Success of Planner being live and utilized
3. Additional Funding Requests
   1. Costs are included with IT’s budget and any related Degree Works Upgrades

**Goal 4: Review and update the Catalog and Student Handbook every year.** The Department must continue to outsource some of the design and formatting of the Catalog and Student Handbook. By outsourcing these projects, we have a professional-looking product. In addition, there are certain departments required to have an official physical document on hand

1. Objectives

* 1. Make available the Word files of the Catalog and Student Handbook from the previous year.
  2. Catalog is reviewed by responsible persons on campus and changes are made to the catalog files using Word’s Track Changes. Changes are sent to supervisors/deans/president for final approvals
  3. Catalog Track Changes are accepted or rejected depending on whether changes were approved.
  4. Catalog Word files are available on campus for final text approval.
  5. Final changes made to catalog files
  6. Services of a graphic artist for design and file preparation of the Catalog and Student Handbook. Also includes the design and file preparation of the catalog cover and inside design.

2. Method of Assessment

a. Assessment of deadlines met throughout the revising process

b. The Catalog and Student Handbook will be available in digital format in the early summer of 2020 and a limited number of printed copies will be arriving on campus by early registration in the fall of 2020

3. Additional Funding Requests

a. Graphic artist services = $3,500.00

b. Printing of 350 catalog books = $5,100.00

c. Adobe In-Design Yearly License - $350

**Goal 5: Process graduation applications promptly**

1. Objectives

a. Load graduation application in Banner

1. Prepare graduation folder for each graduation application
2. Review graduation folder and send notification of graduation status to student
3. Send career program graduation folders to program coordinators for review
4. Update Banner graduation file for students who will be graduating at the end of the term/semester
5. Mail graduating students a letter notifying them of their impending graduation and a diploma card

g. Graduate students at the end of the term after grades are posted.

2. Method of Assessment

a. All hardcopy and online graduation applications loaded in Banner.

b. Updated Degree Works audit sent to all students with graduation folders

c. 100% of all Pending students at the end of the term have been graduated or set back to Sought degree status.

3. Additional Funding Requests

a. None

**Goal 6: Professional Development**

1. Objectives

a. Stay current in our job knowledge

2. Method of Assessment

a. Attendance at professional meetings

3. Additional Funding Requests (for the entire department)

a. ALACRAO Annual Meeting Location TBA $1000.00

b. SACRAO Annual Meeting Location – Nashville, TN $1200.00

c. Degree Works Forum Annual Meeting $1500.00

b. Alabama Banner Users Group Annual $1920.00

c. Local travel to colleges for advisor meetings $ 300.00

Total $5920.00

**Goal 7: Office Supplies**

1. Objectives

a. We need enough supplies on hand to process graduation documents and distribute communications with students efficiently and effectively.

b. Per feedback from IT, we a higher quality printer to adequately handle the volume of diplomas and degree audits we provide to students. Our current printer could then be used in another area of Enrollment Services.

2. Method of Assessment

a. Purchase office supplies including printer and printer cartridges

3. Additional Funding Requests

a. New color, MFP Printer $3500.00

Office Supplies $4100.00

Total $7600.00

**Unit Goals for 2020-2021**

**Goal 1: Maintain DegreeWorks for associate and certificate programs for the 2020-2021 academic year and train additional staff members in DegreeWorks Operations**

1. Objectives

a. Update Scribe programs in OneACCS for the 2020-2021 catalog as needed

2. Method of Assessment

a. 100% of the previous Degree Works programs updated

b. Successfully train an additional staff member

3. Additional Funding Requests

a. No additional funding is requested to maintain Degree Works. Funding for yearly licensing fees and expenses is facilitated by IT.

**Goal 2: 201910 Cohort Rate to 15%**

1. Objectives
   1. Identify the students earlier within the 201910 Cohort group
   2. Communicate more effectively with this group and offer resources available to promote graduating on time
   3. Use Full Measure or other means to communicate graduation information
   4. Graduate 15% of the Cohort Group
2. Method of Assessment
   1. Through Argos statistical reporting
3. Additional Funding Request
   1. None

**Goal 3: Review and update the Catalog and Student Handbook every year.** The Department must continue to outsource some of the design and formatting of the Catalog and Student Handbook. By outsourcing these projects, a professional document is produced. In addition, there are certain departments required to have an official physical document on hand.

1. Objectives

* 1. Make available the Word files of the Catalog and Student Handbook from the previous year.
  2. Catalog is reviewed by responsible persons on campus and changes are made to the catalog files using Word’s Track Changes. Changes are sent to supervisors/deans/president for final approvals
  3. Catalog Track Changes are accepted or rejected depending on whether changes were approved.
  4. Catalog Word files are available on campus for final text approval.
  5. Final changes made to catalog files
  6. Services of a graphic artist for design and file preparation of the Catalog and Student Handbook. Also includes the design and file preparation of the catalog cover and inside design.

2. Method of Assessment

a. Assessment of deadlines met throughout the revising process

b. The Catalog and Student Handbook will be available in digital format in the early summer of 2021 and a limited number of printed copies will be arriving on campus by early registration of fall of 2021.

3. Additional Funding Requests

a. Graphic artist services = $3,500.00

b. Printing of 350 catalog books = $5,100.00

c. Adobe In-Design Yearly License - $350

**Goal 4: Process graduation applications on time**

1. Objectives

a. Load graduation application in Banner

1. Prepare graduation folder for each graduation application
2. Review graduation folder and send notification of graduation status to student
3. Send career program graduation folders to program coordinators for review
4. Update Banner graduation file for students who will be graduating at the end of the term/semester
5. Mail graduating students a letter notifying them of their impending graduation and a diploma card

g. Graduate students at the end of the term after grades are posted.

2. Method of Assessment

a. All hardcopy and online graduation applications loaded in Banner.

b. Updated Degree Works audit sent to all students with graduation folders

c. 100% of all Pending students at the end of the term have been graduated or set back to Sought degree status.

3. Additional Funding Requests

a. None

**Goal 5: Professional Development**

1. Objectives

a. Stay current in our job knowledge

2. Method of Assessment

a. Attendance at professional meetings

3. Additional Funding Requests (for the entire department)

a. ALACRAO Annual Meeting Location TBA $1000.00

b. SACRAO Annual Meeting Location – TBA $1200.00

c. Degree Works Forum Annual Meeting $1500.00

b. Alabama Banner Users Group Annual $1920.00

c. Local travel to colleges for advisor meetings $ 300.00

Total $5920.00

**Goal 6: Office Supplies**

1. Objectives

a. We need enough supplies on hand to efficiently and effectively process graduation documents and distribute communications with students.

2. Method of Assessment

a. Purchase office supplies including printer cartridges

3. Additional Funding Requests

a. Office Supplies $4100.00

Total $4100.00