Assessment Record

Program: Articulation Office (Admissions & Records)   **Assessment period:** 2021-2022

Program or Department Mission:

The mission of the Articulation Office is to provide accurate program information for faculty, staff, & students, as well as to certify Jefferson State Community College graduates, coordinate the process of reviewing, updating & preparing the Catalog & Student Handbook for printing. The Articulation Office also oversees the student admission application process, course registration, and class scheduling.

Service Unit Outcomes & Assessment Plan

Intended Outcomes	Means of Assessment	Criteria for Success	Summary & Analysis of Assessment Evidence	Use of Results
Implement a new online admission application using TargetX customer relationship management (CRM).	New online application templates will be built & made available in 2022, and instructional resources are provided for students and the campus community.	To increase the number of students who complete the admission process across multiple program types. Keep the admission process as simple as possible and provide user-friendly resources to guide students throughout. Utilize a communication plan to inform applicants of	The admission process is completely online using TargetX CRM. Admissions employees have been trained on how to access & utilize TargetX for admission purposes.	Applicants receive a uniform response from Admissions regarding application status. The admission workflow permits admission staff and academic advisors better identify an applicant's admission status & note whether there are outstanding admission requirements.

		admission status and next steps.		
Build a new and maintain all current associate degree and certificate programs in Degree Works & Banner and train an additional staff member in Degree Works operations.	Evaluating OneACCS Degree Works as well as all JSCC curriculum information as approved by the Curriculum Committee. Verifying if an additional staff member has been trained in Degree Works.	OneACCS Degree Works will be built with accurate curriculum information for each JSCC Program of Study and respective Catalog Year (i.e., 2021-2022 & beyond). An additional staff member will have been identified and trained in Degree Works.	100% of associate degrees and certificates have been accurately scribed into OneACCS Banner. A dedicated position, Curriculum Coordinator, has been created & filled, effective September 1, 2021. We are well underway with training this employee to coordinate our Degree Works operations. This will allow JSCC further enhance Degree Works functionality.	Students have 24/7 access to see how courses fit into their current degree program (or other programs of interest). Advisors can quickly & accurately assist students with course selection and degree planning. The Articulation Office can use Degree Works for graduation audits.
Graduation applications will be processed in a timely manner and applicants will receive timely feedback. The degree audit process will depend almost exclusively on Degree Works data.	Number of graduation folders which are not reviewed by the end of the term.	Graduation folders will be reviewed by office personnel in a timely manner and information (i.e., a PDF of the graduation applicant's Degree Works plan) will be emailed to the student concerning their graduation status.	100% of students who applied to graduate who did not meet graduation requirements for the term were emailed a Degree Works audit in a timely manner. A half-page explanation sheet of the audit was attached to each audit sent. Students meeting graduation requirements received a congratulatory letter and diploma order card in a timely manner.	Students were able to adjust their schedules if they were not scheduled to meet graduation requirements for the planned term. Through collaboration, students, academic advisors, & graduation staff have open & effective communication channels to assist those in need. Students who meet all graduation requirements can order a diploma if they choose.
Consolidate & securely store physical student	Evaluating student records for storage as	All student records will be securely maintained	All older (i.e., more than 12 months old) student	Student records will no longer be housed in the Storage Room, which was intermittently

records. Create space in the storage room (Room 120A of the Allen Library).	well as for scanning & destruction purposes.	& digitally scanned. Admission documents will be scanned then shredded after 12 months.	records will be stored securely in Room 201 of the Allen Library until they can be reviewed for destruction. "In process" records, such as admission documents, will be stored securely in file cabinets located in staff offices; documents will be scanned & held for 12 months, after which they will be shredded.	locked (and thus, not 100% secure). Additional room will be created to house other items, such as office supplies & furniture, in the storage room.
Translate paper student request forms to Dynamic Forms workflows. Reduce paper waste and centralize numerous records processes.	Assess for outdated and/or duplicated student request form processes. Establish points of contact for various workflow processes. Make obsolete all paper student request forms by creating new student request workflows in Dynamic Forms.	Create new Dynamic Forms workflows and assign appropriate points of contact. Some workflows will also require appropriate approval, so administrative roles must also be established. Reduce the amount of paper destroyed (i.e., shredded) by Admissions & Records.	The use of paper student request forms has been reduced, but not quite eliminated. The diploma order form, which requires payment, is not currently in Dynamic Forms. Points of contact as well as the appropriate administrators have been identified & designated in Dynamic Forms, which is workflow dependent.	Student request form workflow status can be quickly identified. This translates to reduced processing time for students, faculty, & staff. Dynamic Forms also reduces the need to track down student request forms, since all are housed within a single platform.
Create a single comprehensive Banner & TargetX training document for multiple Admissions & Records processes.	Provide comprehensive Banner/TargetX training material for employee training & reference.	To increase staff knowledge of multiple interrelated Admissions & Records processes. Evaluate various work processes & verify	The training guide is a "living" document, meaning it can be updated when required. New employees will be granted access to the training guide PDF, which	Ensures that Admissions & Records functions are current & consistent in manner, which are best practices. Provides Admissions & Records staff insight into the interconnected nature of the many complex processes administered by the Articulation Office.

		whether they are current and/or necessary.	is stored on a shared drive, for education & reference purposes.	
Build, publish, & maintain a single Admissions & Records webpage to provide a "one stop shop" for Articulation Office services/functions.	Consolidate more than a dozen Admissions & Records webpages to reduce search time.	Create a more time efficient experience for web users. Review various webpages & verify whether they are current and/or redundant (i.e., should be inactivated as needed).	Reduce student, staff, & faculty email/phone requests for information that is already published online.	https://www.jeffersonstate.edu/admissions-records/ will prove important to regional, state, and federal auditors. More importantly, this webpage is a readily accessible admission & records resource for students, prospective students, parent, faculty, & staff.
Students will receive current & accurate information in the Jefferson State Community College Catalog.	Campus personnel will review the contents of the Catalog for accuracy and update as needed.	All edits to the Catalog will be made by the deadline and the contents will be accurate.	100% of all revisions to the Catalog were completed & submitted to the designer for final submission for printing purposes.	High-resolution PDF copies of the 2021-2022 & 2022-2023 Catalogs were created and are available on the JSCC web site. Also, 350 printed copies were ordered and mailed to employees/offices.
Plan submission date: 12/16/2022			**Submitted by:** Barry Graves	