

Unit Operational Plan

2024-2025

Name of Unit: Admissions & Records

Mission Statement (for the unit): To provide accurate degree program and enrollment information to students, faculty, & staff, as well as to certify Jefferson State Community College graduates, coordinate the admission application process, course registration, class scheduling, and reviewing, updating & preparing the Catalog & Student Handbook for production.

Unit Goals	Unit Outcome	Institution Strategic Plan	Fundamental Principles
Install Clean Catalog software	To provide students, potential students, parents, faculty, and staff with a more accessible Catalog & Student Handbook	II. Student Retention & Completion; C. Develop and execute a strategic communication plan	3.4: Student academic, developmental, and support services that assist students in achieving their goals
Issue e-diplomas to all graduates via Parchment	To issue a diploma, at no additional cost to graduates, and provide them with immediately accessible proof of an earned degree	II. Student Retention & Completion; E. Increase the number of awards and credentials earned by students	2.4: Certificate programs and other learning opportunities that enable students to acquire specific training to prepare for employment or advancement in jobs requiring skilled employees
Create & implement Student Educational Planners in Degree Works for all degree programs offered at JSCC	To allow academic advisors & program coordinators the ability to visually map & review a sequence of courses for a given degree program and assist students with their degree completion goals	II. Student Retention & Completion; E. Increase the number of awards and credentials earned by students	2.4: Certificate programs and other learning opportunities that enable students to acquire specific training to prepare for employment or advancement in jobs requiring skilled employees
Create additional office space for full-time Records Office employees	To provide each fulltime Records employee their own office space by annexing a portion of the Internet Café and create two new office spaces.	III. College Development & Improvement; B. Continue to improve aesthetics and infrastructure at all locations	3.4: Student academic, developmental, and support services that assist students in achieving their goals; 4.3: A working environment that supports employee wellness and job satisfaction

Maintain &/or update computer technology for full-time staff	To upgrade &/or replace older machines	III. College Development & Improvement; B. Continue to improve aesthetics and infrastructure at all locations	4.3: A working environment that supports employee wellness and job satisfaction
Renew contract with CollegeSource for access to TES (Transfer Evaluation System)	To continue providing readily accessible and up-to-date course descriptions from hundreds of colleges and universities to faculty to determine course equivalencies in a quick yet thorough manner	II. Student Retention & Completion; C. Develop and execute a strategic communication plan	3.4: Student academic, developmental, and support services that assist students in achieving their goals
Restructure the Lead Enrollment Services Specialist position in the Records Office to an Associate Registrar position	Supervisory position will continue to supervise Records Office staff but will also supervise Admissions Office staff in the absence of the Director of Articulation and Registrar	II. Student Retention & Completion; C. Develop and execute a strategic communication plan	3.4: Student academic, developmental, and support services that assist students in achieving their goals; 4.3: A working environment that supports employee wellness and job satisfaction
Create an additional Admissions Processor position	To provide applicants with decreased application processing times, and resolve new & complex data discrepancy issues in a timely manner	II. Student Retention & Completion; C. Develop and execute a strategic communication plan	3.4: Student academic, developmental, and support services that assist students in achieving their goals; 4.3: A working environment that supports employee wellness and job satisfaction

Unit Plan for 2024-2025

1. **Goals** – The activities through which the outcome will be achieved. Each Unit Outcome should have at least one goal.
2. **Method of Assessment** – How the unit will determine if the objective has been met.
3. **Funding/Rationale** – Provide an estimate of the cost of achieving the objective. Also, include a description of how these funds will be used to accomplish the objective.

Goal	Assessment	Funding/Rationale
Install Clean Catalog software	Installation & training will begin the first week of June 2024 and end in mid-July. The implementation process will involve multiple office across JSCC & require numerous workflow assignments	\$8,800 per annum. An interactive digital Catalog & Student Handbook would provide students, potential students, parents, faculty, and staff with a more accessible Catalog & Student Handbook. It is much easier to navigate a web-based Catalog than it is a PDF file, the latter of which Jefferson State makes available online since the hardcopy Catalog & Student Handbook is restricted to faculty and staff
Issue e-diplomas to all graduates	Installation will commence in fall 2024 and end prior to the end of the Fall term. Graduates will no longer be required to pay an additional fee for a diploma unless they request a physical copy of it	\$2,000 installation fee plus a reduction of \$2.11 per transcript to JSCC's remittance; Issuing e-diplomas to all graduates without charging a separate diploma fee will grant all students access to their diplomas. This is beneficial to those who may need proof of diploma for a new job or promotion. Currently, only 50% (approximately) of graduate's order paper copies of their diplomas

<p>Create & implement Student Educational Planners in Degree Works for all degree programs at JSCC</p>	<p>The Dean of Instruction in collaboration with Department Chairs & Program Coordinators is currently compiling the degree plans required as templates for creating the Student Educational Planners in Degree Works. The Student Educational Planners, via Ad Astra, will provide JSCC & ACCS with detailed reports on room, be it classroom or otherwise, availability & usage</p>	<p>ACCS mandate (cost incurred to JSCC is primarily in terms of man hours & involves multiple offices across JSCC). Although the creation & implementation of Student Educational Planners will provide data-driven course scheduling in Ad Astra, its most important function is providing students, advisors, & program coordinators with a visual map to their</p>
<p>Create additional office space for fulltime Records Office employees</p>	<p>Additional office space will provide Records Office employees with additional privacy when meeting with a student or a member of faculty/staff one-on-one. This also increases student confidentiality when dealing with sensitive issues</p>	<p>Cost unknown (estimate may or may not include pending upgrade to the outdoor student area adjacent to the Allen Library). Currently, two full-time Records Office employees share office space. One of these positions is supervisory. This arrangement makes it difficult for one or the other employees to meet with a student or a member of faculty/staff one-on-one. This project would not require additional office furniture or computer hardware, but would require the installation of an electrical outlet, ethernet port, & light switch - \$20,000</p>
<p>Maintain &/or update computer technology for full-time staff</p>	<p>Jefferson State IT will assess & coordinate computer upgrades &/or replacement as needed</p>	<p>\$5,900. Full-time staff computers are refreshed on a regular schedule maintained by Jefferson State IT</p>

<p>Renew contract with CollegeSource for access to TES (Transfer Evaluation System)</p>	<p>Access to the TES database greatly increases our ability to quickly review transcripts & articulate transfer credit</p>	<p>\$10,000 per annum. TES provides course descriptions from hundreds of colleges & universities across the globe. Without this database, the transfer credit articulation process is slowed immensely. This is because the transfer credit process relies on course descriptions which, without TES, are only available via college & university catalog websites. However, not all colleges & universities, particularly those located outside of the United States, do not make their catalogs readily available to the public</p>
<p>Restructure the Lead Enrollment Services Specialist position in the Records Office to an Associate Registrar position</p>	<p>Provide continuity in leadership across the Admissions and Records Offices. Create an additional tier for potential career advancement</p>	<p>\$55,038 - \$72,188 (E1). Associate Registrar would serve in the stead of the Director of Articulation & Registrar when they are unavailable due to training &/or travel commitments. This would include oversight of the Admissions Office on such occasions. Currently, there is no supervisory role in the Admissions Office aside from the Director of Articulation & Registrar. The position restructuring would require training in Salesforce TargetX, Axiom, and other relevant Admissions Office functions.</p>

<p>Create an additional Admissions Processor position</p>	<p>Reduce admission application processing times, data discrepancies, and provide additional support to ACCS data integrity initiatives</p>	<p>\$33,625 - \$50,777 (E5).</p> <p>There has been a nearly 24% increase (from Fall 2021/Spring 2022 to Fall 2023/Spring 2024) in admission applications received since the implementation of Salesforce/TargetX in March of 2022. A portion of this increase is due to a higher number of Dual Enrollment students, whose applications are processed by the Dual Enrollment Office and not the Admissions Office. However, data discrepancies related to Dual Enrollment admission applications are largely addressed by the Admissions Office. ACCS also requires institutions to address duplicate ID issues as well as fake or “spam” accounts in a timely manner. Addressing these issues is time consuming, and often involves multiple ACCS institutions. Finally, ACCS no longer permits admission applications to upload into Banner automatically, which has slowed the admission application process by approximately 3 minutes per admission application. Three minutes multiplied by thousands of applications results in a significant loss of productivity.</p>
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