

# PERALTA COMMUNITY COLLEGE DISTRICT

## Student Services Program Review

### Admissions & Records

#### EXECUTIVE SUMMARY

The Admissions & Records (A&R) Office serves as the first point of access to the colleges for new students and the general public. Admissions and Records is dedicated to student access and success by providing accurate, timely and exceptional customer service regarding application, registration and academic policies while providing responsive and respectful service to students, faculty, staff and the community.

#### Success Stories:

- Student Ambassadors are available to help students successfully enroll in classes and make necessary changes in their programs by providing customer service and technological assistance.
- Degree evaluators have been moved from the District Office to the campus A&R to assist students and counselors with graduation and awarding and posting of degrees and certificates.
- BCC A & R ranked favorable by student users through Student Learning Outcomes (SLO) survey.
- A& R along with the Assessment & Orientation and Counseling Offices have teamed up to provide one stop services by providing students with assessment, orientation, counseling services, and enrollment to ensure that all needs are met prior to the beginning of each semester.

#### Program Needs:

(Personnel, facilities, technology, funding and equipment)

#### Human Resources:

An additional staff person (.5 P/T Clerical Assistance I) is needed to provide support for the 3 FTE, and to increase customer service, and to cover evening hours. Upgrade all A&R computers and a copier.

#### IT:

- Electronic Imaging to share documents with other departments to eliminates the loss of paperwork, and increase the efficiency of staff.
- Programmer in the District IT Department dedicated to Admissions and Records to maintain and increase the functionality of the PeopleSoft system.
- Computer Program modification or process that would assist in notifying applicants of input errors prior to the upload into PeopleSoft. This would decrease the number of phone calls and students with problems at the counter