

Student & Community Advancement Program Review

ADMISSIONS PROGRAM REVIEW 2006

I. Overview

A. Program Profile

Instructions: The program profile should contain the program name, primary objectives, funding source(s), a profile of the students or clients served, and any other information that will provide the reader with a more complete understanding of the program.

The program under review here comprises the functions in the admissions unit of Admissions and Records. It is a fund 11 program commingled with other programs in the A & R Division. The functions within this unit are the on-line application for admissions (CCCApply), the in-person (or paper) application for admissions, K-12 Concurrent Enrollment processing, verification, special programs (Fire Technology, Terminal Island Prison classes, Joy of Music), Grade Check, Roster Preparation and Dissemination (Active Enrollment, No-Show), Subpoenas, MIS error checking, Residency Determination and Appeals, AB540 processing,

B. Status of Previous Recommendations

Instructions: List the current status of recommendations that were provided in the last program review.

During the last program review the following was recommended:

Implement On-Line Applications for Admissions

Since the last program review the El Camino College Admissions Office has implemented an on-line application for admissions. This application is sponsored by the Chancellor's Office and is known as the California Community College On-Line Application (CCCApply). El Camino College participated in the development of this application with then Director of Information Technology Systems Alex Kelley serving on the Request for Proposal (RFP) group and Director of Admissions & Records Bill Mulrooney serving on the Standard group. These two groups developed into the Steering Committee which now has oversight of CCCApply.

Implement On-Line Grading for Faculty

Soon after the last program review for Admissions, ITS developed an on-line grade forecasting system for faculty to use. This on-line system replaced the previous system of faculty completing scantron forms to project grades.

C. Continuing Recommendations

Instructions: List the recommendations that are expected to continue as a result of this program review.

On-Line Application for Admissions

The El Camino College Admissions Office will continue to work with the CCCApply Steering Committee, the Chancellor’s Office, and the CCCApply vendor XAP, Inc. to constantly improve the main CCCApply On-Line application. The intent will be to make the on-line application as easy and streamlined as possible for students while preserving the college’s need for complete and accurate data. In addition, we will strive to work with CCCApply to make back office procession in the Control Center and Process Manager effective tools for the on-line admissions employees. In addition to the Chancellor’s Office, CCCApply also enjoys the approval of the United States Department of Education Office of Equal Opportunity and is in compliance with all laws and regulations related to disabled students.

II. Program Data

A. Student/Client Satisfaction

Instructions: List and analyze the results of the student or client satisfaction survey. Based upon the analysis what program improvements should be made. Assistance from Institutional Research and Planning will be necessary to create, distribute, and tally the survey.

Questions	Count	Strongly Agree	Agree	Total Agree	Disagree	Strongly Disagree	Total Disagree	N/A
OVERALL:								
The hours of operation are sufficient for my needs.	51	15	27	42	4	2	6	3
The office facilities are comfortable and attractive.	51	11	28	39	7	3	10	2
I receive responses to my requests in a timely manner.	51	14	29	43	3	2	5	3
Written procedures are clear and easy to follow on the website.	51	11	31	42	4	2	6	3
Written procedures are clear and easy to follow in A&R print materials.	51	10	32	42	3	3	6	3
The materials I received were of high quality.	50	8	30	38	5	2	7	5
The staff that assisted me was very helpful	50	14	27	41	3	2	5	4
The staff that assisted me was knowledgeable.	51	15	30	45	3	1	4	2
The overall quality of service from Admissions and Records is excellent.	51	13	30	43	4	2	6	3
ON-LINE APPLICATION:								
The on-line application is convenient to use.	51	18	25	43	2	1	3	6

The on-line application is easy to understand.	51	17	26	43	2	1	3	5
The materials available on-line were useful.	51	15	27	42	3	1	4	5
The staff was helpful with on-line application issues.	51	13	26	39	3	2	5	7
The staff was knowledgeable about on-line application issues.	51	16	24	40	3	2	5	6
The overall quality of service with my on-line application needs was excellent.	51	17	26	43	2	1	3	5
VERIFICATION OF ENROLLMENT:								
I receive responses to my requests about this issue in a timely manner.	51	12	29	41	4	2	6	4
The hours of operation for verification of enrollment were sufficient for my needs.	51	11	29	40	5	2	7	4
Procedures were clear and easy to follow.	51	11	28	39	5	2	7	5
The staff that assisted me was very helpful.	51	16	28	44	3	1	4	3
The staff that assisted me was knowledgeable.	51	16	29	45	2	1	3	3
The overall quality of service provided for verification of enrollment is excellent.	51	13	30	43	3	2	5	3

B. Student/Client Outcome Data

Instructions: This section requires the analysis of student or client program data (i.e., metrics) that has been collected over the past three years. Metrics should be thought of as program specific data such as the number of students/clients who utilized various segments of your service over a specific period of time.

Examples include the number of students who met with a counselor, successfully completed their financial aid packet, applied on-line, referred to a company for an interview, or completed training.

1. Analyze program data. Identify and list trends found in the data.

Applications for Admissions

Applications for admissions at El Camino College are processed in one of two ways: on-line or manually.

Roster Processing

Roster processing involves the processing of “No Show “reports, “Active Enrollment” reports, “Grade” reports, and all supporting grade documents including attendance rosters.

Verifications

Students request verifications for a variety of reasons: health insurance, car insurance, employer tuition reimbursement, job applicant requirements, and scholarships.

Concurrent Enrollment

This area encompasses the enrollment of all students wishing to enroll at El Camino College who are also enrolled in a secondary or primary school. Personnel dealing with concurrent enrollment must ensure that all students in this category applying for admissions to El Camino must meet all requirements. This includes filing a completed application and a completed concurrent enrollment form and, if circumstances require, other supporting documentation. Personnel in this area must also ensure that concurrently enrolled students are assigned with the appropriate registration date.

2. Based upon the trends and performance indicator data (e.g., metrics) what changes, if any, should be made to improve the program? All program improvements must be tied to the data.

Application for Admissions

The on-line application is a highly efficient, reliable, and accurate mean of applying for admissions. All programs can be improved. If the on-line application staff believes an improvement can be made to the on-line application, then those recommendations will be made to the CCCApply Steering Committee through the Director of Admissions & Records. The future success of the on-line application lies in this marketing by Public Information, Outreach and School Relations, Counseling, Extended Opportunity Program, and other college recruiting groups.

Roster Processing

El Camino College must move away from paper generated rosters to web-based rosters. The “No Show,” “Active Enrollment,” and “Final Grade” reports can be and must be web based. It would streamline processing for instructors, Admissions, and Information Technology Systems.

Verifications

Using the services of the Clearing House has substantially improved the efficiency of the verifications function.

Concurrent Enrollment

The new concurrent enrollment policy has provided more cohesion and better understanding for all concerned. The procedure agreed to by the Office of Outreach and School Relations, all of the academic divisions, and Admissions and Records works well.

C. Campus/Community Collaboration

Instructions: List collaborative efforts with the campus and external community that are designed to benefit the program. List how the collaborative efforts should be strengthened and what new collaborations or partnerships should be pursued to improve the program.

1. What program functions are dependent upon external collaborations or partnerships with other programs or services on campus or in the community? Describe the effectiveness of each collaboration or partnership.

Applications for Admissions

The on-line application is fully dependent on the vendor for CCCApply, XAP Inc., and by the El Camino College ITS division. Successful uploads and downloads with CCCApply rely on a successful interface between Datatel Colleague and XAP.

Roster Processing

The functions contained within roster processing (“No-Show,” “Active Enrollment,” and “Grade” reports) are highly dependent upon the El Camino College ITS division, the Academic Affairs division offices, and all instructors. There must be continuous efforts to enhance online rosters by ITS, provide A&R personnel with access to rosters, and develop a Staff Development training regimen on this issue.

Verifications

Verifications now utilize the services of the Clearinghouse for many verification requests. Other requests are from students for purposes of verification for insurance, scholarships, and employer reimbursement.

Concurrent Enrollment

The current policy works well. However, recent legislation that changes the “5% rule” will necessitate a review of the procedures by A&R, Outreach, and Academic Affairs.

2. How can program personnel strengthen these collaborations or partnerships?

Admissions personnel working directly or indirectly with CCCApply must continue to attend the annual CCCApply workshops and periodic training. It is important to have continued involvement in all aspects of CCCApply by Admissions personnel and by the Director of Admissions as a member of the Steering Committee.

3. What other collaborations or partnerships should program personnel pursue for program improvement and why?

None at this time.

D. Program Data Recommendations

Instructions: Compile all program data recommendations from A – C.

- 1) El Camino College must move away from paper generated rosters to web-based rosters. The “No Show,” “Active Enrollment,” and “Final Grade” reports can be and must be web based. It would streamline processing for instructors, Admissions, and Information Technology Systems.
- 2) The functions contained within roster processing (“No-Show,” “Active Enrollment,” and “Grade” reports) are highly dependent upon the El Camino College ITS division, the Academic Affairs division offices, and all instructors. There must be continuous efforts to enhance online rosters by ITS, provide A&R personnel with access to rosters, and develop a Staff Development training regimen on this issue.
- 3) The current policy works well. However, recent legislation that changes the “5% rule” will necessitate a review of the procedures by A&R, Outreach, and Academic Affairs.

III. Program Requirements

A. Program Support

Instructions: List campus departments that are essential to the success of this program, the impact of those departments on the program, and what is being done to strengthen the partnership between each.

1. All programs depend upon the support of other departments on campus. What is the impact of those departments on this program and what can program personnel do to further strengthen those relations?

Information Technology Systems

All components of Admissions rely heavily on ITS. The software applications used by admissions goes beyond Datatel Colleague and include CCCApply (XAP Inc.), the Clearing House (for verifications), the scanner program (for roster scanning),

Outreach and School Relations

This department of Enrollment Services works closely with both admissions components (on-line and in-person) and must work in tandem with the Concurrent Enrollment personnel.

Testing and Assessment

It is important for Testing and Assessment and Admissions and Records to work closely. Applications for admissions must be in Datatel Colleague before a student can test. The

resulting sore must be posted in Colleague prior to the student's registration. Cooperation and timing is imperative.

Financial Aid

Accurate and timely processing of applications, registration, adds, drops, and withdrawals are critical to Financial Aid for processing. Financial Aid must know if a student is a resident or non-resident, in country or out, full-time or part-time to accurately award aid.

Academic Affairs

This area of the campus works closely with the roster component and has input into the development of the concurrent enrollment procedure.

B. Facilities and Equipment

Instructions: Provide a summary of the current state of the program's facilities and equipment and list recommendations if appropriate.

1. Describe the adequacy/inadequacy of the facilities and equipment available to the program.

In-Person Admissions

Up to four windows (stations) serve students who apply in person, submit changes to their address, major, or other personal information, inquire about general petitions, or ask for general assistance. Each station has a dedicated CPU and monitor and storage space for forms and documents. The stations that have been in place for the past three years are ergonomically correct for the employees that are assigned to these stations. One major flaw in these stations is the inability to meet the needs of physically challenged students, particularly those who are in a wheel chair or who are blind.

During the temporary relocation to the Admissions Building, it will be critical to take into account all aspects of Admissions including privacy and confidentiality, protection of documents and equipment, line-flows, and the needs of physically challenged students.

In the new Student Services Center it is imperative that the front-line of Admissions be utilitarian (functional and secure), conducive to proper flow of student traffic, customer service friendly, and to some extent aesthetically pleasing. Each station must be constructed to allow each to be fully equipped with the equipment and supplies required to maximize employee performance and morale and to minimize the transaction time at the Admissions station. To achieve this continued involvement of front-line staff in the review process of the new facility is critical.

On-Line Admissions

The personnel involved in the on-line application do not need to be "up-front" at a counter or window. The vast majority of their correspondence with students is conducted via email with telephone conversations a very distant second.

Equipment

The computer stations in Admissions and Records have passed the three year cycle and need to be replaced in this program review period. This includes CPUs, monitors, keyboards and printers.

2. *List recommendations regarding facilities and equipment.*

- 1) There must be a dedicated space for in-person admissions in both the future temporary and permanent A&R locations.
- 2) There must be a dedicated space for on-line admissions in both the future temporary and permanent A&R locations.
- 3) The computer stations in Admissions and Records have passed the three year cycle and need to be replaced in this program review period. This includes CPUs, monitors, keyboards and printers.

C. Staffing

Instructions: Describe the adequacy/inadequacy of the program’s current staffing level and the training needs of program personnel. List recommendations based upon question responses.

1. *Describe the adequacy/inadequacy of the program’s current staffing level.*

Grace Rodriguez, Adriana Lopez, Rachelle Lunney, Joyce Fukuchi, Vicki De La Torre, Marie Tate

Personnel Trend

Personnel Type	Current Level		In 3 - 5 years		Retirement	
	# of Staffing	FTE	# of Staffing	FTE	# of Staffing	FTE
Full-time Faculty (Tenure Track)						
Full-time Faculty (Non-Tenure Track)						
Part-time Adjunct Faculty						
Full-time Classified Staff	6	6	3	3	3	3
Part-time Classified Staff (Permanent)						
Part-time Classified (Temporary)						
Casual Employees	12	6	14	7		
Student Employees	1	0.25				
Manager	2					
Supervisor	1	0.5	0	0	1	0.5
Temporary Project Administrator						
Faculty Coordinator						

FTE: Full Time Equivalent (i.e., 2 employees working at 50% would equal 1 FTE)

Personnel Type	Current Level		In 3 - 5 years		Retirement	
	# of Staffing	FTE	# of Staffing	FTE	# of Staffing	FTE
Full-time Faculty (Tenure Track)						
Full-time Faculty (Non-Tenure Track)						
Part-time Adjunct Faculty						
Full-time Classified Staff	6	6				
Part-time Classified Staff (Permanent)						
Part-time Classified (Temporary)						
Casual Employees	12	6				
Student Employees	1	0.25				
Manager	2					
Supervisor	1					
Temporary Project Administrator						
Faculty Coordinator						

2. How does this data impact the program or the future of the program?

Within the next three to five years it is anticipated that the admissions process will loose to retirement Marguerite Fisher, Senior Clerical Assistant Joyce Fukuchi, Clerical Assistant Clarissa Ryder, and Student Services Technician Grace Mitchell Rodriguez. Their departure will significantly impact service to students and to faculty. Areas such as roster assistance, student reinstatement, subpoena processing, residency appeals, prerequisite clearance, and special program processing (industry and tech, fine arts programs) will be impacted.

The recent augmentation of approximately \$45,000 has allowed Admissions to hire additional casual employees. We have returned to the old format of two shifts of casuals and this has allowed us to resume the old opening time of 8:00 am Monday through Thursday. It would benefit future students and the campus community as a hold if this funding becomes permanent. If this funding is not continued for the 2007-2008 fiscal year, the Admissions office would need to reduce the number of casuals in its employ and return to the 10:00 am opening time. This would confuse students and diminish service.

3. Are program personnel current in their field? If not, describe what is needed to maintain currency and how it will improve the program.

The classified staff is fully versed in the federal and state regulations that govern their particular functions and the policies and procedures of El Camino College. They maintain and update their knowledge base through staff meetings and the annual CACCRAO Region 7 and 8 workshops.

The casual or part-time non-classified staff is provided one-on-one training from authorized classified staff, from other casual workers, and from the supervisor or assistant director. They are training in Datatel Colleague processing, residency, AB540, FERPA, and college policies and procedures.

4. List and prioritize all staffing recommendations.

- 1) Replace the retiring Marguerite Fisher with another supervisor.
- 2) Replace the retiring Clarissa Ryder.
- 3) Replace Joyce Fukuchi if she retires in this next cycle.
- 4) Elevate a Student Services Specialist in the Admissions Unit to Student Services Advisor.
- 5) Maintain the current level of casual employees (including those hired under the augmentation to increase the hours of operation for Admissions).
- 6) The casual or part-time non-classified staff is provided one-on-one training from authorized classified staff, from other casual workers, and from the supervisor or assistant director. They are training in Datatel Colleague processing, residency, AB540, FERPA, and college policies and procedures.

D. Planning

Instructions: Analyze external (advisory committee input, academic/trade journal articles, or other appropriate sources) and internal information to determine changes or trends that will impact the program within the next five years. Explain how the program's planning process involves program staff, and ties into student learning outcomes.

1. What major changes or trends might impact the program in the next five years? What program plans are in place or will be created to respond to major changes or trends?

There will be continuous development and improvement made at the campus level and state level on web based products. It is anticipated that within five years virtually all services will be accessible for students via the web. All campus services should coalesce into creating a long term (5 to 10 year) plan.

Other means of communicating with students on both the service and academic end are being explored by other colleges and universities. Included in these new communication tools are text messaging and pod casting. Admissions would work with ITS and the Technology Committee, the Academic Senate and the Academic Technology Committee, and other interested groups in exploring the feasibility of implementing such technologies at ECC.

Permanent funding must be found for CCCApply, Main and CCCApply Spanish. In 2006-2007 both were funded out of matriculation. Both applications should be permanently funded out of matriculation.

2. What data, not currently provided, would be needed to improve program development planning? Explain the type of data desired, why it will be useful, and list the possible sources if known.

It would assist future program reviews and benefit planning, staffing and budgeting decisions if we were able to electronically track on a daily basis with seasonal comparisons the following:

- a) Verifications of enrollment
- b) In-person and on-line applications for admissions
- c) Student petitions
- d) Residency appeals
- e) Roster submissions by faculty

3. Describe how program personnel are made aware of what is happening in the program, future program plans, external/internal changes affecting the program, and changes that need to be made to enable the program to adapt and continue to be successful.

Personnel in the various functions are made aware of changes in their programs through one-on-one discussions, staff meetings, or the sharing of materials disseminated by on-campus constituencies (ITS, Counseling, etc.) or by outside constituencies (CCCApply, the Clearinghouse).

4. Explain how program personnel are involved in the creation and implementation of program plans?

Personnel are kept abreast of issues as they arise and are incorporated into discussions regarding their area.

5. Describe how the program's plans tie into student learning outcomes.

The Student Learning Objective (SLO) for A&R is as follows:

“By interacting with the Admissions & Records Office students will be able to utilize web technology to accurately and successfully participate in on-line student service processes.”

This SLO will be monitored through usage rates and a survey that collects students' self-perception of competence.

E. Program Requirement Recommendations

Instructions: List all recommendations made in the program requirement section.

- 1) It would assist future program reviews and benefit planning, staffing and budgeting decisions if we were able to electronically track on a daily basis with seasonal comparisons the following:
 - a) Verifications of enrollment
 - b) In-person and on-line applications for admissions
 - c) Student petitions
 - d) Residency appeals
 - e) Roster submissions by faculty
- 2) Replace the retiring Marguerite Fisher with another supervisor.
- 3) Replace the retiring Clarissa Ryder.
- 4) Replace Joyce Fukuchi if she retires in this next cycle.
- 5) Elevate a Student Services Specialist in the Admissions Unit to Student Services Advisor.
- 6) Maintain the current level of casual employees (including those hired under the augmentation to increase the hours of operation for Admissions).
- 7) The casual or part-time non-classified staff is provided one-on-one training from authorized classified staff, from other casual workers, and from the supervisor or assistant director. They are training in Datatel Colleague processing, residency, AB540, FERPA, and college policies and procedures.
- 8) There must be a dedicated space for in-person admissions in both the future temporary and permanent A&R locations.
- 9) There must be a dedicated space for on-line admissions in both the future temporary and permanent A&R locations.
- 10) El Camino College must move away from paper generated rosters to web-based rosters. The “No Show,” “Active Enrollment,” and “Final Grade” reports can be and must be web based. It would streamline processing for instructors, Admissions, and Information Technology Systems.
- 11) The functions contained within roster processing (“No-Show,” “Active Enrollment,” and “Grade” reports) are highly dependent upon the El Camino College ITS division, the Academic Affairs division offices, and all instructors. There must be continuous efforts to enhance online rosters by ITS, provide A&R personnel with access to rosters, and develop a Staff Development training regimen on this issue.

- 12) The current policy works well. However, recent legislation that changes the “5% rule” will necessitate a review of the procedures by A&R, Outreach, and Academic Affairs.
- 13) The computer stations in Admissions and Records have passed the three year cycle and need to be replaced in this program review period. This includes CPUs, monitors, keyboards and printers.
- 14) Permanently fund CCCApply, main and CCCApply, Spanish from matriculation.

IV. Recommendations

Instructions: Provide a prioritized list of all recommendations made throughout this program review and list, where appropriate, the cost associated with each recommendation. List the strategies program personnel will pursue to aid in the achievement of each recommendation.

1) Replace the retiring Marguerite Fisher with another supervisor. Ms. Fisher is scheduled to retire in April 2007. Her role in both the admissions and registration processes is critical. Her primary functions in the Admissions Unit are the oversight of the front counter and its employees and residency appeals and determination. Her role in registration is vital. Prerequisite and overload clearances during the regular registration cycle and during the add period is her primary focus. A replacement will need to be hired in time for the summer 2007 registration cycle which begins in mid-May 2007. Cost: there will be a short term cost savings. Ms. Fisher is at the fifth step in her range, while her replacement will be in the first step.

2) Maintain the current level of casual employees (including those hired under the augmentation to increase the hours of operation for Admissions) beyond this fiscal year. This would permanently assign the additional casual employees authorized in the President’s 2006-2007 Final Budget Supplement dated September 5, 2006. These additional employees have allowed Admissions to change its opening time from 10:00 am to 8:00 am Monday through Thursday and to allow additional labor hours assigned to the laser fiche function in Records. It is strongly recommended that this funding continue in future years to avoid the return to a 10:00 am opening time. The district would need to budget for COLA increases. With a base of \$55,000 and assuming a 5% per year increase the following is projected.

2006-2007	55,000	(base year)
2007-2008	57,750	
2008-2009	60,638	
2009-2010	63,669	
2010-2011	66,853	

3) Replace Joyce Fukuchi if she retires in this next cycle. Ms. Fukuchi processes many of the special programs in the Division of Industry and Technology: Fire Technology and Paramedic. She also enters the registration appointment data for the Honors Transfer Program and provides

admissions related clerical functions to that program. Like Ms. Fisher, there will be a short term cost savings as her replacement will start at a lower step.

4) Replace Clarissa Ryder when she retires. She is the primary support person to Grace Rodriguez in roster processing and grade processing and verification. She also processes Administration of Justice and Joy of Music classes. She data enters all change of addresses submitted by students. Like Ms. Fisher, there will be a short term cost savings as her replacement will start at a lower step.

5) There must be a dedicated space for in-person admissions in both the future temporary and permanent A&R locations. Front-line staff and managers must be included in all aspects of the facilities used for admissions functions. It is recommended that contact between A&R employees and the architects resume. Cost: contained within the bond.

6) There must be a dedicated space for on-line admissions in both the future temporary and permanent A&R locations. The same recommendation for in-person admissions applies to on-line admissions. Cost: contained within the bond.

7) The computer stations in Admissions and Records have passed the three year cycle and need to be replaced in this program review period. This includes CPUs, monitors, keyboards and printers. This recommendation covers all of Admissions and Records – all six program review areas: Admissions, Records, Registration, Evaluations, Veterans' Services, and the International Student Program. Cost: estimated to be \$63,000 not including taxes, shipping and handling, insurance.

8) Permanently fund CCCApply, Main and CCCApply, Spanish out of matriculation. Cost: currently 10,300 for the main application and 3,500 for the Spanish application. Factor in a 2% annual increase until the contract is renegotiated.

9) Elevate a Student Services Specialist in the Admissions Unit to Student Services Advisor. Cost: Assuming a Specialist is at the maximum step, the promotion would place the employee at the maximum step for an advisor. Therefore, the monthly increase would be from \$4,702 to \$4,903. This monthly increase of \$201 equates to an increase of \$2,412 per year.

10) It would assist future program reviews and benefit planning, staffing and budgeting decisions if we were able to electronically track on a daily basis with seasonal comparisons the list below. Cost: to be determined by ITS and Research.

- 1) Verifications of enrollment
- 2) In-person and on-line applications for admissions
- 3) Student petitions
- 4) Residency appeals
- 5) Roster submissions by faculty

Show the linkage to the institution's goals by stating each program review recommendation as an objective statement with corresponding success indicators in the form of an action plan. Enter all action plans into the campus planning software.

The following strategic goals are cited below.

Strategic Goal One: "Support and constantly improve the quality of our educational offerings."

Strategic Goal Three: "Support innovative practices that enhance the educational experience."

Strategic Goal Five: "Support and develop effective and motivated employees."

Strategic Goal Six: "Improve and enhance internal and external communication."

Strategic Goal Seven: "Incorporate flexibility into institutional structure and process."

In the 2006-2007 Year

Replace retiring Marguerite Fisher with another supervisor. This is linked to strategic goals three and seven.

Maintain the current level of casual employees on a permanent, not augmented, basis. This is linked to strategic goal seven.

Replace Clarissa Ryder if she retires in this fiscal year. This is linked to strategic goals three and seven.

Permanently fund CCCApply, Main and CCCApply, Spanish out of matriculation. This is linked to strategic goal seven.

In the 2007-2008 Year

Elevate Student Services Specialist to Student Services Advisor.

Prepare and plan for Admissions to temporarily relocate to the Administration Building. This is linked to strategic goal seven.

Replace the computer stations in Admissions and Records. This is linked to strategic goal three.

Establish an automated tracking mechanism for many of the functions in Admissions and Records. This is linked to strategic goal three.

In the 2008-2009 Year

Replace Joyce Fukuchi if she retires in this fiscal year. This is linked to strategic goals three and seven.

Prepare and plan for Admissions to move into the new Student Services Center. This is linked to strategic goal seven.