



**Internal Program Review
Self-Study Report**

Program Name

Admissions and Records

Credentials Offered

NA

Self-Study Completed by:

Sarah Dellwo

Date Completed:

9/29/2015

A. Introduction

The Admissions and Records Office at Helena College strives to guide students through admissions, registration, and graduation in a clear and concise manner, while maintaining the state and federal policies concerning admissions and students records.

B. Alignment with Mission, Strategic Goals and Core Themes

Mission

The Admissions and Records office supports the mission of the institution by providing access through admission and registration to learning opportunities. The office also takes care of the student records, which the students often need to support their desire for lifelong learning.

Strategic Plan

Partner for Student Success: The Registrar's Office works closely with advisors and students on the graduation application process to support the goal of completion. In the spring of 2014 a system of alerts was implemented in the Starfish Retention System to inform students of their progress on their graduation application. The alerts provide information to the student and the advisor on any outstanding degree requirements they may have when a graduation application has been submitted. This process allows everyone to keep better track of the requirements and receive reminders if additional courses/transcripts are required. The office has also helps to promote the transmittal application for students transferring within the MUS system. There was a 28% increase in the use of the form from the 12-13 to 13-14 academic year. The Registrar's Office supports many institutional strategies by working with other areas to provide registration into unique programs such as Dual Enrollment and alternative delivery courses.

Integrate Planning and Assessment: The Admissions and Records Office participates in the yearly program assessment process. Accurate coding throughout the admissions and registration process is also critical in the institution's ability to gather and analyze data.

Attain Excellence: The Registrar's Office works closely with the Academic Standards and Curriculum Committee to review curriculum and academic policies to ensure accuracy. We often see the effect of an academic policy on a student's record and will bring the information to the committee for discussion if it is needed.

Advance the Institution: In the last five years Admissions and Records expanded access to our students through 3 different projects. The Admissions Office posted a searchable transfer equivalencies table to our website allowing students to search how classes were brought in from other institutions. This is based on previous evaluations and is constantly updated as evaluations are being made. The Admissions Office also implemented an online application system allowing students to apply online. In the initial semester of the online application 14% of the applications were submitted using this platform. Since that time 43% to 63% of all applications received for a semester have been received online. The Registrar's Office implemented an automated wait list that allows students to place themselves on a waitlist and receive instant notification if the

course becomes available. This system provides fairness to the students who registered first by ensuring they get the opportunity to a seat when it opens. This process also allows the institution to better manage classes by seeing when another section may need to be opened.

Core Themes

Provide Access and Support: The Admissions Office focuses on providing a clear pathway through the admissions process to provide access to higher education opportunities.

Demonstrate Academic Excellence: The Registrar's Office maintains the integrity and quality of the student record and ensures all requirements have been met for an academic degree.

Strengthen the Community: The Registrar's Office provides student records to those wishing to pursue additional educational opportunities.

C. Alignment with Community Needs

N/A

D. Student Participation and Success

Admissions and Records provides services to all credit bearing students at multiple points of their career.

The Admissions Office processes anywhere from 1300 to 1100 applications in an academic year, of the applications received there is typically an 83% to 86% completion rate. A student is considered complete once they have submitted the transcripts and immunizations required with their application. Typically 73% to 77% of those who complete an application will actually register for classes. The Admissions Office also processes approximately 300 transfer evaluations every year.

The Registrar's Office builds the registration system and inputs the course schedule every semester. Every credit student uses the online registration system. The office also processes approximately 120 file transfers, 250 graduation applications, 500 dual enrollment applications, and 1400 transcript requests in an academic year.

E. Student Learning Outcomes

As mentioned in part B, the Admissions and Records office has implemented three major services over the past five years the online application, transfer guide, and automated waitlist. Implementation of these systems and increasing user participation in these systems has been our priority for the past five years.

- Online application started running in the spring of 2013. In order to notify students of the new system, the admissions website was redesigned to direct people to the online application. A process was developed to contact people when they start an application but do not complete it (in conjunction with the recruiter). The submission rate of online apps increased by 10% with the increased notification.
- Transfer guide was implemented in 2012 and the website was redesigned to reflect that information as well as point students to the information. There is no data available on the usage of this page.
- The online waitlist was piloted in the spring 2013 and implemented in the fall of 2013. The rate of participation varies depending on the needs of the semester, but typically 350 notifications are sent during a fall enrollment period. The website and registration



guide had new information placed in them to notify students of the process for wait listing.

F. Curriculum and Instruction (Academic Programs Only)

N/A

G. Faculty/Staff Profile

Sarah Dellwo, Director of Admissions and Records, has been employed by Helena College since 2004 and has a Bachelor of Science in Sociology from Montana State University. She became the Registrar in 2008, after serving a year in the interim position. In December of 2011, Admissions was placed with the Registrar's Office in a reorganization. At that time Sarah was made the Director of Admissions and Records. Sarah is a member of the Montana Association of Collegiate Registrar's and Admissions Officers (MACRAO), as well as, the National Association AACRAO. Sarah is also the Common Course Liaison for Helena College and has served on the committee since inception.

Institutional Committee Participation

College Council
Completion Committee
Academic Standards and Curriculum Development
Helena Banner Users Group
Internal Processes, Chair
Safety and Security, Chair
Academic Reinstatement, Chair

Brenda Johnson, Assistant Registrar, has been in her position since 2014. She has a Bachelor of Science in History from Pittsburgh State University.

Institutional Committee Participation

Diversity Committee
Helena Banner Users Group
Orientation Committee
Staff Senate, Vice President

Joanne Schatz, Administrative Associate II, has been in her position since March of 2015. This is a part-time position. She will be assigned to an institutional committee during the current academic year.

The Admissions Evaluator position is currently staffed by a temporary employee, Kylie Schweitzer.

H. Fiscal and Physical Resources

The physical resources are adequate for the needs of the office.

Admissions and Records creates a zero based budget each year that is submitted and approved by the budget approval process on campus. Budgets must show alignment with the strategic plan and are approved by committee. The amounts approved have been adequate for day to day business.

The established pay ranges for positions has been an issue in the Admissions and Records office. The office contains some of the lower paying positions on campus and has experienced a high turnover rate. In particular the Admissions Evaluator I position has had 3 vacancies since 2011, with two of those directly related to a the low pay scale. It has also had 2 failed searches and is currently staffed by a temporary employee. Since the Assistant Registrar positions inception in 2012, there have been two people in the position, with pay being a factor in the departure of the first person in the position. The turnover in employees places a great strain on the office during times of vacancies. Much of the work is cyclical in nature, meaning a person may have a particular aspect of their job only once or twice each academic year. As such, it takes a lot of time to train an individual for their position. The turnover rate puts us in a constant state of training, which limits our customer service and our ability to innovate and effectively implement changes in the system.

I. Recommendations and Preliminary Implementation Plan

While Admissions and Records has accomplished some large projects within the last five years, the turnover within the last year and a half has slowed the office down considerably. Compounding the issue is the approved extended medical absences, for staff members. The outcomes laid out for 2014-2015 were unattainable. Since the staff is newer and/or temporary, the focus has been on job training and cross training within the office. Requests will be made for increased funding for these positions in hopes of increasing our chances of retaining individuals. If that is not an option, we will continue to focus on having a positive working environment that will hopefully help people to stay in their positions for a longer amount of time.

K. Appendix (Additional data or exhibits)