

Specific Action Steps to be Taken:

This builds upon the initiative undertaken last year. The Admissions and Records department is presently in collaboration with the Counseling Department to develop and execute a formalized procedure for transcript evaluation and articulation. A comprehensive training program for A&R technicians is underway in cooperation with the staff at Bakersfield and Porterville Colleges. Furthermore, the articulation initiative and its associated processes are anticipated to contribute to various other ongoing projects and endeavors, including but not limited to auto-awarding and Credit for Prior Learning initiatives.

Early Observational Data, or "Lead" Measure(s):

- Timely submissions of evaluation/articulation forms.
- Completion of evaluation and articulation within set timeframes.
- Accuracy of transfer credit awards.
- Engagement with faculty, CIC, and other related committees.
- Feedback from students.

Does the department request help developing these instruments?

Yes

Institutional Performance Data, or "Lag" Measure(s):

- Monitor how evaluation and articulation affects students' graduation rates, specifically for Credit for Prior learning and/or when auto-awarding is implemented.
- Feedback from students.
- Reduction in transcript evaluation time and articulation entry as the Banner repository will continue to build.

Person Responsible:

A&R Director, A&R technicians, Counseling Director

Unit gap or institutional goals addressed:

It addresses a 2- or 5- year program review strategy, It addresses a Student Equity and Achievement Plan goal

Enhance Student Communication

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

This extends the efforts initiated in the previous year, and these endeavors are set to persist into the upcoming year. The Admissions & Records (A&R) office has undertaken additional measures to enhance student communications and refine the information disseminated to our student body. Although the implementation of BCM (Banner Communication Management) remains pending, the A&R office has leveraged alternative tools for student outreach, including Navigate and the recently introduced Care Unit.

In the pursuit of student-centric service, A&R will employ the CCCApply Report Center to generate reports identifying students who have not completed their admissions applications, enabling us to provide additional support. Furthermore, collaborative efforts with the outreach department will continue, targeting students who require assistance in activating their accounts.

With a focus on our existing students, we have proactively initiated routine communication for various purposes, including but not limited to:

- Enhancing the content and quality of welcome letter emails to new students.

- Identifying and engaging out-of-state students to explore reclassification to in-state status, thereby potentially reducing nonresident fees.
- Reaching out to students facing potential disenrollment due to non-payment, providing requisite support and resources.
- Notifying students with overdue balances.
- Reminding certified GI Bill® students of their monthly enrollment verification obligations.
- Informing students about the availability of the Update Form.

Additionally, we remain committed to the ongoing evaluation of the technology tools at our disposal, such as Navigate and BCM, to determine how these resources can be optimized to best meet the diverse needs of our student body.

Early Observational Data, or "Lead" Measure(s):

- Response times to student inquiries.
- Monitor the utilization of communication tools.
- Student feedback.

Does the department request help developing these instruments?

Yes

Institutional Performance Data, or "Lag" Measure(s):

- Increase in enrollment and retention.
- Enhanced student feedback

Person Responsible:

A&R department and other Student Services (collaboration)

Unit gap or institutional goals addressed:

It addresses a 2- or 5- year program review strategy, It addresses a gap in student equity

Increase the number of military-connected students using educational benefits

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

This builds upon our prior-year initiatives, with a commitment to their continuation. To enhance the utilization of educational benefits by military-connected students, we will undertake several focused actions, including improved communication, tailored orientation programs, peer mentoring, and ongoing collaboration with local military bases. Streamlining the certification process and offering personalized financial aid counseling will remain priorities. Additionally, we will continue promoting the VA Work Study program for eligible GI Bill® students, allowing them to work on campus while attending classes.

Early Observational Data, or "Lead" Measure(s):

- Veteran outreach events, webinars, and workshops
- More robust, personalized advising sessions to include Financial Aid
- Promotions of benefits, ensuring accessibility
- Student feedback

Does the department request help developing these instruments?

	Edwards Base to increase opportunities for students.
Timeline	2026-2027 Academic Year
Responsible Person	Financial Aid

Last Year's Initiatives

Transcript articulation

Campus Logic:

The implementation was a resounding success. We now consistently use Campus Logic for the tracking, verification, and monitoring of student accounts. An important improvement is that we no longer receive files until they are fully completed; they remain in the student queue until the student finishes their tasks. We've also implemented a weekly notification system to keep students informed until they complete their tasks or reach the maximum outreach limit. This system allows us to more effectively track fraud by having Campus Logic flag our V4 and V5 students. It has also proven effective in monitoring students with actionable flags that require additional documentation. Additionally, we are exploring the further resources that Campus Logic provides, such as the Award Letter feature.

NASFAA Value Plus Membership/Webinar Package and Compliance Engine P&P Builder:

Our staff continues to make the most of our NASFAA Value Plus Membership for assistance with federal regulation inquiries. We rely on NASFAA for updates on upcoming conferences and access to training that we can obtain through our membership fee, instead of individual fees for financial aid-specific programs. Currently, my staff is scheduled to participate in a range of training programs, including R2T4 training, verification training for the 2024-2025 aid year, Professional Judgment training, Consumer Information training, and Student Aid Index training. These courses are thoughtfully structured to last up to 6 weeks to ensure a comprehensive understanding of the subject matter. Our staff successfully employed the P&P Builder to revise our Policy and Procedural Manual. This program has been instrumental in helping us identify and address items requiring updates.

Reminder of Initiatives for the Current Year

Reminder of Initiatives for the Current Year

Campus Logic

NASFAA Value Plus Membership

Plan Initiatives for Next Year

Initiatives for Next Academic Year

FAFSA completion

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

1. Conduct comprehensive training sessions for staff to familiarize them with the upcoming FAFSA simplification changes for the 2024-2025 academic year.
2. Following staff training, initiate workshops in February with the primary objective of assisting local high school students in