

Professional Development

The Admissions & Records office attends annual conferences each year to stay informed and up to date with information directly pertaining to Admissions, Records, and Military & Veterans Services.

NAVPA, Fall 2024

This annual conference is designed for Veterans Program administrators which covers topics including national and regional legislative updates pertaining to veterans' educational benefits and training. Additional training is provided to administrators regarding best practices and tools to improve the educational outcomes for military-connected students.

CACCRAO, Spring 2025

This annual conference includes presenters from the CA Chancellor's Office and A&R professionals from around the state. Information on regulatory developments, budgetary issues, technology, legislative updates, and more is presented to attendees. For the 2024-2025 planning period, I would like to seek additional funding to allow two A&R technicians to attend the conference in addition to the Director.

CCCCO Veterans Symposium, Summer 2025

This annual conference hosted by the CA Chancellor's Office allows for faculty, administrators, and staff from across the state to convene to discuss how best to support our student veterans. Information presented at this conference includes strategies to guide and support student veterans and their education as they transition from military life to college life. This conference was previously hosted virtually due to the COVID-19 pandemic; however, they are returning to an in-person event.

WAVES, Summer 2025

This annual conference is hosted by the Western Association of Veteran Education Specialists (WAVES) in conjunction with the Department of Veterans Affairs National Training Team. This conference specializes in the training of School Certifying Officials (SCOs) by providing in-depth, functional training on the various systems utilized by the Department of Veterans Affairs such as Enrollment Manager. Additionally, this conference provides important updates for administrators that involve a variety of processes such as VA Compliance Surveys, RPO Updates from the Regional VA Office, and more.

Other Needs

The Admissions & Records department maintains a productive partnership with the Outreach team, focusing on two key initiatives: Rapid Enrollment Events and Admissions Application Support.

In Fall 2023, Cerro Coso successfully conducted its inaugural round of Rapid Enrollment events, involving collaboration between A&R, Financial Aid, Counseling, and Outreach. Outreach played a vital role in these events, encompassing coordination efforts, advertising, and Zoom hosting for both virtual and in-person sessions. These events have proven instrumental in streamlining the admissions process, facilitating financial aid applications, supporting counseling matriculation, and aiding in registration. The continued implementation of Rapid Enrollment events is crucial to enhancing student enrollment and retention.

Currently, Admissions & Records and Outreach maintain distinct reporting mechanisms to track student progress in the admissions process. Admissions & Records utilizes the CCCApply Report Center to identify students in the application completion phase, while the Outreach office leverages Cognos reports to identify students who have applied but not activated their accounts. By harmonizing our efforts, Admissions & Records and Outreach can establish an efficient process for contacting these students, guiding them through the application process, and addressing any potential challenges—particularly pertinent as CCCApply integrates ID.me, which may introduce additional complexities for students during the application journey. This collaborative initiative is poised to enhance the overall student experience and facilitate successful enrollment.

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff

Admissions & Records Technician II

Location:

Ridgecrest/IWV

Salary Grade:

42.5

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

\$4,227.69 - \$5,973.61/month

Justification:

1. Explain why the work of this position cannot be assigned to current staff.

Presently, the Admissions & Records department is grappling with a substantial workload, notably due to the escalating instances of fraud and the necessity for manual scrutiny of admission applications. Furthermore, CCCApply is poised to introduce a new security enhancement, ID.me, which will introduce additional hurdles for students necessitating increased support from the A&R office. As the A&R office forges ahead with its pursuit of technological advancement, the auto-awarding initiative will exert heightened demands on the existing staff, as A&R will be mandated to institute and sustain a degree-auditing system.

2. Describe the impact on the college if the position is not filled.

As the Admissions and Records (A&R) office initiates new endeavors such as auto-awarding, transcript articulation, and endeavors focused on fraud mitigation and enhanced application assistance, there will be a pronounced escalation in workload for the existing staff. This surge in responsibilities may lead to a considerable slowdown in other operational processes, as technicians are confronted with the need to balance an increased workload.

3. Is a temporary employee currently performing the work of this position?

No.

4. How is the work assigned to this position presently accomplished?

In the case of certain established procedures, the workload is distributed among all three technicians within the office. During periods of heightened demand, the Director may also contribute by undertaking specific tasks. However, in the context of the newly introduced initiatives such as auto-awarding and articulation, these responsibilities are designated to be carried out by the Technician II positions, and the assignment of these tasks has not yet been finalized.

engagement by ensuring that a more diverse student body receives relevant information and resources. Each campus may present unique needs and challenges, and a comprehensive awareness month guarantees that all students have access to pertinent support.

This expansion is aligned with our institution's commitment to equity and inclusivity. Recognizing the pivotal role financial aid plays in ensuring equitable access to education, we strive to offer the same opportunities to all students, irrespective of their campus location.

Additionally, acknowledging regional disparities, we can tailor our outreach efforts to address the specific needs of students at each campus. For instance, we can provide information on regional scholarship opportunities or local financial aid resources, catering to the unique circumstances of each location.

Expanding Financial Aid Awareness Month institution-wide fosters a sense of unity and collaboration. It underscores that financial aid is a shared priority, emphasizing that all campuses are integral parts of our broader educational community. This cohesion fosters more consistent messaging and a collective commitment to student success.

This expansion allows us to allocate resources and personnel more effectively. By focusing on the particular needs of each campus, we ensure that the right support and information are available where they are needed most.

Broadening Financial Aid Awareness Month to encompass all our campuses is a proactive measure to meet the diverse needs of our student body, promote inclusivity, and enhance the overall accessibility of financial aid resources. This comprehensive approach reflects our unwavering dedication to student success across all campus locations and aligns seamlessly with our mission to provide equitable educational opportunities for all.

Staffing Requests

1000 Category - Certificated Positions

Banner Financial Aid New Year Roll Out

Location:

No Location Specified

Justification:

In this multi-day, virtual training engagement, an Ellucian Financial Aid Subject Matter Expert will review your current business process, validate against existing configuration in Banner Financial Aid and provide consultative support in readiness for the New Year Roll. Some items included but not limited to are providing advisory support throughout the review of criteria set in the prior year and determination as to whether to re-establish the same criteria for the new aid year; providing consultative support of changes that would be needed to meet new procedures for the new aid year (i.e. FAFSA Simplification Act); and assisting with setup of appropriate pages.

2000 Category - Classified Staff

Program Manager

Location:

Ridgecrest/IWV

Salary Grade:

42.5

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

\$4,227.69 - \$5,973.61

Justification:

The recruitment of a Program Coordinator specializing in scholarships, Appeals, and Professional Judgements within the Financial Aid Office (FAO) is essential due to the department's current operational challenges. Presently, despite working at full capacity, the FAO faces difficulties in efficiently managing its tasks. The existing staff, including the Director of Financial Aid and a few financial aid technicians, already have significant responsibilities related to their core roles. As a result, their capacity to adequately address scholarship programs, Appeals, and Professional Judgements is limited. This underlines the need for a dedicated Program Coordinator to oversee these critical areas.

The absence of this specialized role would have a profound impact on the college. The management of scholarships, Appeals, and Professional Judgements is pivotal in ensuring equitable access to financial aid and supporting student success. Without a dedicated Program Coordinator, the college would face challenges in processing scholarships effectively, disseminating vital information about Satisfactory Academic Progress (SAP), and providing support to students navigating the appeals process. This could lead to delays, reduced transparency, and potentially affect student satisfaction. Moreover, the current situation places an added burden on the existing staff, impacting their ability to deliver on their primary responsibilities.

Currently, there isn't a temporary employee performing the specific work assigned to this Program Coordinator position. The work related to scholarships, Appeals, and Professional Judgements is managed jointly by the Director of Financial Aid and financial aid technicians. This division of tasks results in limited efficiency and effectiveness. The Director and technicians juggle these tasks alongside their primary roles, which compromises their ability to dedicate the required attention to these crucial functions.

The addition of a Program Coordinator specializing in scholarships, Appeals, and Professional Judgements is vital to address the challenges faced by the FAO. This position is indispensable for promoting efficient scholarship management, SAP awareness, and a streamlined appeals process, ultimately contributing to student success and equitable access to financial aid. The current strain on existing staff underscores the necessity of this dedicated role.

Department Assistant III

Location:

EKC Tehachapi, ESCC Bishop, ESCC Mammoth Lakes, Kern River Valley, Ridgecrest/IWV

Salary Grade:

38

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

\$3,385.23 - \$4,783.24

Justification:

The Financial Aid Office (FAO) has recognized the pressing need for expanded outreach to high schools to facilitate FAFSA and

CADAA completion. In response, the consideration of adding a Department Assistant III (DA III) has emerged as an imperative step to enhance the efficiency and effectiveness of our operations. The responsibilities assigned to this potential DA III position encompass several essential secretarial and clerical functions, ensuring the smooth coordination and management of vital tasks within the FAO.

The scope of the DA III's role would be extensive, involving duties such as scheduling appointments and processing personal information, managing office supplies and equipment, as well as receiving and processing mail. This role is crucial in maintaining a streamlined and well-organized office environment. The DA III would also be responsible for various document-related tasks, including typing and proofreading a wide range of documents, drafting professional correspondence, and actively participating in the planning and execution of events and functions relevant to the FAO's responsibilities, such as fundraising and college programs.

The DA III would play a central role in overseeing and coordinating the work activities of clerical and student staff, providing leadership in monitoring workflow and evaluating work products, methods, and procedures. This role also extends to student assistance, including class scheduling and arrangements for special accommodations.

The DA III would take charge of various administrative duties, including report preparation, verification of timecards, and the issuance, receipt, and processing of applications, permits, and forms. This role encompasses the organization and maintenance of filing systems, including student records and budget information, contributing to efficient record-keeping and accessibility of important information.

Additionally, would manage the receipt, verification, and recording of incoming shipments, ensuring compliance with established standards and the timely distribution of supplies to appropriate locations. This position is essential for maintaining the integrity of financial records, monitoring expenditures, and participating in budget preparation and administration.

Crucially, the DA III would function as a supervisor for clerical and secretarial staff, providing direction and oversight while serving as a point of contact for information regarding college policies and procedures. This role also encompasses participation in budget preparation and administration, requiring the preparation of cost estimates and justifications for budget items.

Given the complex nature of financial aid budgets, a dedicated position is crucial to ensure proper management. A comparative analysis with Bakersfield College, one of our sister campuses, reveals that their office staffs a DA III, along with multiple DA II positions. This demonstrates a need for additional assistance to manage the multifaceted tasks associated with the FAO.

The addition of a DA III, alongside the role of a Financial Aid Outreach Specialist (FAOS), would equip our office with the necessary resources to operate efficiently. This staff augmentation would allow the existing team to allocate their focus more toward community outreach and mastering the programs essential for their roles, including R2T4, Direct Loans, Cal Grant, Record Load, and the Reconciliation of Federal and State Aid. Furthermore, the FAO would be better positioned to conduct more frequent visits to neighboring areas such as Mammoth, Bishop, Kern River Valley (KRV), Edwards Base, and Tehachapi. With the additional support, the Director of Financial Aid would receive much-needed assistance in creating and updating policies and procedures, generating reports, and overseeing the holistic functioning of the financial aid office.

The addition of a Department Assistant III is instrumental in enhancing the efficiency and effectiveness of the FAO's operations, facilitating crucial outreach to high schools for FAFSA and CADAA completion. The complexities associated with financial aid budgets necessitate a dedicated position, and a comparative analysis with sister campuses underscores this need. This staff addition, in conjunction with a Financial Aid Outreach Specialist, will empower the FAO to operate more efficiently, focus on community outreach, and excel in critical financial aid program management.

Resource Needs

Facilities

Outreach is in need of more space for all of the events and responsibilities coming out of this office. Outreach is currently in a very small space and has limited growth potential. Requesting to look into office expansion on the 1st floor to create more of an open space for Outreach. M&O has done a great job working with the space provided and trying to enlarge spaces, but with the addition of two Program Coordinators and Department Assistant, and further potential for growth with additional employees, Outreach is needing to upgrade to a larger location that is still visible for potential and current students needing support. Further, Outreach is in need of a permanent storage location.

Continued support of services as Outreach and campus events continue to increase here on campus. The student center would like to hang the "Graduation" Banners in the center, support on hanging those banners to highlight graduation through the years and provide motivation for students as they enter the center.

Outreach would also like a space where we can showcase the 5th grade banners from the past two years and add to the space annually. The importance of the 5th grade day banners is for someday future CC students can see their names on the banners they signed as a pledge so many years before.

The Director of Outreach would like monthly planning meeting regarding all campus events at all sites to be more unified and better prepared as a team.

Information Technology

Continued support of services as Outreach events continue on campus and online each semester.

Marketing

The Director of Communications and Community Relations and the Director of Outreach continuously collaborate on marketing strategies for upcoming events on and off-campus weekly.

Professional Development

The Director of Outreach attend the RNL National Conference in 2024. This conference covers topics pertaining to Enrollment Management, student recruitment, student success strategies, and strategic enrollment planning.

The Director of Outreach and Program Coordinators (2) attend the 2024 Student Success Conference.

The Director of Outreach and Program and (1) Program Coordinator to attend the EAB conference 2025.

The new Director of Outreach to become an ACCCA member and attend annual conference and professional development workshops.

Other Needs

Staffing Requests Not Already Listed In Unit Plans

1000 Category - Certificated Positions

2000 Category - Classified Staff

Enrollment Specialist Outreach

Location:

Ridgecrest/IWV

Salary Grade:

46.5

Number of Months:

12

Number of Hours per Week:

40

Salary Amount:

\$5,105.03-\$7,278.27

Justification:

This will be a position will support direct Outreach efforts with recruitment and retention efforts. To enhance the ability to inform students directly through this office will increase the engagement at events on and off campus, educational support and information can be directly provided to potential students. Under the direction of the Outreach Director serve as an enrollment specialist advising students in areas related to academic careers including certificate, graduation, transfer and major requirements; advise students on various careers and on the requirements necessary for achieving career goals. Along with other advising duties and functions regarding enrollment throughout all service areas. Participating in outreach activities in the K-12 schools and throughout service area communities. Develop, design, and implement targeted outreach activities and recruitment strategies in our service area high schools. Providing services in a variety of settings and times, including evening and/or weekends, on-line or off-campus as needed; Provide support with applications, registration, FAFSA completion, and scholarship information's. Participate in community outreach programs and make presentations to students, faculty and community on behalf of Outreach as assigned. Participating in ongoing professional development and training to stay current with student success strategies in application, registration, advising and basic needs.

2. This position allows for real time support through our office on and off campus. Students can drop-in to the Financial Aid and Admission office after the initial contact, but this position will offer the ability to answer questions and provide first line support to the student. Many times, at events potential students are asking questions that are difficult to answer and possibly be misinformed if regarding admissions, registration, and financial aid requirements. This position will also support expanding the ability to provide workshops on a regular basis that will support College information, Application, Registration, FASFA and basic needs information on a regular basis.