

Program Name:

**Admissions and Records**

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Program Evaluation Team Members:

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### **1. Mission**

The Admissions & Records Office strives to provide high quality service, knowledge and guidance to students, staff, faculty and the community at large in regards to admissions, registration and records in order to foster a successful experience in higher education.

Values Statement: In order to achieve our mission Admissions & Records commits to:

- putting a positive face on the application and registration process
- being the lifelong point of contact for students and alumni
- empowering all toward self-sufficiency through the use of technology
- support faculty through the administrative process.

### **2. Program Review**

The Admissions and Records Office has worked diligently to streamline and improve processes and access for all students, faculty, and staff at the College. The office provides essential services to all students (past, present, and future). Services include: admission, registration, evaluation, graduation and students' academic record. Two significant improvements have been the automated acceptance of online applications and the use of a third party vendor to supply parking permits.

In addition, the office has implemented improved processes for all MPC staff that provide more efficient services to students. Amongst these are: a Laserfiche software and hardware upgrade that allows staff easy access to student records and interdepartmental collaboration.

Plans for improvement within the Admissions and Records Office include working to ensure that all certification awarding is done through A&R, to improve coordination with the International Student Program office and the Veterans Center, to establish Application Workshops, and to clarify Distance Education resources.

### **3. Student Learning**

Admissions and Records supports student learning through students' everyday interactions with the office - welcoming students and facilitating their admission, residency, and registration efforts. The intention is to meet students' needs and

to use these interactions as learning opportunities to ensure that students leave better informed and capable of handling similar situations in the future.

#### **4. Staffing**

Recent high turnover has been an issue for the office, which has caused consistent new hiring and training, as well as additional responsibilities being placed on existing staff. Numerous factors contribute to these challenges such as staff retirements, personal decisions, and staff demographics. For example, many staff members have been military spouses, stationed in the area for one or two years. Although staffing has been a significant challenge for the office, they have been able to work around these difficulties and continue to provide a high level of service and support to the campus at large.

#### **5. Summary**

A definite strength of the Admissions and Records Office is their incorporation and use of technology and their collaborative efforts with other departments. In addition, intercampus collaboration and communication was also an area of recognition. It should be noted that, despite staffing challenges, the office has made significant strides in improving students' experience based on access and efficiency, especially in the areas of technology.

Similar to all Student Services areas on campus, the office did not have sufficient qualitative data to effectively evaluate A&R services; the data provided through the Noel-Levitz Survey was a general Student Services evaluation that did not target any specific program.

