

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Part I: Alignment with College

Chapter 0: Unit Alignment with College Goals

Key Question: "How is your unit aligned with the college's goals?"*

*All of the "college's goals" are reviewed in more detail in the appendices at the end of this template.

Six Core Values

Review the work your unit did explaining how it is aligned with the core values last year. Does the alignment you described remain accurate? Please update by removing commentary that no longer applies and, where appropriate, adding commentary that reflects changes or additions you have made since last year's unit plan.

1. Learning

While much of our work is to assist students with the "business" of attending college, we approach this as an educational experience and do what we can to teach students along the way. We employ a "teach students to fish" philosophy with every interaction, showing them how they could have used ExpressLane, for example, to find their own answers.

All processes that occur at our Students First! windows are done in ExpressLane, as opposed to staff manually processing the transaction for the student in Native Banner. We have found that this has an exponential affect, in that when we teach a student how to do something, they teach others, as well.

2. Diversity

We make every possible effort in filling open positions within our department to attract and hire individuals that add to the diversity of the college. Staff attends diversity workshops and events on campus as much as we can, given our workloads and shortage of staff to complete the work. We work together to continually be sensitive to our language and actions to insure that we are being culturally sensitive as a department.

3. Innovation

I believe that Enrollment Services has been a leader on campus on embracing new technologies such as Banner and the use of ExpressLane to serve students better. We want students to "Get on-line, instead of standing in-line". As a staff we are constantly looking for ways to maximize resources and to find short cuts that positively impact students and our work processes.

For example, in response to requests from both the students and the Students First! Team we have implemented a "Take a Number" system for Students First! While the students initially abused the system, our staff worked around this to make changes so that we now

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

have a functional system that allows students to stay seated comfortably while they wait to be served.

4. Collaboration and Partnership

I believe that the implementation of the Student Module of Banner is a fine example of this. As the lead for the project, I systematically, over the course of the one and half years of implementation, worked diligently with Faculty Council, Peer to Peer and the divisional chairs to brainstorm how we would use the new tool and to work together when making significant changes to our practices and policies. Enrollment Services and the Student Core Team continually communicate with our constituents about changes policies and procedures and we consult and inform before making changes in Banner/ExpressLane.

The High School and Community Relations unit within Enrollment Services, managed by Karen Edmonds, is a shining example of how we can best partner with other units on campus as well as the community. Karen visits every high school in Lane County multiple times throughout the year and interacts with a variety of community groups throughout Eugene and Springfield to represent Lane Community College.

5. Integrity

This value is the one, which a Registrar must hold most dear, and the one that I am most proud of Enrollment Services for embracing and demonstrating. As custodian of our students' academic history and the producer of the transcript, which is the verification of the students' efforts at the college, integrity is central to our purpose.

Our unit must respond to requests for exceptions to grading, billing statements, refunds and degree requirements on a daily basis. We approach each request with the understanding that what we decide is fair to all involved and does not provide any student with preferential treatment over another.

6. Accessibility

Enrollment Services is the "front door" and "back door" to Lane Community College. We are responsible for setting students up to enter LCC, to assist with registration and billing, to insure that degree requirements are met and for those earning a degree or certificate to insure that they have graduated properly.

We believe that assisting students with navigating the various Enrollment Services functions supports accessibility to the college.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Three Strategic Directions

The Strategic Directions for Lane have been updated and expanded since the 2003-2004 Unit Plan. Please review the changes and provide specific examples of how your unit works to further these goals.

1. Transforming Students' Lives

- Foster the personal, professional, and intellectual growth of learners by providing exemplary and innovative teaching and learning experiences and student support services.
- Commit to a culture of assessment of programs, services and learning.
- Position Lane as a vital community partner by empowering a learning workforce in a changing economy.

Since we are a service unit, as opposed to an academic department, it is challenging to see how Enrollment Services directly “Transforms Lives Through Learning”. As I indicated above, we are constantly teaching students how to navigate our processes and therefore give our students tools for the surviving in the outside world, as well. We quite often have to discuss tough financial challenges with students and we coach them on how to be fiscally minded and to keep track of deadlines and processes that could make a difference in their ability to attend for any given term.

2. Transforming the Learning Environment

- Create a diverse and inclusive learning college: develop institutional capacity to respond effectively and respectfully to students, staff, and community members of all cultures, languages, classes, races, genders, ethnic backgrounds, religions, sexual orientations, and abilities.
- Create, enhance, and maintain inviting and welcoming facilities that are safe, accessible, functional, well equipped, aesthetically appealing, and environmentally sound.

Again, I don't know about learning, but we work hard to make the front door of Lane, the lobby of Building #1, approachable, accessible and easy to navigate. Our ExpressLane assistants are there to greet students and to teach them to use ExpressLane and to know where to go next. As mentioned above our new “Take a Number” system for accessing Students First! now allows a student to be seated while they wait and/or make a decision based on the number being served as to whether they can wait or need to come back later. We would hard to not allow too much information to be presented in the lobby and do not allow posters/fliers on the windows so that students aren't overwhelmed when they come in.

3. Transforming the College Organization

- Achieve and sustain fiscal stability.
- Build organizational capacity and systems to support student success and effective operations.
- Promote professional growth and provide increased development opportunities for staff both within and outside the College.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Typically the Director of Enrollment Services/Registrar at a Community College has tangential fiscal responsibilities to the college. Because I supervise Accounts Receivable, which is the team of four staff who manage all of the institutional and student financial transactions for the college, I have significant fiscal responsibility.

I expect our unit to take incredible responsibility for decreasing the astronomical outstanding debt students have to LCC. In the past three years we have made significant changes to our credit policy to facilitate this and I believe it is now making a difference. Student and staff can no longer use Enrollment Services/Students First! as a bank. Students can no longer charge non-class related items in the Bookstore until their second term at the college. Students must pay off their past term balances before registering for the next term, with the only exceptions to this being made for students where the institution had made an error which did not allow them to pay in time. Finally, students are no longer able to pay LCC when their account has been sent to a collection agency; therefore we are not carrying the collection agency charges on our accounts receivable any longer, which significantly enhanced our debt numbers.

My goal for 2004 was to revamp the refund request process to only review requests received by the eighth week of the term, as COPPS policy mandates. Students make requests that can be as much as ten years old and we no longer have the staffing and time to review requests that should have been managed in the past. I believe that by making changes to the actual refund request form and changing student expectations we will see more payments coming in on past debts and fewer requests being approved to remove charges or to refund payments. We have been successful in decreasing the number of requests that come into the office and those that are approved, resulting in more funding for Lane.

Nine Learning Centered Principles

The Learning Centered Principles for Lane have also been updated and expanded since the 2003-2004 Unit Plan. Please review and provide specific examples of how your unit works to integrate these principles into your unit's methods and outcomes.

1. Lane provides opportunities for transformation through learning.

Again, as stated above without being an academic department it is challenging to see how Enrollment Services directly transforms lives through learning. We teach students how to do the functions they come to us for that can be done on ExpressLane so that next time they won't have to call again for that particular task.

2. Lane engages learners as active partners in the learning process.

In the process of discussing a students registration activity, such as failing to drop a class on time or not taking responsibility for three billing statements which have been mailed prior to the student being referred to a collection agency and to a credit bureau, I encourage staff to remind students of our role as a educational entity and that this is a learning experience for the future.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

I find myself educating students constantly on the need for them to assume responsibility for their choices and actions, again, especially as they relate to their registration and bill paying (or not) activities.

3. Lane creates a learning environment that motivates and inspires students to recognize their responsibility for their own learning.

See answer to #2 above.

4. Lane offers multiple options for learning based on proven and innovative theories and methods that address the needs of diverse learners.

Not applicable to Enrollment Services.

5. Lane commits to a culture of assessment of programs, services and learning, honoring the values of intellectual freedom, community responsibility and student need.

Again, see answer to #2 above.

6. Lane fosters knowledge and appreciation of diversity among staff and students and encourages pluralism and intercultural competence. Lane engages learners from diverse cultural and social contexts.

We make every possible effort in filling open positions within our department to attract and hire individuals that add to the diversity of the college. Staff attends diversity workshops and events on campus as much as we can, given our workloads and shortage of staff to complete the work. We work together to continually be sensitive to our language and actions to insure that we are being culturally sensitive as a department.

7. Lane is committed to both individual and organizational learning.

We are committed to professional development opportunities at the individual level, as well as taking advantage of trainings for the entire staff together.

8. Lane students and staff are a community of learners, all of whom contribute to learning.
9. Lane promotes open communication among staff, students, and the community within and across organizational and physical boundaries.

I believe that Enrollment Services does an outstanding job of communicating with our constituents, both internal and externally on changes in processes, policies and practices by using the ExpressLane marquee e-mails out to staff and the class schedule.

We could improve communication in the lobby of Building #1, but the physical layout of the lobby, which has windows on two sides, makes this especially challenging.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Part II: Unit Description

Chapter 1: Unit Description

Key Question: Who are you?

Answer the key question by providing the following information about your unit:

1. Unit Mission/Vision

Does your unit have a Vision or Mission Statement?

Yes. Enrollment Services' mission is to assist Lane students with navigating the following processes: admissions, registration, accounts receivable, financial aid, graduation and proof of attendance and course completion through transcribing academic history.

Our vision is to use technology as much as possible to decrease the telephone and Students First! wait time to allow students to "Get on-line, instead of in-line". We aim to successfully serve students while maintaining staff morale, as well.

When was it written or updated?

For the 2004 unit plan.

Do you have a process for regular review?

We recently revisited the reason for our existence at our annual in-service in late October 2005 and came up with the following bullets:

Why does Enrollment Services exist?

- ◆ To provide access to students to our services
- ◆ To promote student success
- ◆ Provide channel for large proportion of financial aspects of college
- ◆ Assist students with entering and exiting the college
- ◆ Admission, registration, assessment & outcome
- ◆ Skeleton structure for college
- ◆ Business machinery which makes the learning environment possible
- ◆ Face to face contact w/students
- ◆ The heart of the college
- ◆ HS/Community Relations – to bring new students to Lane Community College
- ◆ General referral for organization

2. Catalog Description

How do you describe your unit and service offerings in the college catalog?

Oddly enough, there is not a definition of Enrollment Services in the college catalog. You can find descriptions of Students First!, Veterans and International Admissions, but not our unit as a whole.

How does your unit manage the review of catalog copy each year?

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

We review each area that affects our processes carefully for updates and changes.

3. History/Significant Unit Events

How did your unit evolve at Lane?

Enrollment Services has been in existence since the college began, but has had a variety of names, such as Office of Admissions and the Registrar's Office.

What significant events have marked your growth?

I don't know how to answer this question. Do you have a system for maintaining an archival history of your unit? We follow state archiving practices.

Do you have annual events that are representative of your unit's goals or service delivery methods?

No.

4. Services Provided

Provide a list with a short summary of each

Enrollment Services is responsible for admissions, registration, financial aid assistance, accounts receivable, graduation and transcribing academic history.

5. Organizational Structure

Please provide a description of how your unit is administratively organized.

General Administration

Director of Enrollment Services/Registrar who is responsible for Enrollment Services and the Banner Student Module. Administrative assistant manages payroll, budgeting and assists with the activities of the Director. Systems Coordinator is responsible for all Banner/ExpressLane activities, training, and system access and problem resolution.

Admissions

Coordinator oversees admissions information form processing, responds to campus departmental registration issues and manages admission for the Health Occupations programs.

High School and Community Relations

Coordinator provides recruiting activities for all Lane county high schools and outreach to a variety of community groups to promote attendance at LCC. This position is creates and coordinates activities designed to increase diversity of our student body, as well.

International Admissions

Coordinator oversees international student admission, which is extremely complicated due to SEVIS and federal processes mandated by the Homeland Security Office.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Accounts Receivable

Team members are responsible for the handling, accounting and depositing of all Student Account Receivables as well as institutional financial transactions such as the Bookstore, Center for Meeting and Learning and Food Services.

Student Records

Team is responsible for managing student academic history. This includes managing Grading, transcript production, Academic Council, National Student Clearinghouse and Dual Enrollment with the University of Oregon.

Students First!

Team is responsible for one-stop shopping service approach to admissions, registration, accounts receivable, photo ID and financial aid.

Veterans

Coordinator is responsible for managing federal Veterans Administration payments to student veterans and beneficiaries. Also responsible for monitoring registration activities and extensive documentation of veteran benefits management.

6. Staff/Faculty

Please provide a list of your faculty and staff in this unit. For faculty, indicate FTE appointment, credentials, and primary area of expertise. For staff, indicate FTE appointment and primary job responsibilities.

Director of Enrollment Services/Registrar (1)

Administrative Assistant (1, 1 timesheet staff)

System Coordinator (1)

Admissions (1)

High School and Community Relations (1, 5 timesheet staff)

International Admissions (1, 1 timesheet staff)

Accounts Receivable (4, 1 timesheet staff)

Student Records (4, 2 timesheet staff)

Students First! (10)

Veterans (1)

➤ Staff/Faculty 35/0

7. Student Profile

Please provide demographic data for unit clientele.

Enrollment Services serves all students who are applicants, current students and post-attendees to Lane.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

8. Facilities and Equipment

Describe the unit's campus space.

We are located in Building #1, main campus, in five different locations: 121 Building #1, ExpressLane lab, 123 Building #1, Enrollment Services, 125 Building #1, Veterans, 101 A/B Building #1, International Admissions and 207 Building #1, High School and Community Relations.

What are its strengths?

We are in a relatively new building that was designed to bring all of the Student Services under one roof.

Its challenges?

Enrollment Services has undergone a three-year process of dealing with challenging environmental conditions, which seem to have been rendered by the removal of moldy carpet. We are working in an area that is shared primarily with Student Financial Services that I have been told was designed for 28 people and accommodates 43 plus now. We work in overcrowded conditions, which is particularly challenging when it comes to the noise level.

What are your utilization ratios?

I don't know how to obtain this information and do not have it. Provide a copy of your equipment inventory. I do not have an equipment inventory, beyond that which is maintained by Purchasing.

What are your equipment strengths?

Due the nature of our business and the need to be working on high-speed computers on a constant basis, we are in good shape when it comes to equipment. Every staff member has an individual computer and we manage 20 additional ExpressLane computers in the lobby of Building #1 and the ExpressLane Lab in 121, Building #1.

Challenges?

The only item we need to replace right now is our folding machine, which is shared with Student Financial Services. Do you have any plans in place for equipment replacement? We are investigating purchasing a new folding machine and will be implementing document imaging in the summer of 2005.

9. Budget Profile

Provide a profile of the unit's General Fund Budget. If appropriate, provide a profile of Restricted Fund 8 (grants, etc.), Restricted Fund 9 (tuition-based sections), and any student fee-generated funds.

Our General Fund Budget is \$1,621,775.16.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Part III: Performance 2003-2004

Chapter 2: Unit Outcomes Data, 2003-2004

Key Question: What were the results of this unit providing services in 2003-2004 as demonstrated by student contacts, indicators of student success, and/or cost efficiencies?

Using the provided table, please include assessment of the impact of services provided on student outcomes as defined in your 2003-2004 Unit Plan.

You may choose to answer the above question by referring to guidelines provided by a variety of sources including but not limited to:

- *Unit accreditation requirements*
- *An advisory group*
- *Best practices guidelines/ national standards*
- *Core Ability Outcomes as defined by accreditation standards*
- *Faculty/ Staff goal setting*
- *Guidance from College Executive Team*

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Suggested Unit Outcome Data, 2003-2004

	<i>Expected Outcomes for 2003-04</i>	<i>Actual Outcomes for 2003-04</i>	<i>Analysis of Comparison (Link to 2004-2005 Goals)</i>
Number of service contacts	<i>Not measured</i>	<i>Not measured</i>	
Number of unduplicated participants	<i>Not measured</i>	<i>Not measured</i>	
Student FTE generate for courses taught	<i>NA</i>	<i>NA</i>	
Unit Faculty/Staff to Student ratios relative to benchmarks that make sense for your area	<i>NA</i>	<i>NA</i>	
Demand/capacity analysis (Are you utilizing your resources to capacity? Cite waitlists and/or other evidence.)	<i>Last year we had challenges with phone and lines waits being excessive</i>	<i>With the implementation of ExpressLane our lines are still long, but much more manageable</i>	
Demographic profile of individuals served (Who uses your services?)	<i>Prospective students, credit and extended learning students, college and departmental staff, All college departments managing money, colleges and universities both locally, nationally and internationally</i>	<i>Prospective students, credit and extended learning students, college and departmental staff, All college departments managing money, colleges and universities both locally, nationally and internationally</i>	
Unit contributions to student success. (Effect on retention and student goal attainment)	<i>Students cannot reach any level of success without Enrollment Services, since we are responsible for admissions, registration, student accounts receivable, financial aid assistance, transcribing and graduation.</i>	<i>Same answer as 2003-2004</i>	

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Chapter 3: Unit Outcomes Analysis, 2003-2004

Key Question: Please provide a summary analysis of your projected Unit outcomes for 2003-2004. Please include assessment of Unit outcomes as defined in your 2003-2004 Unit Plan.

Things you might assess:

1. Needs
2. Satisfaction
3. Learning Outcomes
4. Environmental
5. Cost Effectiveness
6. Causes of dropout/stopout (program/college)
7. Post-Completion level of satisfaction

Methods of assessment you might use¹:

1. Qualitative Assessment
2. Quantitative Assessment
3. Pre tests/post tests
4. Portfolio assessment
5. Focus Groups
6. Mail-out/Telephone surveys
7. Web based data collection

1. How effectively did you fulfill your unit's mission?

What approach did you take to gather evidence of your performance? What method of assessment did you use?

What does the evidence you gathered tell you about your strengths and/or weaknesses in fulfilling your mission in 2003-2004?

Due to the nature of our business function which has Enrollment Services serving students directly during all of our hours of operation, it is challenging to be able to close for a full-staff in-service to assess our performance. We have for two years in a row now, however, been able to close for one day to retreat and take stock of how we have done over the past year. This assessment is a verbal conversation, where we reaffirm our mission and talk about how things are going.

We have fulfilled our goal of meeting each student/staff members needs to our satisfaction, but the speed at which we were able to respond is substandard in our opinion. We simply do not have the staffing necessary to meet the needs of an institution our size.

2. How well does the array of services you offer match what you know about the dynamic trends in students needs?

What approach did you take to gather evidence of your performance? What method of assessment did you use?

What does the evidence you gathered tell you about your strengths and/or weaknesses in helping students meet their goals in 2003-2004?

We invited Dennis Day, Vice President for Student Services at Johnson County Community College in Overland Park, Kansas, to come for a consulting visit in the summer of 2004. We asked him to assess our level of services and in particular, to analyze how we are employing Banner to serve students. He indicated that we had one of the best implementations of Banner he had seen, but that we are still not using the tool

¹ From Schuh, J.H and Upcraft, M.L. (2001) Assessment practice in student affairs: An application manual. San Francisco: Jossey-Bass

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

to its capacity. He indicated that we are a model school for delivering services to students and one that other schools should model.

3. How efficiently did you use the resources you were given?

What approach did you take to gather evidence of your performance? What method of assessment did you use?

What does the evidence you gathered tell you about your strengths and/or weaknesses in using resources efficiently in 2003-2004?

We are very creative with our use of our minimal part time budget of around \$11,000, which ends up being about three times higher in terms of expenditures. We meet once a week to assess which areas within the department needs attention and divert staff resources to triage areas that need assistance. We use Learn and Earn and Workstudy students as ExpressLane assistants in our lobby and push the use of part time staff to its limits. Because this is a priority across the office, I believe that we have efficiently managed our resources. We are taking steps to keep overtime and part-time to a bare minimum. We are monitoring carefully the purchasing of office supplies and limiting travel and related offices expenses to only that which is necessary.

4. How well are you utilizing current technology?

What approach did you take to gather evidence of your performance? What method of assessment did you use?

What does the evidence you gathered tell you about your strengths and/or weaknesses in utilizing current technology in 2003-2004?

In terms of web services, we are currently a leader nationally in the level of services available to students. Students can register, pay their bills, order transcripts and manage nearly all of their attendance activities on-line.

5. If your Unit works with an Advisory Committee, how effective was that relationship in helping you meet your Unit goals?

What approach did you take to gather evidence of your performance? What method of assessment did you use?

What does the evidence you gathered tell you about your strengths and/or weaknesses in working with your Advisory Committee in 2003-2004?

We do not use an advisory committee.

6. Overall, what strengths do you believe your unit demonstrated in 2003-2004?

Since 2003-2004 was our first year of going live with the Banner Student Module and ExpressLane I think that this department demonstrated incredible resolve and served students magnificently. The Student Core Team worked diligently to trouble-shoot problems as they arose and were extremely creative with solutions for improvement. Despite a lack of sufficient human resources to serve the number of students we do, staff kept their heads above water and their focus on meeting students' needs quickly and efficiently.

7. Overall, what challenges do you believe your unit faced in 2003-2004?

Our challenges center around the insufficient staffing, especially in our Degree Evaluation area and for the Director. We are painfully behind in performing transfer evaluations, due to the volume and the need for

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

one of the evaluators to be focusing on the continued implementation of Banner. The Director position encumbers far too many responsibilities for any one individual to perform reasonably.

8. What conclusions do you draw from this analysis about needed improvements or changes in 2004-2005?*

We need to do everything we can to use ExpressLane to deliver services to students so that they do not have to call or come in. We are working on putting more of our basic forms out on the web for this purpose. We also need additional staffing in the Degree Evaluator area and support for the Director.

Enrollment is declining at Lane, so we are interested supporting the Executive Team's decision to increase recruitment efforts. This will involve new funding, so we are going to be requesting Carl Perkins funds for this purpose.

Important! Any initiatives proposed for 2004-2005 must be linked to these conclusions!

Part IV: Projected Performance 2004-2005

Chapter 4: Unit Initiatives, 2004-2005

In addition to our prioritized initiatives listed on the attached chart, we would like to submit a request for Carl Perkins funds from Karen Edmonds:

**KAREN'S SUBMISSION FOR CARL PERKINS FUNDING TO FUND
PROFESSIONAL TECHNICAL CAREERS EXPLORATION DAY**

Chapter 4: Program Initiatives, 2004-2005

How do you propose improving future performance? Each initiative should be linked to a need identified in Chapter 3: Program Outcomes Analysis, 2003-2004. Each initiative should also be linked to a goal identified in Chapter 5: Expected Unit/Program Outcomes, 2004-2005. When proposing an initiative(s), use the following structure for each initiative proposed:

Enrollment Services initiatives chart attached.

Initiative #1

Division Priority #1

Professional Technical Careers Exploration Day

2) How is the initiative linked to your Program Outcomes Analysis for 2003-2004?

Enrollment numbers are declining to the college and this recruitment initiative is designed to increase enrollment.

3) Describe the initiative

Professional Technical Careers Exploration Day is a half-day workshop that allows Lane county high school students to come on campus and do a hands-on learning activity in a career area of their choice. In addition, students attend a session on college and/or career planning. The purpose is to expose high school students to professional technical careers and to motivate them to pursue higher education.

Lane has over 40 professional technical programs; high schools are quickly losing theirs. This day provides an opportunity for these high school students to learn about and experience a career field that may or may not be available to them in their high school. The students also receive insight and experience from those currently working in the field.

The first Professional Technical Careers Exploration Day in April 2004 was a success. We had the capacity to serve 200 students, but the requests from high schools exceeded our capacity. There was a greater interest from the high schools than we could accommodate the first year. The sustained interest this year is evidence of the need to offer this event again.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Professional Technical Careers Exploration Day will be held on Lane's main campus, with a main session in the Center for Meeting and Learning and breakout session in various campus locations.

Given college resources, organizing the event as a collaboration between Enrollment Services and College Now is feasible. Funding from Carl Perkins would prevent this from draining department resources. Given the student-oriented focus of the day (and the fact many of the students will attend Lane in the future), it is an efficient use of college resources.

4) Describe the resources needed

The total amount requested for this event is \$4,700, broken down as the following:

Materials and supplies: \$800.00

Bus travel: \$600.00

Substitute reimbursement for high school instructors: \$1500.00

Room rental in CML: \$200.00

Food for students: \$1600.00

List the possible funding sources

Carl Perkins is a possible funding source.

If you identify Carl Perkins as a possible funding source, please answer the following questions:

How does the request meet one or two of the Carl Perkins act goals?

The Secondary-Postsecondary Connections Goal (VI) is perfect for this project. The event will allow Lane's professional technical programs to reach out to secondary school students, involve them in program exploration, and use current Lane students as mentors. Both Lane and high school instructors will be involved. The event will encourage and facilitate the transition from high school to college. The Student Skills Gain Goal (I) will be met by providing high school students skills for this transition. The students will receive new skills through their hands-on experiences the day of the event.

How will the use of the funds contribute to the success of Lane's Professional Technical students?

Lane students serve as mentors the day of the event. The workshops are designed to allow current Lane students to share their knowledge with high school students, serving as role models. Lane students are able to re-affirm their commitment to their career of choice and share it with the next generation of college students.

Briefly describe your past history of utilizing Carl Perkins funds.

Carl Perkins funds were used last year to fund this event.

If you identify the Student Technology Fee as a possible funding source:

1. Review the material under STUDENT TECHNOLOGY FEE on the TACT website at <http://www.lanecce.edu/tact/>
2. Attach a copy of the Student Technology Fee request form to the Unit Plan.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Initiative #2

Division Priority #2

Hire a Degree Evaluator.

2) How is the initiative linked to your Program Outcomes Analysis for 2003-2004?

We are painfully behind in producing transfer articulations for prospective and current students at Lane. This would allow us to deliver these on a more reasonable timeframe than the current lag time of 4-5 months.

3) Describe the initiative

We currently are understaffed in our Degree Evaluation area, due to the increase in requests for transfer and degree evaluations, as well as having 50% of our degree evaluator staff, 1.0 FTE, pulled off to work on the further implementation of Banner. By hiring an additional Degree Evaluator, this person can process and enter data, allowing the current degree evaluator who is working on Banner implementation to focus on this completely. By moving one of the current degree evaluators over to a system coordinator position, this would also serve as a way to relieve the stress currently placed on our one system coordinator for Enrollment Services.

4) Describe the resources needed

The total amount requested for this event is \$44,622. This includes a salary for the Level 10, Step 1 position, which is \$29,165 plus an additional 53% OPE of \$15, 457.

5) List the possible funding sources

We would need this to be a newly funded position from the general fund.

6) Students served?

We have no way of estimating how many students this will serve, but it will serve to expedite how quickly we can serve the students who are being delayed months and months now by our insufficient staffing.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Initiative #3

Division Priority #3

Hire Project Coordinator to assist the Director of Enrollment Services/Registrar.

2) How is the initiative linked to your Program Outcomes Analysis for 2003-2004?

The Director of Enrollment Services/Registrar position is currently far too extensive for any one person to reasonably meet their daily work responsibilities and to provide for any form of planning. This position directly supervises 28 full-time staff and indirectly five part time staff members. This person is also the data custodian for the Banner Student Module and chair of the Student Core Team. This person is expected to be a working manager in terms of resolving student and staff issues, while also being involved in campus committees and participating in the governance process.

In order to move more services such as forms retrieval and to create an on-line admissions process, the Director must be freed up to work on project work. The idea for a project coordinator is that this position could respond to the day-to-day issues of Enrollment Services, especially when it comes to responding to student complaints and issues.

3) Describe the initiative

We would create a Project Coordinator classified position to manage the day-to-day responsibilities currently being handled by the Director. This person would focus on student issues and daily management concerns.

4) Describe the resources needed

The total amount requested for this event is \$57,227. This includes a salary for the Level 14, Step 1 position, which is \$37,403 plus an additional 53% OPE of \$19,824.

5) List the possible funding sources

We would need this to be a newly funded position from the general fund.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

Chapter 5: Expected Unit Outcomes for 2004-2005

Key Question: What Unit outcomes do you expect to achieve in 2004-2005?

1. What unit level outcomes do you expect to achieve?

We intend on analyzing a number of services that we feel we should and can no longer offer, due to budget restraints. Our focus is always on delivering services out to students in an efficient and expedient manner. We are going to put as many of our forms and processes on the Lane web page, as possible, and to continue to evaluate our policies and procedures to insure that student needs are being met.

Through the continued implementation of Banner and ExpressLane we hope to see shorter phone lines and waiting time in our lobby for our services. By moving work from one staff member to another, we hope to shorten the length of time it takes for a transfer evaluation to be completed. We hope to have an on-line admissions form process by the end of the 2004-2005 academic year. With the implementation of document imaging, we hope to discontinue the microfilm/fiche process and to expedite document storage and retrieval.

2. What plans do you have for enhancing your use of current technologies?

This was addressed in number one above, but our focus will be on continuing to enhance ExpressLane services, implementing document imaging, offering enrollment and degree verification through the National Clearinghouse and to implement EDI, which is electronic transmittal of our transcripts to institutions such as the University of Oregon and Oregon State University.

3. What plans do you have for working more effectively with your Advisory Committee?

We do not have an advisory committee.

4. How will you set faculty and staff goals?

How will you ensure the participation of faculty and staff in all phases of Unit Planning?

We do not have faculty.

5. Number of Unit Contacts and Unduplicated Participants

Please provide your projected goal for 2004-2005

Not applicable to our department.

6. Student Success Data

Please provide your projected goals for 2004-05

Improved scores on indicators of Student Success

Not applicable to our department.

Lane Community College
Unit Planning Template: Student Services
Enrollment Services

7. Facilities and Equipment

What facilities or equipment goals do you wish to set for 2004-05?

We will be purchasing a laser scanner for document imaging and will continue to replace computer equipment that is no longer sufficient.

8. Budget

Please provide projected goals for 2004-05:

○ General Fund

- General Fund Allocation \$1,621,775.16
- Actual Costs of Unit Operation
- Revenues (Fees, etc.)
Projected: Transcripts \$67,084, Non-sufficient Funds \$3,100, Photo ID \$5, 630
- Cost/per student FTE - Not applicable, we do not generate FTE

DEADLINE FOR UNIT PLANS
DECEMBER 15, 2004