



CRAFTON HILLS COLLEGE
YUCAIPA, CALIFORNIA



LOS MEDANOS COLLEGE
PITTSBURG, CALIFORNIA



SANTA BARBARA CITY COLLEGE
SANTA BARBARA, CALIFORNIA



MIRA COSTA COLLEGE
OCEANSIDE, CALIFORNIA



OHLONE COLLEGE
FREMONT, CALIFORNIA



CACCRAO
California Association of
Community College Registrars
and Admissions Officers



2014 Annual Report

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CACCRAO
California Association of
Community College Registrars
and Admissions Officers

MESSAGE

from the

EXECUTIVE BOARD

CACCRAO REPORT 2014

THE CALIFORNIA COMMUNITY COLLEGE REGISTRARS AND ADMISSIONS OFFICERS RELEASES THEIR ANNUAL REPORT ON THE STATE OF ADMISSIONS AND RECORDS OFFICES IN THE CALIFORNIA COMMUNITY COLLEGES

The California Community College Registrars and Admissions Officers (CACCRAO) is pleased to release the 2nd Annual CACCRAO Report. The report is based on a series of questions that were asked to all 112 community colleges in California and 72 member colleges of CACCRAO. Over 55 colleges have responded to the survey giving us a valuable insight on the daily operations of Admissions and Records Offices. The California Association of Community College Registrars and Admissions

Officers (CACCRAO) is the professional association for admissions and records staff from the 112 public community colleges in California. Throughout the years, CACCRAO has been instrumental in supporting and providing professional development opportunities to new and seasoned admissions and records managers and their staff. The association promotes best practices, provides legislative updates, and communicates information about innovative trends in technology through regional workshops, an

annual conference, and partnerships with other professional organizations. In addition, we encourage and facilitate information exchange between our members through an admissions listserv. CACCRAO members are often sought out by other professional organizations in order to share their expertise at affiliated state and regional conferences. It is our hope that Community College Admissions and Records offices use this report as a tool when creating policies and

researching best practices. We would like to thank the over 55 member colleges that have participated in our first annual survey

CACCRAO would like to thank the following colleges for participating in this year's survey.

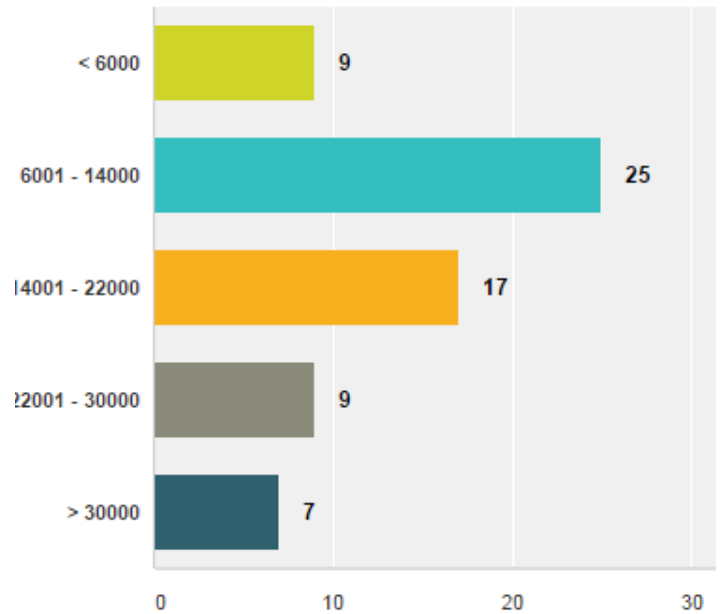
Allan Hancock College	Los Medanos College
Bakersfield College	Mendocino College
Barstow Community College	MiraCosta College
Butte College	Mission College
Cerritos College	Modesto Junior College
Chabot College	Monterey Peninsula College
Chaffey College	Moreno Valley College
Citrus College	Mount San Antonio College
City College of San Francisco	Norco College
Coastline Community College	Orange Coast College
College of Marin	Oxnard College
College of San Mateo	Palo Verde College
College of the Desert	Palomar College
College of the Redwoods	Pasadena City College
College of the Siskiyous	Reedley College
Columbia College	Rio Hondo College
Contra Costa College	Riverside City College
Copper Mountain College	Saddleback College
Crafton Hills College	San Diego City College
Cuesta College	San Diego Miramar College
Diablo Valley College	Santa Ana College
Folsom Lake College	Santa Monica College
Fresno City College	Santa Rosa Junior College
Fullerton College	Santiago Canyon College
Gavilan College	Shasta College
Golden West College	Sierra College
Grossmont College	Taft College
Hartnell College	Victor Valley College
Imperial Valley College	Woodland Community College
Irvine Valley College	

COLLEGE INFORMATION

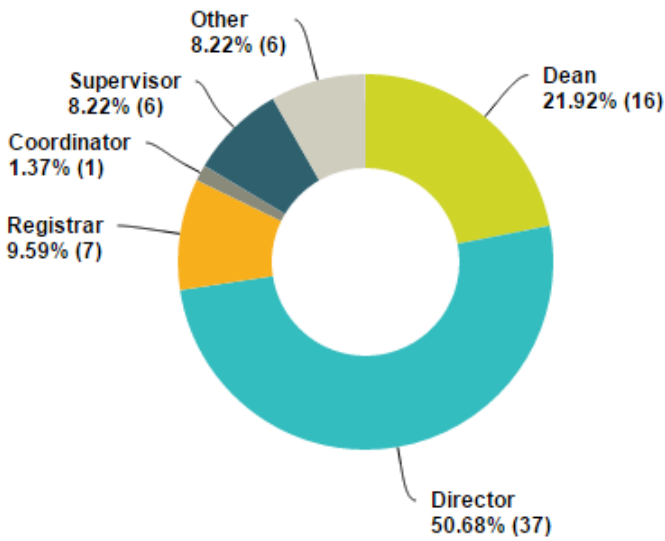
DISTRICT TYPE



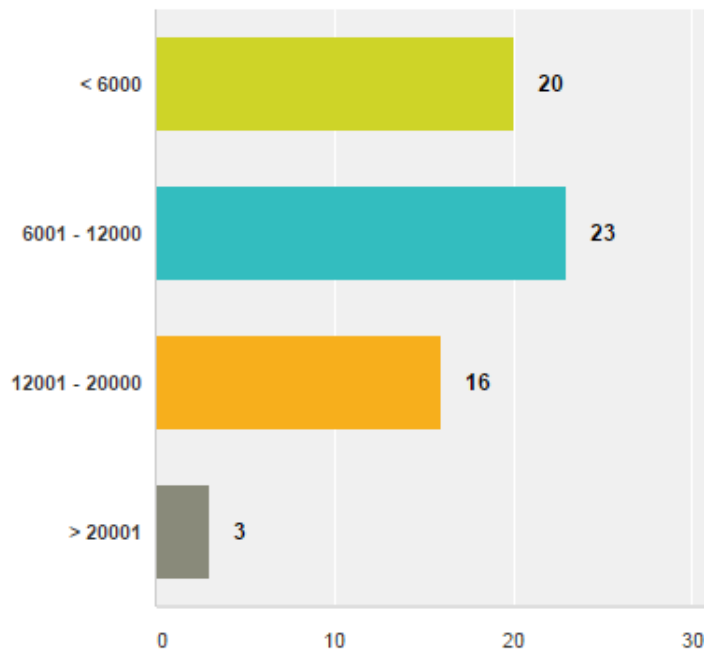
UNDUPLICATED HEADCOUNT



MANAGER OF ADMISSIONS AND RECORDS

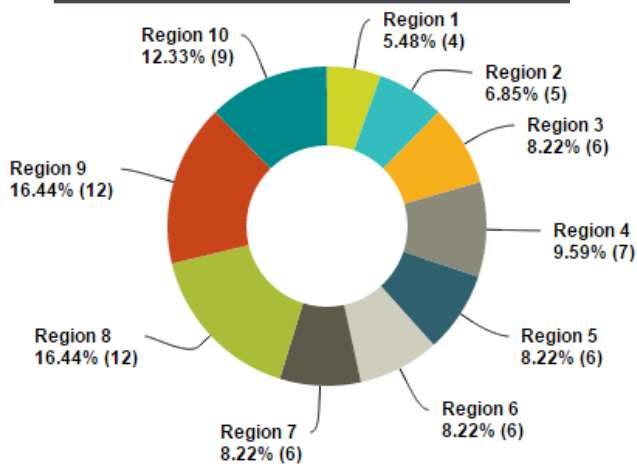


FTES



Other responses include: Manager, Assistant Director, Vice President of Student Services, Program Manager.

REGIONAL REPRESENTATION





ADMISSIONS AND RECORDS

WHAT AREAS ARE THE MANAGER OVER ADMISSIONS AND RECORDS RESPONSIBLE FOR?

Title	Percent	#
Admissions	100.0%	67
Records	100.0%	67
Transcript Evaluations	89.6%	60
Graduation	86.6%	58
Veteran Services	56.7%	38
International Students	55.2%	37
Academic and Progress Probation and Dismissal	52.2%	35
Athletic Eligibility	47.8%	32
Student Success and Support Program (3SP)	23.9%	16
Financial Aid	22.4%	15
Foster Youth	19.4%	13
Outreach	17.9%	12
Noncredit	16.4%	11
Assessment Center	14.9%	10
Counseling	4.5%	3
Instructional Service Agreements	3.0%	2

ADMISSIONS AND RECORDS

STAFF COMPARISON (FTES)

SIZE	FULL TIME	PART TIME	SEASONAL	STUDENT
< 6000	5	2	1	2
6000 - 12000	9	2	3	2
12000 - 18000	14	2	2	6
> 18000	16	1	3	7

STAFF COMPARISON (HEADCOUNT)

SIZE	FULL TIME	PART TIME	SEASONAL	STUDENT
< 6000	4	1	0	1
6000 - 12000	6	1	2	2
12000 - 18000	10	2	3	2
18000 - 24000	11	3	2	3
> 24000	16	1	4	6

HOW MANY STAFF ARE IN YOUR ADMISSIONS AND RECORDS OFFICE?

Basic Statistics ?	Minimum ▼	Maximum ▼	Median ▼	Mean ▼
Permanent Full Time	3.00	17.00	9.00	10.10
Permanent Part Time	1.00	10.00	2.00	2.60
Seasonal	1.00	11.00	2.00	3.45
Student Workers	1.00	17.00	2.00	4.27
Federal Work Study	1.00	13.00	3.00	3.72

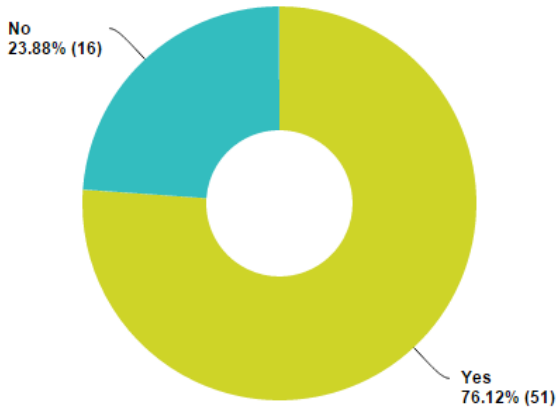
ADMISSIONS AND RECORDS

EVALUATOR STAFF COMPARISON (BY HEADCOUNT)

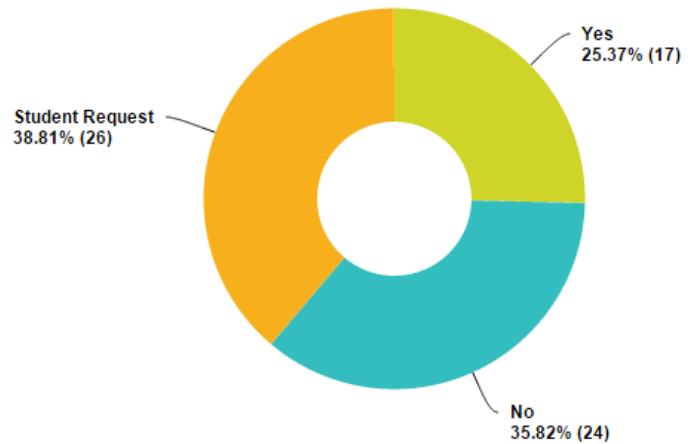
SIZE	TRANSCRIPT	GRADUATION	BOTH
< 6000	4	3	2
6000 - 12000	6	1	2
12000 - 18000	10	2	3
18000 - 24000	11	3	2
> 24000	16	1	4

DO YOUR EVALUATORS PERFORM BOTH GRADUATION AUDITS AND TRANSCRIPT EVALUATIONS?

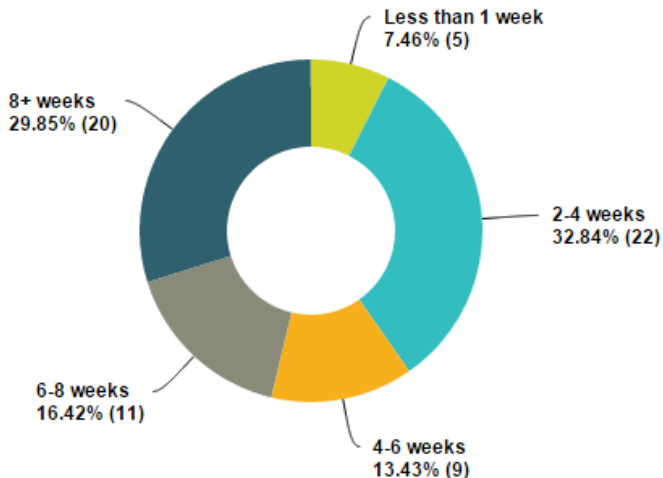
Answered: 67 Skipped: 6



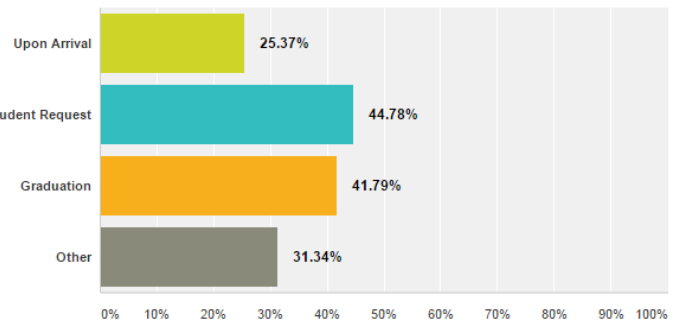
DO YOU EVALUATE ALL INCOMING TRANSCRIPTS?



WHAT IS YOUR PUBLICIZED TURN-AROUND TIME FOR TRANSCRIPT EVALUATIONS?



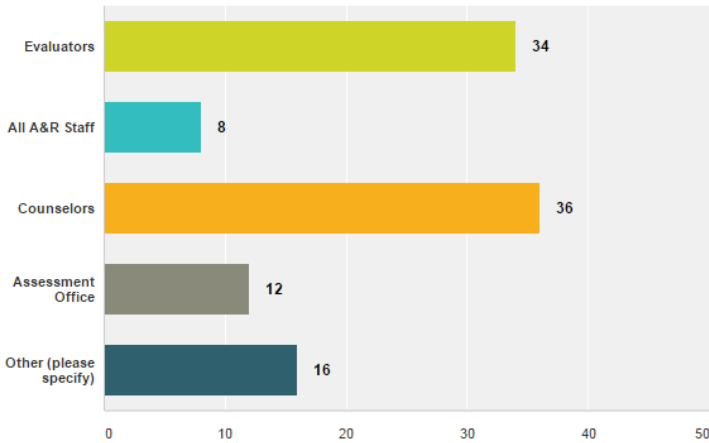
WHEN DO YOU EVALUATE AN INCOMING TRANSCRIPT?



Other includes: only Math and English, only if they are applying for Financial Aid

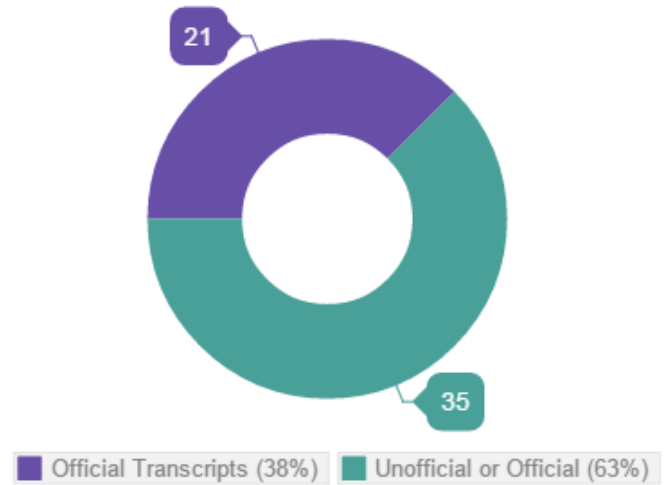
ADMISSIONS AND RECORDS

WHO OR WHAT OFFICE CLEARS FOR PREREQUISITES? (CHECK ALL THAT APPLY)

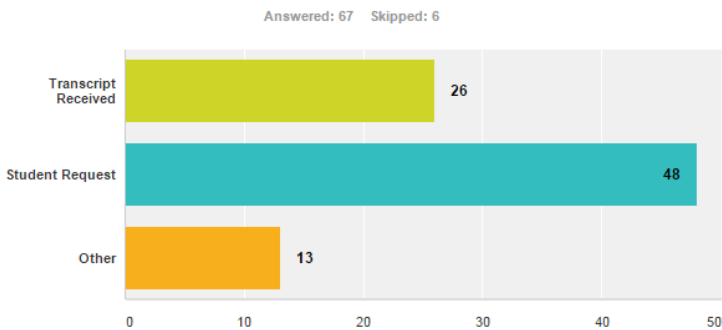


Other responses include: Matriculation Specialist, A&R Technician and Dean's Office (Admin Support)

DO YOU CLEAR PREREQUISITES FROM...



WHEN ARE PREREQUISITES CLEARED?

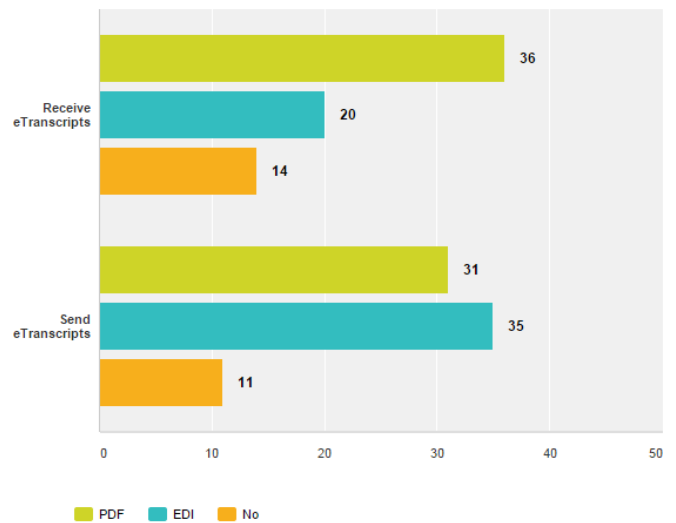


Other responses include: When the student meets with a counselor, at the time of the assessment test

HOW MUCH DO YOU CHARGE FOR TRANSCRIPTS?

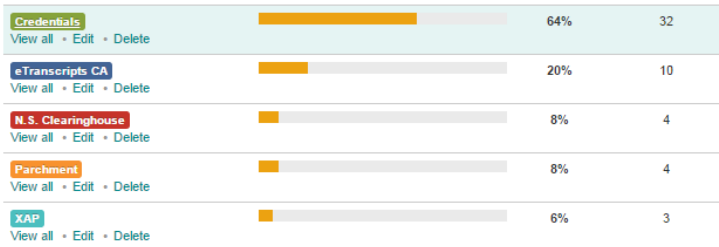
Transcript Information is located on Appendix A

DO YOU SEND/RECEIVE ELECTRONIC TRANSCRIPTS?

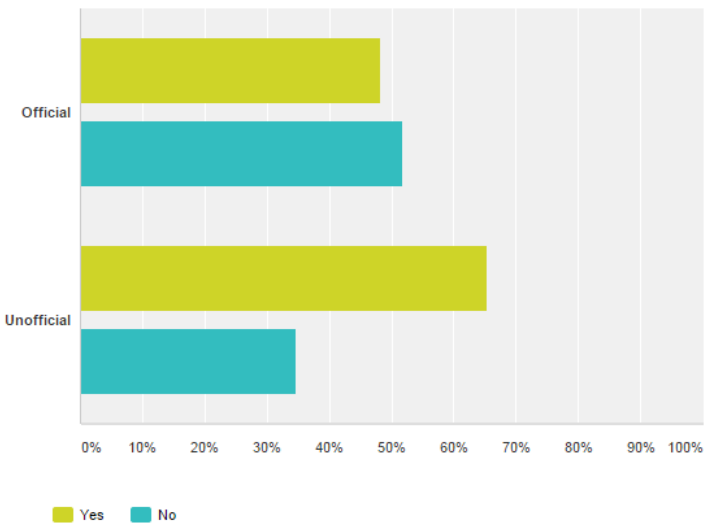


ADMISSIONS AND RECORDS

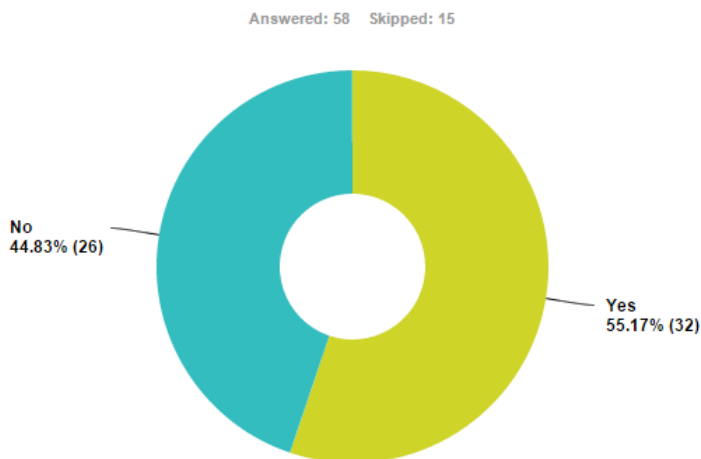
IF YOU USE A VENDOR, WHO ASSISTS YOU WITH SENDING/RECEIVING ELECTRONIC TRANSCRIPTS?



FOR MULTI-COLLEGE DISTRICTS: DO YOU COMBINE ALL COLLEGES ONTO ONE TRANSCRIPT?

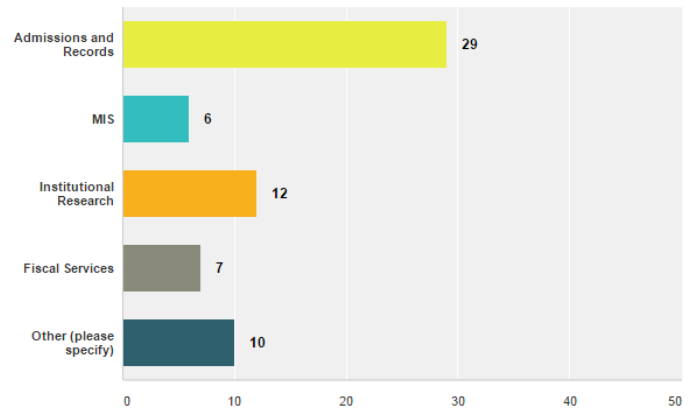


DO YOU CHARGE FOR ENROLLMENT VERIFICATIONS?



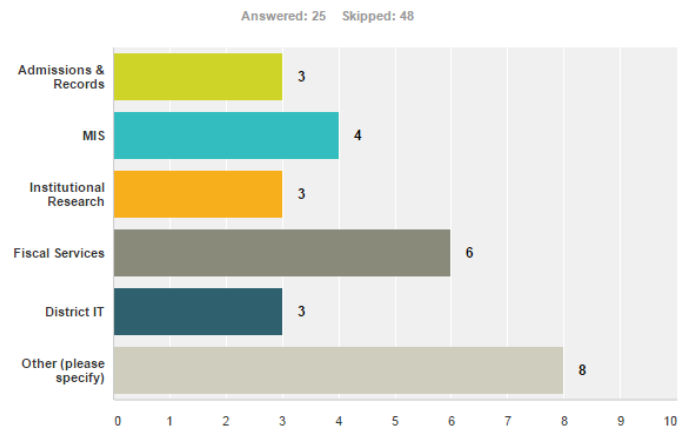
320/MIS REPORTS

WHAT OFFICE PREPARES THE 320?



Other includes: Institutional Research, Fiscal Services, IT/IS, District Student Services

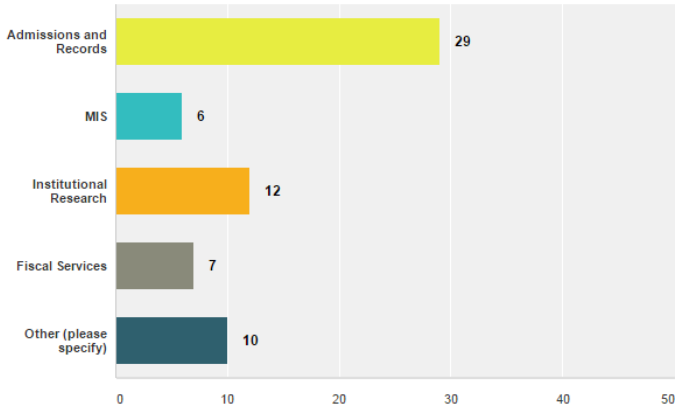
MULTI-COLLEGE DISTRICTS: WHAT OFFICE PREPARES THE DISTRICT COMPOSITE?



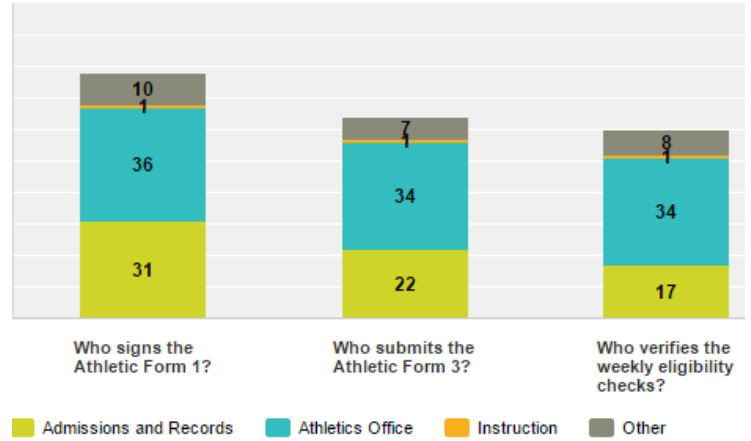
Other includes: District Office (Fiscal, Student Services) or District Institutional Research

ADMISSIONS AND RECORDS

WHAT OFFICE SUBMITS THE 320 TO THE CHANCELLOR'S OFFICE?

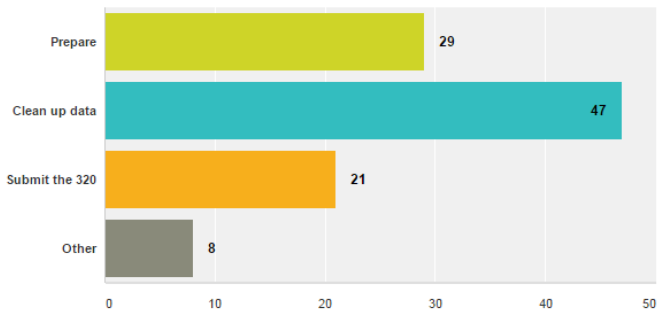


ATHLETICS



Other includes: Counseling, coach, and Student Affairs

WHAT ROLE DOES ADMISSIONS AND RECORDS HAVE IN THE 320 PROCESS AT YOUR COLLEGE/DISTRICT



Other includes: Support as requested, suggest improvements, assist in collection of missing hours from faculty.

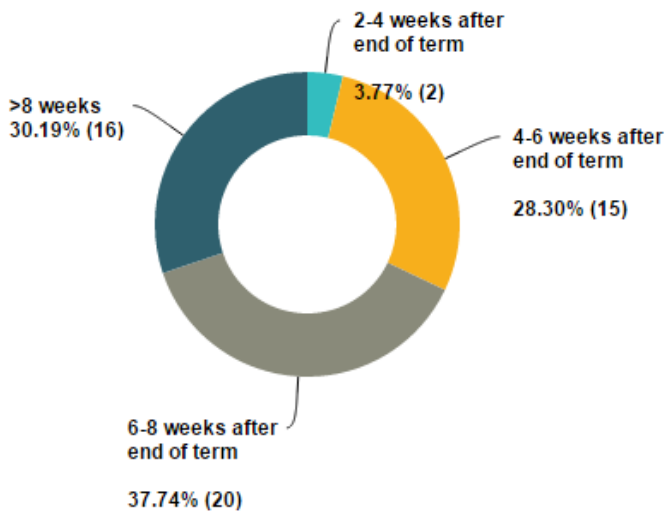
WHO DO YOU USE FOR TRANSCRIPT PAPER?

Credentials View all • Edit • Delete	3.45%	2
Fontis View all • Edit • Delete	3.45%	2
ISP View all • Edit • Delete	15.52%	9
Local Company View all • Edit • Delete	5.17%	3
Perfect Form View all • Edit • Delete	5.17%	3
Proforma View all • Edit • Delete	8.62%	5
Scrip-Safe View all • Edit • Delete	31.03%	18

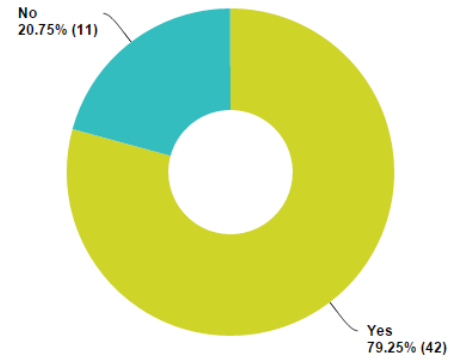


GRADUATION

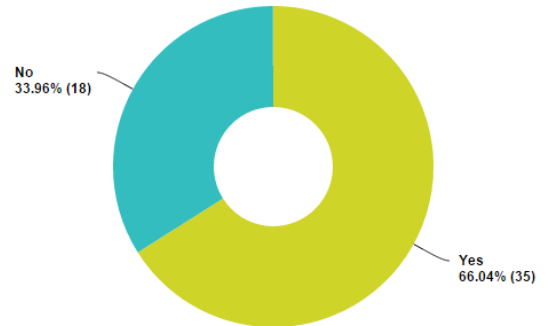
WHAT IS THE AVERAGE TURN-AROUND TIME FOR GRADUATION TO POST AND DIPLOMAS TO BE MAILED?



DO YOU RUN DIPLOMAS IN HOUSE?



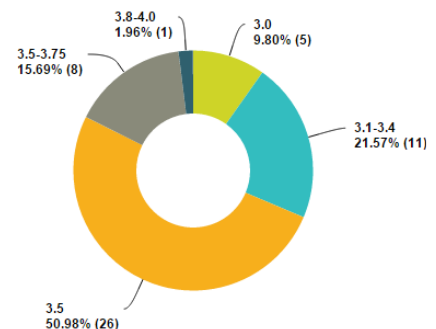
DO YOU ORDER DIPLOMA COVERS?



WHAT COMPANY DO YOU USE FOR DIPLOMA PAPER?

Herff Jones View all • Edit • Delete	<div style="width: 3.77%;"></div>	3.77%	2
Jostens View all • Edit • Delete	<div style="width: 3.77%;"></div>	3.77%	2
Local View all • Edit • Delete	<div style="width: 15.09%;"></div>	15.09%	8
Michael Sutter View all • Edit • Delete	<div style="width: 3.77%;"></div>	3.77%	2
Paradigm View all • Edit • Delete	<div style="width: 3.77%;"></div>	3.77%	2
Scrip-Safe View all • Edit • Delete	<div style="width: 45.28%;"></div>	45.28%	24

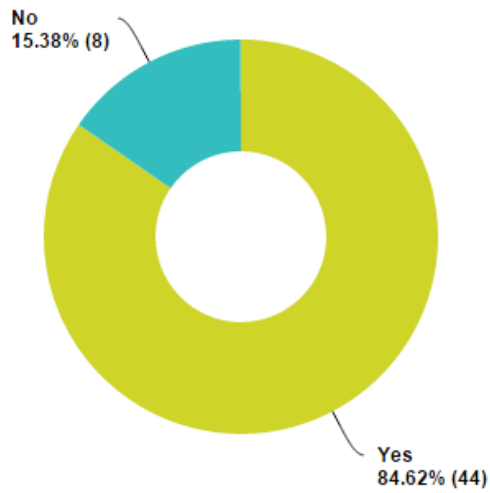
WHAT GPA IS CONSIDERED HONORS FOR GRADUATION?





REGISTRATION FEES

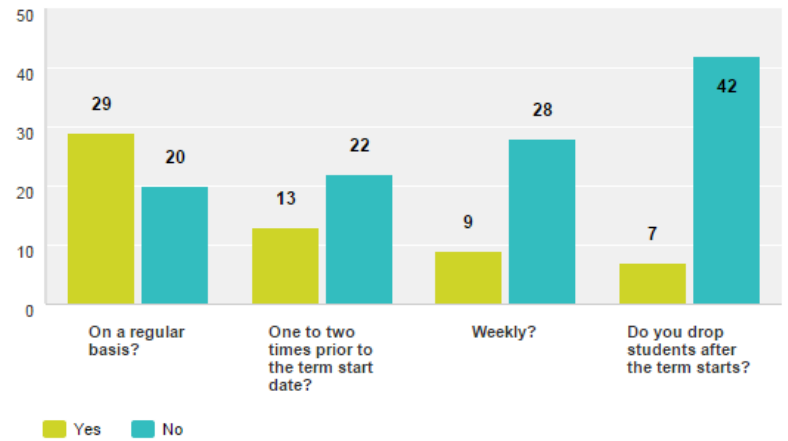
DO YOU HAVE A PAYMENT DEADLINE FOR STUDENTS?



DO YOU HAVE PAYMENT PLANS?



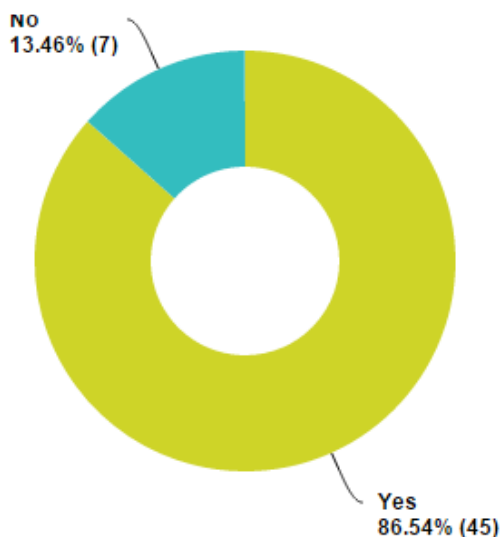
DO YOU DROP FOR NONPAYMENT?



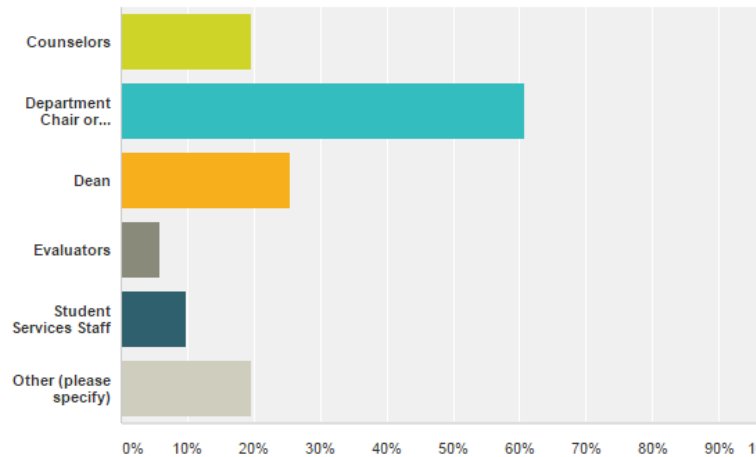


REGISTRATION

DO YOU ALLOW STUDENTS TO PETITION FOR LATE ADDS?

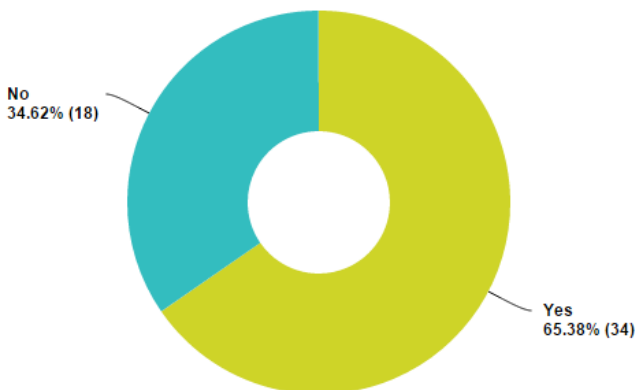


WHO APPROVES PREREQUISITE CHALLENGES

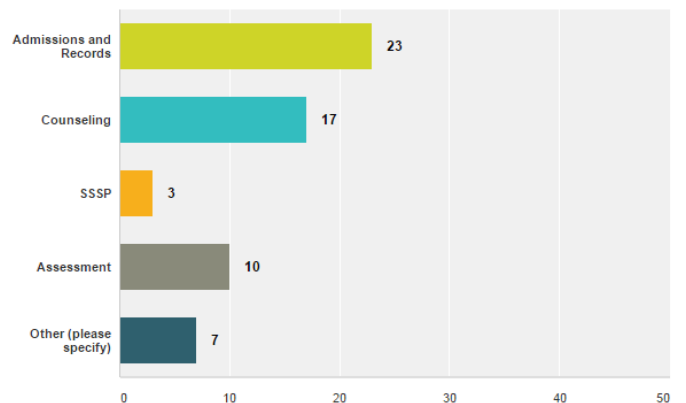


Other includes: Director of A&R, faculty, Academic Dean, Committee

DO YOU ALLOW STUDENTS TO ENROLL IN OVERLAPPING CLASSES?



WHAT OFFICE PROCESSES PREREQUISITE CHALLENGES?



REGISTRATION

IF YOU APPROVE OVERLAPS, WHO APPROVES THEM?

Counselor View all • Edit • Delete		2.78%	1
Dean View all • Edit • Delete		30.56%	11
Faculty View all • Edit • Delete		11.11%	4
Manager of A&R View all • Edit • Delete		44.44%	16
VP Instruction View all • Edit • Delete		19.44%	7

WHAT IS THE MAXIMUM AMOUNT OF TIME ALLOWED FOR OVERLAP?

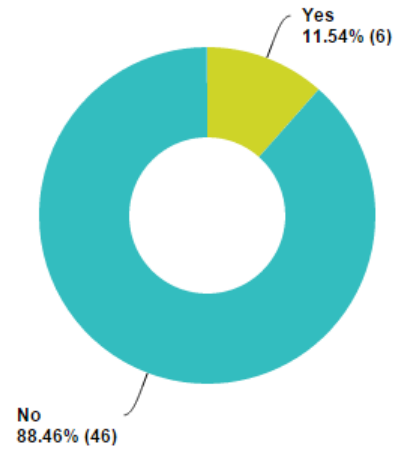
10 Mins View all • Edit • Delete		17.14%	6
15 Mins View all • Edit • Delete		20%	7
20 Mins View all • Edit • Delete		5.71%	2
30 Mins View all • Edit • Delete		5.71%	2
None View all • Edit • Delete		48.57%	17

WHO KEEPS TRACK OF THE OVERLAP?

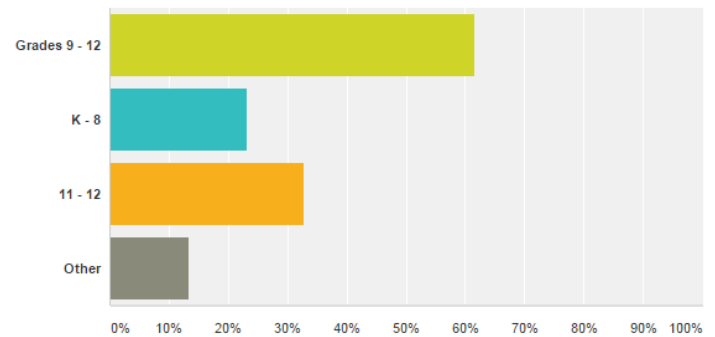


A&R (33%) Instruction (67%)

DO YOU CHARGE HIGH SCHOOL STUDENTS ENROLLMENT FEES?

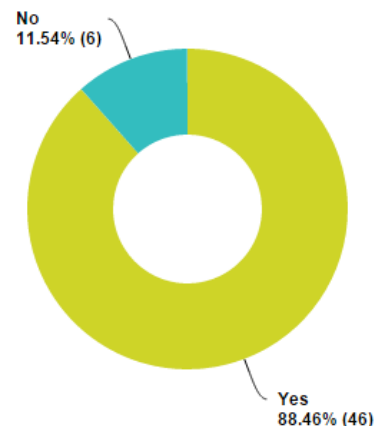


WHAT HIGH SCHOOL GRADE LEVELS DO YOU ACCEPT FOR SPECIAL ADMISSION?



Other responses include 10 to 12 only, 6th grade and above

DO YOU ALLOW LATE ADDS?



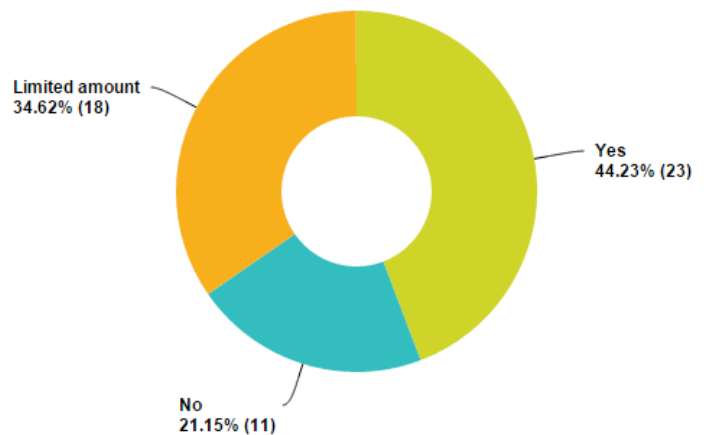


MISCELLANEOUS

DO YOU HAVE A FIRST YEAR PROGRAM?

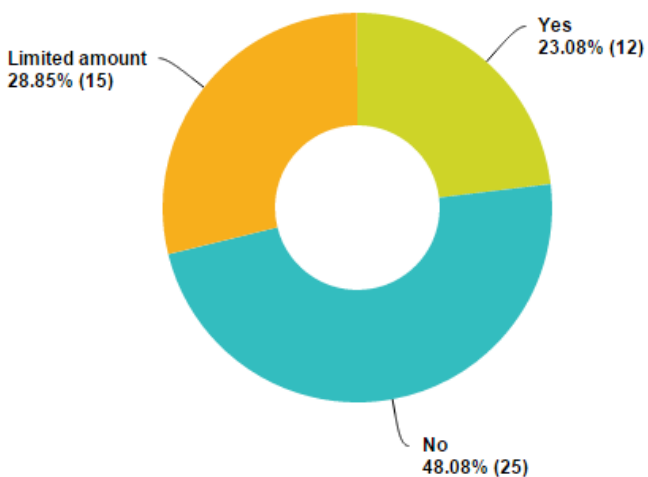


DO YOU PRINT A CATALOG?

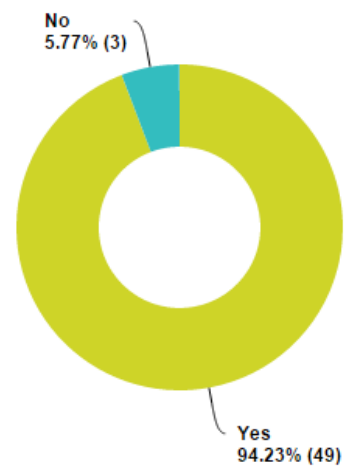


Other includes: Director of A&R, faculty, Academic Dean, Committee

DO YOU PRINT A SCHEDULE OF CLASSES

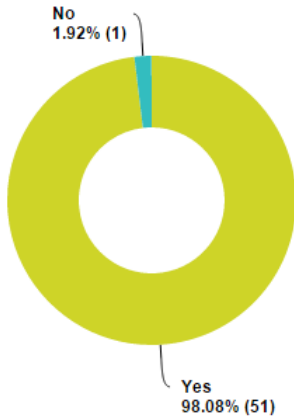


DO YOU OFFER CREDIT BY EXAM?

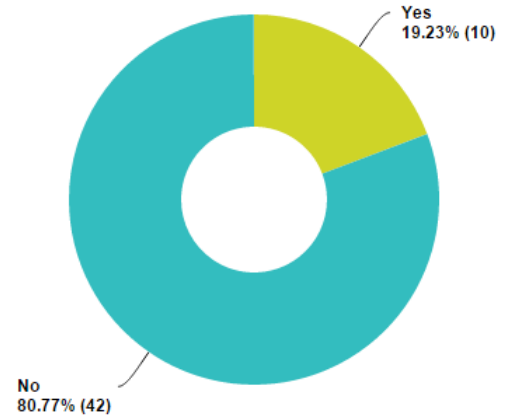


MISCELLANEOUS

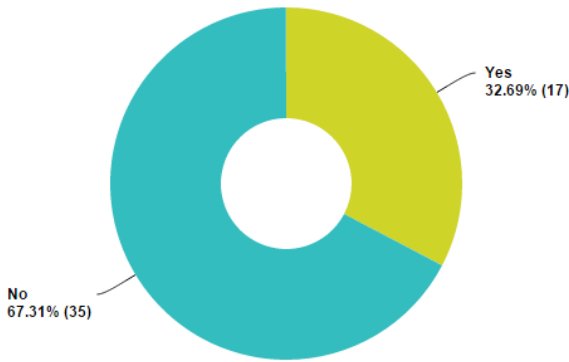
DO YOU ALLOW ACADEMIC RENEWAL ON YOUR COLLEGE COURSEWORK?



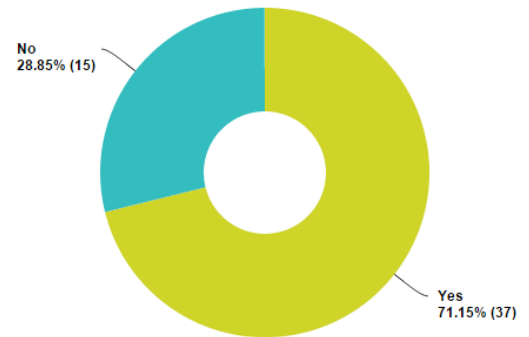
DO YOU HAVE A DEADLINE FOR A REQUEST TO REPEAT PETITION



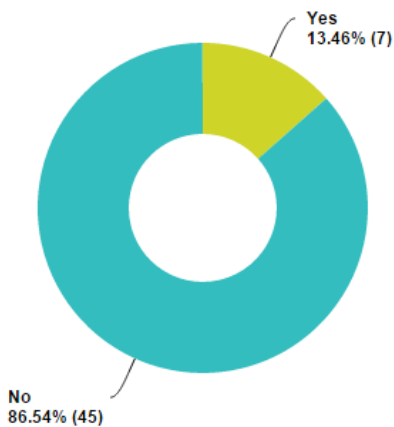
DO YOU ALLOW ACADEMIC RENEWAL ON OTHER COLLEGE COURSEWORK?



DO YOU ALLOW STUDENTS TO CHOOSE AN UNDECLARED MAJOR?



DO YOU HAVE AN ADMISSIONS APPLICATION DEADLINE?



DO YOU PREVENT OR DROP STUDENTS THAT REGISTER IN COURSES OUT OF SEQUENCE?



APPENDIX A

TRANSCRIPTS

College	On Demand	Rush	Regular
Allan Hancock College	13	13	7
Bakersfield College	12	8	4
Barstow Community College	14	10	6.5
Butte College	12	N/A	8
Cerritos College	N/A	10	3
Chabot College	10	10	3
Chaffey College	N/A	10	5
Citrus College	N/A	N/A	3
City College of San	10	10	5
College of Marin	15	15	6
College of San Mateo	15	15	5
College of the Desert	N/A	15	7
College of the Redwoods	N/A	15	8
Columbia College	N/A	20	10
Contra Costa College	N/A	N/A	5
Crafton Hills College	20	N/A	10
Cuesta College	6	N/A	3
Diablo Valley College	30	15	5
Folsom Lake College	N/A	10	5
Fresno City College	N/A	N/A	5
Gavilan College	N/A	7	7
Golden West College	N/A	10	5
Grossmont College	N/A	5	3
Hartnell College	18	12	6
Imperial Valley College	35	35	10
Irvine Valley College	N/A	5	3

APPENDIX A

TRANSCRIPTS

College	On Demand	Rush	Regular
Los Medanos College	30	15	10
Mendocino College	N/A	5	2
MiraCosta College	N/A	N/A	7
Mission College	20	20	6
Monterey Peninsula College	15	15	5
Moreno Valley College	10	15	5
Mount San Antonio College	N/A	10	5
Norco College	N/A	15	5
Orange Coast College	N/A	10	5
Oxnard College	5	5	3
Palo Verde College	10	10	5
Palomar College	13	10	5
Pasadena City College	N/A	5	3
Reedley College	N/A	20	5
Riverside City College	N/A	15	5
Saddleback College	N/A	5	3
San Diego City College	10	10	5
San Diego Miramar College	15	15	5
Santa Monica College	27	15	5
Santa Rosa Junior College	N/A	10	5
Santiago Canyon College	8	8	3
Shasta College	10	15	5
Sierra College	20	18	7
Taft College	N/A	12	4
Victor Valley College	N/A	10	5
Woodland Community	15	10	5

APPENDIX B

ENROLLMENT

VERIFICATION

College	Charge?	Cost
Allan Hancock College	No	N/A
Bakersfield College	Yes	2
Barstow Community College	No	N/A
Butte College	Yes	8
Cerritos College	Yes	2
Chabot College	No	N/A
Chaffey College	Yes	5
Citrus College	Yes	3
City College of San Francisco	No	N/A
College of Marin	Yes	6
College of San Mateo	No	N/A
College of the Desert	Yes	2.5
College of the Redwoods	No	N/A
Columbia College	No	N/A
Contra Costa College	Yes	2
Crafton Hills College	Yes	3
Cuesta College	No	N/A
Diablo Valley College	Yes	2
Folsom Lake College	No	N/A
Fresno City College	No	N/A
Gavilan College	Yes	7
Golden West College	Yes	5
Grossmont College	Yes	5
Hartnell College	No	N/A
Imperial Valley College	Yes	2
Irvine Valley College	Yes	3

APPENDIX B

ENROLLMENT

VERIFICATION

College	Charge?	Cost
Los Medanos College	Yes	2
Mendocino College	No	N/A
MiraCosta College	No	N/A
Mission College	No	N/A
Monterey Peninsula College	No	N/A
Moreno Valley College	Yes	2
Mount San Antonio College	Yes	5
Norco College	Yes	2
Orange Coast College	Yes	5
Oxnard College	Yes	3
Palo Verde College	No	N/A
Palomar College	Yes	5
Pasadena City College	No	N/A
Reedley College	No	N/A
Riverside City College	Yes	2
Saddleback College	Yes	3
San Diego City College	No	N/A
San Diego Miramar College	No	N/A
Santa Monica College	Yes	3
Santa Rosa Junior College	No	N/A
Santiago Canyon College	Yes	2
Shasta College	Yes	5
Sierra College	No	N/A
Taft College	Yes	4
Victor Valley College	No	N/A
Woodland Community College	No	N/A



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