

Student and Academic Support Services

Address all fields in the template with an equity lens. If needed, you may provide a link to support your submission. Complete the following fields and provide concise information where applicable. Please do not insert full data sets but summarize the data to completely answer the questions. Concise tables displaying these data may be attached. The review will be sent back if any of the below fields are left empty or inadequate information is provided.

College Name:	Shawnee Community College
Academic Years Reviewed:	2017-2021
Review Area:	Records & Registration
Review Team Please identify the names and titles of staff and faculty who were major participants in the review of this program/service and their role or engagement in this process.	Dr. Lisa Price, Vice President of Student Affairs Dr. Cara Doerr, Director of Recruitment & Enrollment
Mission How does the program/service contribute to the mission of the college?	Shawnee Community College's mission is to serve the needs of the students and our diverse community by providing quality higher education, community education, training, and services that are accessible, affordable, and promote life-long learning. The Records and Registration area is responsible for overseeing the maintenance of student records as well as registration/academic advising for the college.

Advancement of Equity

How does the program/service help advance equity?

Throughout history, systemic racial, gender, and socioeconomic inequities have persisted in higher education. The area of Records and Registration at Shawnee Community College provides students access to credentialed career and academic pathways, advancing both horizontal and vertical equity among the communities we serve.

- Provides advisement and counseling to insure proper placement of the student
- Advisement and counseling to all people regardless of age, gender, race, ethnicity, religion, sexual preference, or ability
- Maintain and improve articulation with all district high schools and appropriate four-year colleges and universities
- Degree mining to re-engage students who previously attended college in order to fast track completion via reverse transfer of credits

Service Objectives

Please provide a brief overview of the program or service being evaluated. What are the overarching goals/ objectives of the program/service?

The area of Records and Registration at Shawnee Community College provides students access to credentialed career and academic pathways, advancing both horizontal and vertical equity among the communities we serve.

The Records and Registration area is responsible for overseeing the maintenance of student records and registration/academic advising for the college. Staff include Academic Advisors, a Record's Clerk, and Registrar. Overarching goals, strategies, and outcomes are directly tied to the Shawnee Community College Strategic Plan.

OBJECTIVE:

Streamline student intake processes in ways that empower students to make informed program and course decisions.

Strategy (A): Develop digital career pathway blueprints (Program Planning Guides) for each program of study.

Strategy (B): Evaluate placement exam cutoff scores and develop standards that reflect the knowledge and skills needed for individual (CTE & Transfer) program success.

Strategy D): Create a seamless and consistent advisement and registration experience for students, including dual credit students and students who prefer to engage the College online.

Strategy (E): Implement an online catalog and student handbook.

OBJECTIVE:

Articulate baccalaureate and career/technical programs with regional universities; create seamless transfer opportunities for students.

Strategy (A): Implement the Saluki Step Ahead initiative.

Strategy (B): Articulate ADN program with regional Universities.

Strategy (C): Review, renew, and revise (as appropriate) current articulation agreements.

Strategy (D): Improve articulation agreement landing page.

To what extent are these objectives being achieved? Please detail how achievement of program/service objectives is being measured or assessed?

OBJECTIVE:

Streamline student intake processes in ways that empower students to make informed program and course decisions.

Strategy (A): Develop digital career pathway blueprints (Program Planning Guides) for each program of study.

Output/Outcome: All students (and potential students) will have access to Career Pathway Blueprints for each degree and certificate and use these blueprints to plan their educational program.

Target(s): All CTE programs complete by the end of FY22; All transfer majors complete by end of FY23.

Partnering with our 12 high schools to create and implement pathways. Increasing utilization of web advising.

Working to increase utilization of student self-registration. Increasing contact with students.

Increasing amount of career advising for students.

Working to increase student satisfaction with advising and decreasing the number of students who change majors.

Decreased number of meetings required for students to complete the registration process.

Providing ongoing training and professional development for staff.

Offering consistent advising services following best practices at each Extension Center.

Increased flexibility for students to register anywhere in the service area and providing students and community members with similar and consistent services.

Strategy (B): Evaluate placement exam cutoff scores and develop standards that reflect the knowledge and skills needed for individual (CTE & Transfer) program success.

Output/Outcome: Working to implement testing scores that reflect the needs of the profession and enable students to be appropriately prepared for the rigor of the courses required in certificate or degree program that they are pursuing.

Target(s): Complete evaluation and integrate with pathways documents by the end of FY23.

Strategy (D): Create a seamless and consistent advisement and registration experience for students, including dual credit students and students who prefer to engage the College online.

Output/Outcome: Students will have increased access to courses necessary for degree and/or certificate completion.

Target(s): Pilot new process in FY23; Implement full-scale in FY24.

Working to enhance web advising services and online registration capability.

Increasing contact with students and offering earlier career advising for students. Increased flexibility for students to register anywhere in the service-area and be insured of receiving similar services.

Strategy (E): Implement an online catalog and student handbook.

Output/Outcome: All students and community residents can easily access Shawnee Community College information about programs, courses, and behavioral expectations.

Target(s): HTML driven catalog and student

handbook available by the end of FY23.

OBJECTIVE:

Articulate baccalaureate and career/technical programs with regional universities; create seamless transfer opportunities for students.

Strategy (A): Implement the Saluki Step Ahead initiative.

Output/Outcome: Streamlined pathways for students who wish to pursue a bachelor's degree in Accounting, Business Administration, Criminal Justice, Health Care Management, and Psychology.

Target(s): Increase the number of students completing degrees by 5 for each program annually. Signed Intergovernmental Agreement detailing articulation process and course sequence.

Strategy (B): Articulate ADN program with regional Universities.

Output/Outcome: Streamlined pathway for students who wish to pursue a BSN degree.

Target(s): Signed Intergovernmental Agreement detailing articulation process and course sequence.

Strategy (C): Review, renew, and revise (as appropriate) current articulation agreements.

Output/Outcome: Accurate transfer pathways and increased transfer options for students.

Target(s): List of all active agreements identified by 12/21. Signed Intergovernmental Agreement detailing articulation process and course sequence. Working on a written procedure to create, revise, and periodically review articulation agreements is approved by appropriate Shared Governance Committees.

Strategy (D): Improve articulation agreement landing page.

	<p>Output/Outcome: Working to develop a webpage that communicates all of the College's articulation agreements.</p> <p>Target(s): Increase page views by 100%.</p> <p>Articulation Landing Page that, at a minimum, defines articulation; explains how articulation agreements work; explains the IAI transfer process and requirements; lists umbrella agreements; provides guidance for HS Counselors; and lists active agreements by specific majors. (Note: Agreements for AAS degrees should also link back to program specific landing page (i.e., an agreement for the Accounting AAS degree should appear on the Accounting landing page as well as the Articulation Agreement landing page)</p>
<p>Past Program Review Action What action was reported last time the program/service was reviewed? Were these actions completed? If not, what were the identified barriers to action?</p>	<p>Complete the conversion to Colleague (Fall 2018).</p> <p>Yearly catalog makes programs/advising timelier with fewer drastic changes. (Ongoing)</p> <p>Enhanced degree audit availability through student planning, which will also create a closer alignment between advisement and completion (graduation).</p>
<p>Indicator: Need</p>	
<p>1.1. Is this program or service statutorily required? If yes, is the college meeting the required elements? How does the college ensure it meets all required elements?</p>	<p>Yes. Shawnee Community College is working to ensure required elements of the records and registration process are met through ongoing training and evaluations and by implementing continuous improvements to our policies and procedures.</p>

<p>1.2 What is the need for this program/service and how does the institution determine need?</p>	<p>Proper student advising and records and registration management is critical to the success of Shawnee Community College and the communities we serve. Ensuring all students have a streamlined and seamless onboarding registration experience that is tailored to their unique needs is essential for student success. Decreasing student enrollments and community feedback helped determine the need to implement innovative practices and discontinue utilizing dated more conventional student advising and enrollment practices.</p>
<p>1.3 If applicable, what is the student usage for this program/service?</p>	<p>100%</p>
<p>1.4 How does the student usage compare to assessed need of the program/service?</p>	<p>Student usage of the service and assessed need of the service is relatively equal.</p>
<p>Indicator: Cost</p>	
<p>2.1 What are the current expenditures of the department?</p>	<p>\$159,339.55 (as of June 30, 2022 - FY22)</p>
<p>2.2 How is this program/service funded and what cost-effective strategies are in place to ensure sustainability?</p>	<p>The Records & Registration areas are funded by state and local government appropriations. The annual budget is reviewed and approved by the Shawnee Community College Board of Trustees.</p>
<p>Indicator: Quality</p>	
<p>3.1 If applicable, how does the college program/service measure against any quality benchmark and standards?</p>	

<p>3.2 How does the college ensure that all staff are qualified and appropriate to overseeing or providing the program/service?</p>	<p>The Records and Registration area is developing monthly on-going training opportunities for advisors. Expanding staff memberships in Professional Associations such as AACRAO. Holding monthly all advisor meetings to discuss successes, areas for improvement, identify road blocks and obstacles, troubleshoot, and update everyone on important dates and deadlines.</p>
<p>3.3 What, if any, innovations have been implemented within this program/service that other colleges may want to learn about?</p> <p>How have these innovations had an impact on student success?</p>	<p>Working to implement Guided Pathways. It is too early to report on the impact on student success; however, research suggests that Guided Pathways improve student success rates, help close equity gaps, and aids in countering declining community college enrollments.</p>
<p>3.4 What are the strengths of this program or service?</p>	<p>By providing entering students better information and career and transfer advising we will be able to connect them to faculty and peers in their desired program sooner.</p>
<p>3.5 What are the challenges or weaknesses of the program/service?</p>	<p>Not having enough advisors or funding is a challenge/weakness for Records and Registration.</p> <p>Another challenge is the review of multiple measures and ensuring college personnel and high school Guidance Counselors are comfortable with using multiple measures.</p> <p>Setting up a system to monitor outcomes based on multiple measures is another challenge for the program.</p>

<p>3.6 What tools were utilized to determine program/service strengths and challenges? i.e., student surveys, focus groups, interviews, co-curricular assessment, etc.</p>	<p>The Records & Registration areas used input from advisors, faculty, and students and participation and feedback from several college-wide committees (Recruitment & Enrollment Team, Student Services Team, Student Affairs Council, Executive Council, and Student Affairs Leadership Team).</p>
<p>3.7 What, if any, continuous improvement processes are in place and utilized to evaluate data and implement solutions?</p>	<p>We are holding monthly all advisor meetings and developing on-going training sessions to discuss successes, areas for improvement, identify road blocks and obstacles, troubleshoot, and update everyone on important dates and deadlines.</p> <p>We are expanding staff memberships in professional associations such as AACRAO.</p>
<p>3.8 What disaggregated data was collected, measured, and evaluated to assess program/service effectiveness?</p>	<p>Institutional advising and enrollment reports were used to evaluate the effectiveness of the records and registration area. Input from advisors, faculty, and students and participation and feedback from several college-wide committees (Recruitment & Enrollment Team, Student Services Team, Student Affairs Council, Executive Council, and Student Affairs Leadership Team) was also used.</p>
<p>3.9 Were there any identifiable equity gaps in the data? Please explain.</p>	<p>Yes, 89% of SCC students are white. Students of color are underrepresented: 4% Latino/Latina, 3% Black/African American, 3% Other, and 1% Asian.</p>

<p>3.10 How is the college seeking opportunities to close the gap and provide equitable access to programs and services?</p>	<p>Organizing programs into meta-majors and created default program maps for students. Working to ensure new students receive career and transfer information and advising early in the new student onboarding process. Using multiple measures to place students in appropriate developmental or college-level courses and programs and providing remediation when possible. Working to offer high-quality wraparound advising and support services to students.</p>
<p>3.11 How does the program or service address inequities in instructional programs, if appropriate?</p>	<p>The Records and Registration area addresses inequities in instructional programs through Shawnee Community College's shared governance committees and councils. Additionally, instructional program inequities are communicated to the Vice President of Academic Affairs.</p>

Review Results	
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<p>Intended Action Steps Please detail action steps to be completed in the future based on this review with a timeline and/or anticipated dates.</p>	<p>Through the program review process, we discovered that we had "holes" in our records and registration procedures resulting in students falling through the cracks and missed opportunities. We are working hard to close those holes to ensure all students receive timely, accurate guided pathway program advisement. By closing these gaps we anticipate increased enrollment, retention, and completion rates.</p>
<p>To what extent are action steps being implemented to address equity gaps, including racial equity gaps?</p>	<p>A group of Student Affairs administrators, directors, and advisors, Academic Affairs administrators, deans, and faculty attended the CCRC Summer Institute and are implementing guided pathways at Shawnee Community College.</p>
<p>Rationale Provide a brief summary of the review findings and a rationale for any future</p>	<p>While Shawnee Community College uses program/curriculum maps to advise students as well as publishes program/curriculum maps on the website and in the college catalog. However, students enrolled in our</p>

<p>modifications.</p>	<p>Associate of Arts and Associate of Science programs do not have a detailed “pathway.” In our review process, we determined that advisors have program and career pathway conversations with students and leave notes in the student file; however, they cannot build out a one-year pathways as prescribed because the course schedule is currently only planned one semester at a time. Academic Affairs is working to implement a one-year schedule and once implemented advisors can fully implement guided pathways.</p>
<p>Resources Needed</p>	<p>Additional processing/support staff, additional recruiters/advisors, professional development</p>
<p>Responsibility Who is responsible for completing or implementing the modifications?</p>	<p>VP Student Affairs VP Academic Affairs Dean of Transfer Director of Recruitment & Enrollment Director of Student Success Registrar Advisor/Recruiters</p>