



Policy

Policy Title: Excellence in Admissions & Records Practices

Number:A3100

Policy Type: Administrative

Responsible: CSSO; VP, Student Affairs

Related Policies: None

Linked Operating Standards: A3100.80, A3100.105, A3100.115

Related Laws: [Family Educational Rights & Privacy Act](#) (20 U.S.C. § 1232g; 34 CFR Part 99)

Related External Standards: [HLC Policy Number FDCR.A.20.020](#),
[ICCB Administrative Rules 1501.402](#),
[ICCB Administrative Rules 1501.404](#),
[AACRAO Best Practices](#), [NODA Best Practices](#)

HLC Criterion: 2B, 3C, 3D, 5B

Policy Statement

The College believes transparent, accurate, responsive, and trustworthy admissions and records practices have a significant impact on the perception of institutional quality and public trust. As such, the College strives to ensure all of its admissions and records practices strengthen student engagement, promote service satisfaction, inspire confidence, and enhance operational efficiency/effectiveness. By upholding these principles, the College fosters a culture where every student has the opportunity to succeed and where our admissions and records practices serve as a model of excellence within the higher education community.

To ensure transparency, the College shall:

1. communicate our operating standards (i.e., processes, procedures, decision-making guidelines) in ways that are easy to understand and readily accessible for all stakeholders.
2. clearly outline our admission criteria, application deadlines, program details, and records management practices in our print media, website and social media platforms.
3. provide resources such as FAQ's, webinars, tutorials, and personal/group advising services to help students navigate the admissions process.

To ensure accuracy, which directly influences perceptions of integrity, the College shall:

1. confirm all student records, including academic transcripts, personal information, and enrollment data, are correct and regularly updated.
2. ensure students are informed of their rights regarding their records, including how to the correct errors, omissions, and/or appeal decisions.

To ensure responsiveness and enhance equity, the College shall:

1. implement flexible, accessible, personalized, and user-friendly services for application submission, document upload, and record requests.
2. minimize delays and provide timely replies to student inquiries by promptly processing requests, communicating expected timelines for resolution, delivering timely progress updates, and communicating decision outcome(s).

3. Guide students in a manner that is clear, concise, approachable and knowledgeable, to help manage their records and resolve issues; thereby, enhancing the overall student experience.

To ensure trustworthiness, the College shall:

1. employ adaptable, secure, and technology-enhanced practices aimed at streamlining our processes.
2. increasing efficiency, and ensure our services are available when students need them.
3. keep student financial information confidential by employing data protection practices that ensure privacy, security, and comply with all legal and regulatory requirements related to records management.
4. improve inclusivity for all students regardless of socioeconomic status.
5. provide personalized counseling and/or technical support that addresses questions, problems, or issues of access with our systems and processes.

To these ends, the CSSO is directed to develop, implement, and continuously improve admissions and records systems, processes, and practices that inspire satisfaction, confidence, trust, and engagement from our students, employees, and the community.

Change Log		Governance Unit: Student Affairs Council
Date	Description of Change	
07.25.24	Initial Adoption	