Student Services Annual Highlights
2011-2012

Department Name: Enrollment Services

Programming or Service Highlights:

Policy and Procedures

- Online Residency Application available to students July 2012.
- Social Security Number Keypads were distributed to Student Express, Data Center and Front Desk Reception.
- Self Service Address and Major Change implemented July 2011
- Interest Card project was organized and managed by Joyce Hendricks.
- Waitlist function upgraded with new functions and guidelines including tutorial updates.
- Add period changed from 7 calendar days to 7 business days.
- Sequence Class Purge pilot was successful with English 2010 classes December 2011. English 1020 and Math 1030, 1040, 1050 classes were successfully purged June 2012.
- Enrollment Exceptions procedures changed. Late add requests submitted by a faculty member must be approved by the faculty member’s academic department/division.
- Assisted with the practical setup for the MATH Emporium.
- Gainful Employment report organized and completed.
- The new Admission Policy requiring High School graduation stirred changes to AXIOM, Banner, the current online admission application and created demands for testing, reporting and training.

Organization

- Staff Stars awarded to Jonathan Wilson and MaryEtta Chase.
- Jonathan Wilson severed as the LGBTQ Club Advisor.
- Larry Pulley retired September 2011.
- Joyce Hendricks graduated with her Associate’s December 2011.
- Abbey Mann and Denise Clausen participated in the Student Services Institute February 2012.
- Patty Clifford hired as Registration Appeal Officer March 2012.
Dash Board Indicators

Monthly Enrollment Assessment
- Enrollment is assessed on the first day of each month; terms include budget related and headcount data.
- Data includes the concurrent term monthly enrollments.
- Monthly enrollment numbers show a steady increase each year.
- There is a high enrollment in May, August and December; however enrollment decreases as the term continues. This pattern shows students are “dropping” classes after classes begin.

<table>
<thead>
<tr>
<th>Year</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
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<tbody>
<tr>
<td>2007 HC</td>
<td>18978</td>
<td>22424</td>
<td>22725</td>
<td>22884</td>
<td>34512</td>
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<td>17469</td>
<td>19919</td>
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<td>15147</td>
<td>14461</td>
<td>14302</td>
<td>14256</td>
<td>15034</td>
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<td>2009 HC</td>
<td>19759</td>
<td>24130</td>
<td>24207</td>
<td>24189</td>
<td>36126</td>
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<td>22829</td>
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<td>27973</td>
<td>28011</td>
<td>29016</td>
<td>31939</td>
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<td>13942</td>
<td>13891</td>
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<td>11694</td>
<td>16847</td>
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<td>16253</td>
<td>16221</td>
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<td>2010 HC</td>
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<td>27367</td>
<td>27381</td>
<td>27366</td>
<td>44530</td>
<td>24155</td>
<td>27376</td>
<td>34694</td>
<td>28637</td>
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<td>16660</td>
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<tr>
<td>2011 HC</td>
<td>24,757</td>
<td>27,271</td>
<td>27,552</td>
<td>27,459</td>
<td>54,178</td>
<td>26,951</td>
<td>30,303</td>
<td>41,647</td>
<td>27,097</td>
<td>27,053</td>
<td>27,042</td>
<td>53,455</td>
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<td>FTE</td>
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<td>16,052</td>
<td>16,182</td>
<td>16,060</td>
<td>30,685</td>
<td>14,764</td>
<td>16,939</td>
<td>22,969</td>
<td>15,876</td>
<td>15,820</td>
<td>15,770</td>
<td>32,012</td>
</tr>
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</table>

Due to Deneece July 1st
Admissions Applications
- College admission application counts fluctuate monthly; there is a slight decrease in the last several years. We anticipate the decrease is the result of several circumstances:
  - Financial Aid has been reduced for students including added restrictions;
  - SLCC has placed soft caps and implemented restrictive admission and registration policy in the last couple of years;
  - The economy is slowly recovering and the job market is getting better.
- Concurrent applications have decreased from 18,125 in 2007 to 2,411 in 2011.

Graduates
- Data is gathered each fiscal year summer through spring semesters.
- Graduation 2011-2012 reached a record high of 3,557 graduates.
- Graduation counts have increased 21% compared to 2007-2012.
Residency

- There is a decrease in 2011 residency applications (due to incorrect reporting while the residency officer position was vacant).
- However, residency applications increased 81% compared to 2006 and 2010.

Grades Submitted on Time

- Grades submitted “on time” show intermittent decreases.
- Decrease in numbers is due to several circumstances. Faculty are required to submit the Last Day of Attendance (LDA) on every E failing grade. The Banner system will not accept the E grade without a LDA. In addition, 2011 Fall Semester the Banner system rejected all grades if there was even one missing LDA.
Transcript Requests

- A total of **45,378 transcripts** were generated in the year 2011.
- Transcript requests continue to increase with a **16% increase** from 2007 to 2011.

- **Online** transcript requests have **increased 60%** from 2007 to 2011.
- **73%** transcript requests were requested online for 2011.

Campus in person transcript requests are decreasing as students request transcripts online.

**Campus transcript requests from 2007 to 2011:**

<table>
<thead>
<tr>
<th>Site Totals</th>
<th>2007</th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2010-2011 comparison</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redwood</td>
<td>33,287</td>
<td>34,771</td>
<td>46,109</td>
<td>49,696</td>
<td>39,772</td>
<td><strong>16% Increase</strong></td>
</tr>
<tr>
<td>South</td>
<td>2,514</td>
<td>2,869</td>
<td>2,862</td>
<td>2,990</td>
<td>2,927</td>
<td><strong>2% decrease</strong></td>
</tr>
<tr>
<td>Sandy/Miller</td>
<td>1,159</td>
<td>1,113</td>
<td>1,341</td>
<td>1,032</td>
<td>577</td>
<td><strong>79% decrease</strong></td>
</tr>
<tr>
<td>Jordan</td>
<td>1,247</td>
<td>1,528</td>
<td>1,690</td>
<td>1,983</td>
<td>2,102</td>
<td><strong>6% increase</strong></td>
</tr>
</tbody>
</table>

**Transcripts Request by Campus**

Due to Deneece July 1st
Registration Appeals

- Registration appeals have consistently increased with a slight decrease in 2011.

![Registration Appeals Chart]

Nolij Transcript Project

- In the year 2010 there were two PT employees designated specifically for this project.
- Total of 48,250 hard copy transcripts have been processed either to Banner or in the process of being sent to the State Archives.
- For the year 2011, a total of 9,801 records have been reviewed. Of the 9,801 records 8,565 are in the process of being sent to the State Archives; 882 are being built into Banner; and 354 records are in the Banner system.

![Nolij Project Chart]