

ADMISSIONS, REGISTRATION AND RECORDS (Admissions and Records Council ARC)

MISSION

The mission of the offices of Admissions, Registration and Records (Admissions, Registration and Records offices mission) is to support the open-door philosophy of the Washington State Community and Technical College system. To accomplish this mission each office promotes and provides equal access to students, regardless of academic background or experience. All processes involved must be well publicized, student-centered and consistent with the mission of the institution.

Services and Functions

There are a multitude of services provided by Admissions, Registration and/or Records offices:

- Systems which adhere to federal and state requirements and institutional policies and procedures
- Systems that allow for accurate recording and reporting of student and course data which could include institutional research for reporting and accountability (State, IPEDS, campus wide and individual)
- Information concerning the college, its programs and services to students and the community which includes but is not limited to recruitment, admissions, orientation, advising, counseling, placement testing, support programs, retention, housing, financial aid and other options, scholarships, residency, graduation and international students.
- Distribution of catalogs, curriculum guides, course outlines, brochures, class schedules via the web, e-mail, mail, telephone, and in-person. Some college admissions, registration and records staff conduct tours and organize career fairs. It is our hope that most services will someday be available 24/7 via the web.
- A records management system (Student Management System (SMS)), that provides accurate, accessible, timely, reliable, and secure information to the college, community, state and federal agencies.
- Admissions services that process applications via web or paper, maintain program waiting lists, provide special admissions procedures for special groups (Running Start, underage, International, Veterans, Senior Citizens, special waivers, disabled students) residency, transcript evaluation and experiential learning. Provide the official acceptance to the college.
- Registration services that include student enrollment in classes via web or in-person, class schedule changes and distribution of class rosters to faculty via web or in-person. Record degrees, certificates, and provide official transcripts. Accurate recording and secured storage of grades.

- Notification of registration dates and appointments and other critical deadlines and procedures to students, faculty, staff, and the public via web, mail or printed material in a timely manner.
- Student records which ensure security and confidentiality consistent with the Family Educational Rights and Privacy Act (FERPA).

Staffing and Organizational Structure

Staffing and organizational structure vary according to student enrollment and institutional philosophy. Typically, a chief administrator oversees all parts of admissions, registration and records functions and works closely with the other administrators. Each college will have a Registrar and may have a Director or Dean of Admissions or Enrollment. The chief administrator should be experienced as a manager and leader and possess the necessary work experience in at least one of the major functions (admissions, registration, and records). The administrator must possess a bachelor's degree and have an appropriate blend of work experience and educational background to be successful in providing leadership and direction to the staff. In particular, the administrator communicates state, federal and college policies and procedures related to admissions, registration and records (processes—leave out) with students, staff, faculty.

Educational background should encompass marketing, public relations, institutional research, financial aid, diversity, and personnel management. An understanding of the importance of technology in today's workplace is useful and relevant to an administrator. The administrator's focus on Strategic Enrollment Management is a key in helping develop a successful plan for recruiting and retaining students in the college.

Support staff should include staff knowledgeable in admission, records, and/or registration and are able to assist all aspects of the campus such as students, alumni, the public, faculty and administrative staff. This includes a combination of full-time and part-time staff that brings a wealth of knowledge in meeting the needs of our diverse student populations.

Technology has revolutionized the jobs within Admissions and Records. The ability to understand and use technology is essential for (leave out) admissions, registration and records staff in today's world. of "gotta have it now"—leave out. Technology enhancements have broadened the services to students and the public from face-to-face to include a multitude of services offered through the web. (made so many services that could only be handled in-person available via the web for students and the public.) However, educating our diverse population requires staff (to) leave out) be more flexible and have access to information at their fingertips.

Professional development activities assist staff in developing their vision and mission statements within the organization. Learning opportunities also offer the staff a chance to team-build and gain greater understanding on matters key to student populations such as cross-cultural communication, legislative changes, demographic and career-demand shifts. Quarterly professional development activities are beneficial to the growth and long term contentment of a healthy Admissions, Registration/Records staff.

PHYSICAL FACILITIES

Admissions, Registration and Records areas are ideally located near Testing, Advising, Cashiering, Financial Aid, Student Activities, and Disability Services. The area should be designed to direct students and the public in a natural student flow of traffic. A special consideration is the fire-proofing and archiving of the records. Signage should be accessible and visible and easily understood. All offices should be accessible and ergonomically equipped for students and staff.

Private offices for the administrators and credential evaluators are needed to provide individual student conferences that address topics of a confidential nature such as residency, payment options, transcript evaluations, and student complaints.

Computers which are updated and maintained on a regular basis are essential to allow staff to perform most functions related to admissions, registration and records. Telephone, web access, records storage, e-mail and student management system reliability are also important to a functioning office.

FUTURE DIRECTIONS AND CHALLENGES

Admissions, Registration and Records offices have been significantly impacted by technology. Most manual systems have been replaced by automated systems. New technology continues to grow and enhance all functions that the offices provide.

- Continued focus on meeting the needs of our diverse student populations
- Continued strategic enrollment management training to include entrepreneurial ideas to accommodate the new and returning students seeking degrees/certificates, job skills, basic academic education, and personal growth. Completions, transfers, and graduation, in the future, may not be the appropriate measurements for community college students.
- Inclusion in college and statewide futures planning to mold systems, policies, and procedures to promote access to education.

- Continued improvement of our talents, skills and abilities to better adapt to student needs
- Development of new and improved data systems and new technology on privacy of records
- Being aware that educating our diverse population requires staff to be more flexible and have access to information at their fingertips
- Continued staff development to respond to the needs and challenges of community college students

How about a picture of staff assisting a student?

How about a quote from a writer from our AACRAO contacts/publications?

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