

# 2021-2022 Program Review



## CAN Program Review (Student Services) - Admissions & Records (Fall 2022)

### STEP 1: Annual Updates

2021-2022

#### **Student Services Annual Update Questions**

**1. Major Accomplishments & Challenges (500 Word Limit):** During the 2020-2021 academic year, the Admissions and Records Team continued to successfully work remotely due to the COVID 19 pandemic. Having the majority of A&R services automated, allowed us to continue to provide full services to our students. The students appreciated that they were still able to speak to us via the phone and at times made Zoom appointments to better assist them with their questions/needs. Although we were limited in how we could assist our students virtually and made every effort to connect with our students, it clearly was not a substitute for the experience our students receive when providing assistance in-person.

However, the delay in getting the appropriate office technology equipment and the slow home internet connection, made it extremely challenging in completing the A&R tasks and helping our students on a timely manner. The delay, increased the volume of work for the A&R Team. In addition, had to increase the turnaround time for reviewing/processing student petitions. Working remotely also caused a backlog to our Admissions & Records main email account, which delayed responding back to our students on a timely manner.

The Admissions Office also experienced significant staff changes, which required training, and at times were short staff, during an already difficult time.

The Admissions & Records Office is also currently working on implementing the following projects, which will help our students, staff, and faculty:

- Major A&R Website update (more student friendly/easier to navigate)
- Rebranding A&R
- A&R How to videos
- Chatbot
- FAQ's
- Admissions & Records Ticket Services Request
- Parchment Diploma Services: Printing and mailing will be processed through Parchment for the Fall 2021 term

**2. Proposed Changes:** The following are changes that would improve the Admissions & Records student services:

- There is a need to hire an Admissions & Records III position to better assist our students, especially as it relates to the increase of Student Programs, which has an impact in our office. Having this position would also allow us to participate during major events in our local communities through outreach and provide A&R services on the spot.
- Staff need to continue to participate in the professional development workshops to learn the best practices to better assist our students
- Need to invest in an emergency virtual office equipment bundle, which would include laptops, hotspots, work cell phones, printer, etc.,

for each A&R Team member, so there's no delay in providing services to our students incase we go through another emergency work remote process

- More collaboration with the A&R Teams at CSM & Skyline, to assure we are providing and implementing the same services to our students throughout the district
- Implement the A&R information/assistance ticket request which would replace our current email process
- Provide more communication to our students informing them we are back on campus and are here to better assist them

**3A. Impact of Resource Allocations Process:** There is a need to hire an Admissions & Records III position to better assist our students, especially as it relates to the increase of Student Programs, which has an impact in our office. Having this position would also allow us to participate during major events in our local communities through outreach and provide A&R services on the spot.

With this position, we would also align staffing with CSM & Skyline.

The Admissions and Records office is the only department on campus that provides services vital to the success of all Student Services Programs, including on the instruction side. We provide service from the start of their student education goal, through graduation/transfer, including everything in between.

Below is a list of the of some of SS Programs A&R is instrumental in their success:

Student Services:

- Financial Aid
- EOPS/CARES/CalWORKS
- DRC
- VA
- TRIO
- International student
- Promise Scholars Program
- PUENTE
- Athletics
- Dual Enrollment/Concurrent Enrollment, First Year College Experience and Middle College
- College for Working Adults
- Counseling
- Umoja
- Student Government
- Honor Students Program
- Transfer Center
- Career Center
- Student Success Program
- ESO Adelante
- DREAM Center

Instruction Side:

- Provide support to Faculty with:
  - o Late Add
  - o Grade & Positive Attendance/Census Submissions
  - o Reinstate
  - o Student info

This is a snippet of A&R tasks processed for the 2020-2021 Academic Year:

- Received roughly over 100k email and phone calls
- Processed over 19,283 New & Returning Students
- Processed over 1073 of the following petitions:
  - o Residency Reclassification
  - o Student Records Merges

- o EW Covid Petition
  - o Academic Renewals
  - o Course Substitutions
  - o Course Waivers
  - o Late Add
  - o Extenuating Circumstance
  - o Petition to Reinstatement
  - o Course Repeat
  - o Prerequisite Equivalency
  - o Prerequisite Challenge
  - o Overlapping
  - o Max of Units
  - o Loss of Priority Reg & Bogg
- Scanned over 800 incoming transcripts
  - Evaluated 250 Fall 2020 Grad Petitions
  - Awarded & mailed out 240 Degrees & Certificates
  - Evaluated 700 Spring 2021 Degrees & Certs
  - Processed over 150 Enrollment Verifications
  - Processed over 75 Credit-by-Exam
  - Processed over 4,745 transcript requests & 175 CSU/IGETC Certifications
  - Processed over 150 final grade changes
  - Proofread over 2200 student names for both Class 2020 & 2021

• In addition, the office desperately needs hourly help to keep up with the work load during the peak-periods. We were given a onetime \$10,000.00 to hire hourly help which would have relieve some of the stress on the office. However, working remotely during the pandemic, made it very difficult to hire hourly, since hours offered were limited and could make more in unemployment. Therefore, was not able to use the funds for 2020-2021. It would benefit the office, if this funding was a permanent part of our budget.

• The hire of an A&R III position, the hourly funding, the increase of the supply budget, the increase in the OT budget and the increase of the conference funds to provide staff development and training, will allow our office to better serve our students.

In conclusion, based on the information provided, I hope I was able to justified the need for an A&R III position, need for overtime, hourly funds, and conference funds.

**3B. Disproportionately Impacted Students Affect:** The Admissions & Records Office will always strive to provide services to all our students, and more specifically our disproportionately impacted students regardless of receiving the requested resources. However, due to the reasons stated can take a longer time to assist their needs.

**4. SAOs and SLOs:** SAO's:

In the 2021-2022 academic year, the A&R III Team members, will begin to "cross-train", to better assist our students, staff and faculty.

In the 2021-2022 academic year, the Admissions & Records Team will begin to create desk how-to manuals, to allow someone to jump in in an emergency or when ill/vacation.

In the 2021-2022 academic year, update the Admissions & Records Mission statement to align with the SMCCD Antiracism mission and better represent our students.

In the 2021-2022 academic year, collaborate with the outreach department to strengthen our relationship in the community.

Increase funding to support ongoing Admissions & Records staff development and training

SLO's:

Application: Students will demonstrate an understanding of where the application is located on the website, how to create their

CCC apply account, and submit the application.

Petitions/Academic Policies: Students will understand when it is necessary to file a petition, how it impacts their school records and the documentation that may be needed prior to submitting the Petition for Exception of Registration Policies.

Residency: Students who have been classified as non-residents will learn what the requirements are for establishing residency and understand what documentation is needed to make changes to their classification.

**5. SAO/SLO Assessment Results and Impact:** Due to the COVID 19 pandemic and A&R separating from our Program Review Team we did not come up with new SAO's and SLO's for the 2020-2021 academic year.

I have just added the proposed SAO's and SLO's to the 2021-2022 academic year and have not created the assessment piece.

**Annual Update Status:** Complete

**Related Documents & Links:**

[A&R III Classified-Hiring-Justification F21.docx](#)

**Goal Description: The Admissions & Records would like to improve the student response time during the academic peak times, so they can officially enroll in their courses in a timely manner. Once registered, students will be able to apply to other student support programs such as Financial Aid, EOPS, or Promise Scholarship Program.**

Need hourly help during the months of January, May, June, August, September and December to better support our students in applying and registering.

Admissions and Records needs to put in place permanent funding for hourly assistance during peak registration periods. The estimated need is \$15,000.00.

**Goal Status:** 1 - New (PR)

**Relevant Program Review Cycle:** 2021-2022

**Estimated Start Date:** 11/01/2021

**Estimated Completion Date:** 09/30/2022

**Who's Responsible for this Goal?:** Registrar

**Please select the college goals with which your program goal aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

**Please select the college strategic initiatives with which your program goal aligns.:** Improve Student Completion

## Resource Requests

### Hourly Budget

**Status:** Continued Request - Active

**Type of Resource:** Non-Instructional Personnel

**Cost:** 15000

**One-Time or Recurring Cost?:** Recurring Cost

**Critical Question: How does this resource request support closing the equity gap?:** This resource supports that the A&R Office will process both the application and registration on a timely manner, which is critical to assure our marginalized students apply to financial resource programs, such as Financial Aid, EOPS and Promise Scholars Program.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** The majority of the students this resource would support are our Latinx and AANAPISI students. Once admitted and enrolled, the students would be referred to connect with, other critical resources such as EOPS, Promise Scholars, and Financial Aid.

**Resource Priority Ranking:** High Priority

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**Goal Description: The Admissions and Records Team needs to be up to date with all of the latest changes in Title 5 as it relates to the Admission & Records policy's, through professional development and the annual CACCRAO conference.**

Provide access to regional, state and federal trainings to address ongoing training needs for compliance, program administration, professional growth and accountability.

Admissions and Records needs to increase the budget for conferences and workshops by \$4,000.00 to ensure that the A&R staff all have the opportunity to attend the annual conferences. Normally only the Registrar and two other A&R Team members can attend, since not enough resources.

Admissions and Records staff need to be updated on all of the new state rules and regulations that are constantly changing.

**Goal Status:** 2 - Continuing (PR)

**Relevant Program Review Cycle:** 2021-2022

**Estimated Start Date:** 11/01/2021

**Estimated Completion Date:** 09/30/2022

**Who's Responsible for this Goal?:** Registrar

**Please select the college goals with which your program goal aligns.:** Organizational Development - Focus institutional resources on the structures, processes, and practices that invest in a diverse student population and prioritize and promote equitable, inclusive, and transformative learning.

**Please select the college strategic initiatives with which your program goal aligns.:** Implement Professional Learning Plan

## Resource Requests

**Additional funds to allow the A&R Team to participate in professional development , required to stay current with state rules and regulations.**

**Status:** Continued Request - Active

**Type of Resource:** Professional Development

**Cost:** 4000

**One-Time or Recurring Cost?:** Recurring Cost

**Critical Question: How does this resource request support closing the equity gap?:** This additional resource would assure A&R is current on all of the state mandates/policy to better assist and assure our marginalized students

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** 3

**Resource Priority Ranking:** High Priority

**Goal Description: Provide Admissions and Records Office sufficient Base Funding to support ongoing operational needs.**

Admissions and Records needs to increase our supply budget to provide staff with the tools they need to get their job done. A&R has not been adequately funded for supplies for many years.

**Goal Status:** 2 - Continuing (PR)

**Relevant Program Review Cycle:** 2021-2022

**Estimated Start Date:** 11/01/2021

**Estimated Completion Date:** 09/30/2022

**Who's Responsible for this Goal?:** Registrar

**Please select the college goals with which your program goal aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique

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educational goals and minimize logistical and financial barriers to success.

**Please select the college strategic initiatives with which your program goal aligns.:** Improve Student Completion

## Resource Requests

### A&R Supply budget

**Status:** Continued Request - Active

**Type of Resource:** Supplies (Items less than \$5000)

**Cost:** 4000

**One-Time or Recurring Cost?:** Recurring Cost

**Critical Question: How does this resource request support closing the equity gap?:** Having the resources for supplies allows to better serve our marginalized students.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** By having the appropriate tools for getting our tasks done to better assist our students.

**Resource Priority Ranking:** Medium Priority

## Goal Description: Admissions and Records Overtime Budget.

Admissions and Records needs to increase our overtime budget by \$5000.00 to better serve our students during the peak registration periods.

**Goal Status:** 2 - Continuing (PR)

**Relevant Program Review Cycle:** 2021-2022

**Estimated Start Date:** 11/01/2021

**Estimated Completion Date:** 09/30/2022

**Who's Responsible for this Goal?:** Registrar

**Please select the college goals with which your program goal aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

**Please select the college strategic initiatives with which your program goal aligns.:** Improve Student Completion

## Resource Requests

### A&R Staff Overtime Request

**Status:** Continued Request - Active

**Type of Resource:** Budget Augmentation

**Cost:** 5000

**One-Time or Recurring Cost?:** Recurring Cost

**Critical Question: How does this resource request support closing the equity gap?:** Providing the A&R staff overtime, during the peak times, which includes 1 week before and after the term begins, and two weeks during the Late Registration period, gives the flexibility to prioritize and process all of the pending registration petitions that are submitted during this time. This helps our marginalized students enroll early into the courses need to fulfill their educational goal.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** The majority of the students that this resource would support are our Latinx and AANAPISI students. We would support them in completing their application, registration, registration petitions and residency reclassification.

**Resource Priority Ranking:** High Priority

## Goal Description: Admissions & Records Office

There is a need to hire an Admissions & Records III position to better assist our students, especially as it relates to the increase of Student Programs, which has an impact in our office. Having this position would also allow us to participate during major events in

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our local communities through outreach. --1.0 FTE Admissions & Records III position is being submitted.

**Goal Status:** 1 - New (PR)

**Relevant Program Review Cycle:** 2021-2022, 2022-2023, 2023-2024, 2024-2025

**Estimated Start Date:** 01/01/2022

**Who's Responsible for this Goal?:** Registrar

**Please select the college goals with which your program goal aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

**Please select the college strategic initiatives with which your program goal aligns.:** Improve Student Completion

## Resource Requests

**Hire and train Admissions & Records III, for all Admissions & Records policy and procedures and provide sufficient staffing to address the increase of student services programs.** - 1.0 FTE Admissions & Records III Position

**Status:** New Request - Active

**Type of Resource:** Non-Instructional Personnel

**Cost:** 63840

**One-Time or Recurring Cost?:** Recurring Cost

**Critical Question: How does this resource request support closing the equity gap?:** This budget augmentation supports that the Admissions & Records department in assisting our students to apply/enroll to meet their educational goals. In addition, will refer our students to other resource services such as , Financial Aid, EOPS, and Promise Scholars Programs. Many of the communities that we assist are our marginalized students and it's critical they receive this information.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** The majority of the students that this resource would support are our Latinx and AANAPISI students. We would support them in completing their educational goals, and connecting them to other critical resources such as EOPS, Promise Scholars, Puente, TRIO, DRC, ESO Adelante, Umoja, etc

**Resource Priority Ranking:** High Priority

## Goal Description: Provide Funding to Support Admissions & Records contract with Parchment/Credentials with the processing of printing & mailing degrees and certificates after have been conferred.

The three SMCCD Admissions & Records Offices have partnered with Parchment/Credentials to provide a much needed up to date printing and mailing of degrees and certificates, which will include digital diploma/certificate at no cost to the student.

**Goal Status:** 1 - New (PR)

**Relevant Program Review Cycle:** 2022-2023, 2023-2024, 2024-2025

**Estimated Start Date:** 08/01/2022

**Who's Responsible for this Goal?:** Registrar

**Please select the college goals with which your program goal aligns.:** Student Completion/Success - Provide educational and student services programs that highlight inclusivity, diversity, and equity in their mission to help students meet their unique educational goals and minimize logistical and financial barriers to success.

**Please select the college strategic initiatives with which your program goal aligns.:** Improve Student Completion

## Resource Requests

**Funding to provide new diploma printing and mailing services.** - Background/ Challenge:

Due to the ever changing and increased requirements from federal, state, and local levels, the demands on Admission and Records at the tree campuses has increased significantly over the last several years. To address the demands the Enrollment Services Committee (made up of Enrollment Services Deans, Counseling Deans, FA Directors, Registrars, Lead Cashiers, Lead Counselors,

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Vice Presidents, TES, ITS, and District Office) works year-round to address the demands, find solutions, and create efficiencies that results in staff being able to complete their tasks in a timely fashion, which ultimately directly impact students.

One area we identified the need for improvement was around the processing our degrees and certificates once they have been conferred. This is an important official document for our students, which celebrates their accomplishments and for some, is required for students to obtain licensure in their discipline. The challenge was around processing, it currently takes months to process and mail these to students. The length of time is directly related to other higher priority items for students, which pushes back the work in processing degrees and certificates. Note: do to the nature of the work, only A&R III staff perform this work.

In addition, more and more students have been asking for an electronic version of their degrees/ certificates, so they can more easily share it with employers and connect it with career platforms such as LinkedIn. In the technology age of the 21st century, students still value paper degree/ certificate but need the additional electronic/ digital format.

Solution:

To solve this challenge for students and staff we looked to a company we currently partner with to process our transcripts, Credentials/ Parchment. They have a service similar to the one we use for processing our transcripts, but for processing degrees/ certificates. Please note, this service is used by other California community colleges and colleges/ universities across the country. To get a full understanding of the service we had them provide a complete demo, where we had the opportunity to thoroughly examine functionality to ensure it would meet the needs of our students and staff.

Benefits to students:

- Paper degree/ certificate shipped to students within 5 to 7 business day.
- o Students receive automatic processing and shipping information throughout the entire process.
- o No cost to the student
- Electronic format is available in real time
- o 100% secure and verifiable
- o Integrated with LinkedIn, Twitter, and Facebook
- o Student support online and via phone
- o No cost to the student

Benefits to staff:

- Allow staff to continue to focus on other high priority tasks for students, so they can respond more quickly to student's needs.
- Reduce stress on staff, removing one task of the very many they manage on a daily basis.
- Dedicated tools and support from Parchment.
- Implementation and ongoing support would not require support or maintenance from ITS (meaning, this would not put a strain on other departments)

**Status:** New Request - Active

**Type of Resource:** Budget Augmentation

**Cost:** 10000

**One-Time or Recurring Cost?:** Recurring Cost

**Critical Question: How does this resource request support closing the equity gap?:** In addition to receiving their "paper" diploma, students would receive a digital diploma once conferred, to share with potential employers, increasing their chances on the position, or could possible get an increase in salary based on the completion of degree/certificate.

**Critical Question: How does this resource request support Latinx and AANAPISI students?:** Being able to provide this service, will benefit all our students, especially our Latinx and AANAPISI students.

**Resource Priority Ranking:** High Priority