



Admissions & Records

Program Review - Comprehensive Review

2022- 2023

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Program Context

Mission

What is your program's mission statement?

It is the mission and commitment of the Admissions & Records Office, to promote our student first philosophy, and provide high-quality services to support all students in achieving their educational and/or career goals. By applying advanced technology, we effectively guide students through the application, registration, and degree/certificate application processes, while adhering to Title V, California Ed Code, and SMCCD Board Policy standards. All while promoting an equitable enrollment process & learning environment for the diverse community of students, faculty, staff, and community in which we serve.

How does your program align with the division, college and district mission?

The Admissions & Records Team is highly trained and works diligently in assuring the students have a clear and equitable pathway to our services by identifying and reducing the roadblocks they may experience in achieving their individual goals. Admissions & Records honors the division, college, and District missions of transformational education and student equity and economic justice by serving our marginalized, underserved, underrepresented, disproportionately impacted student population – thus empowering and transforming their lives as they, in turn, strengthen their communities.

Program Description

Who does your program serve? How do we serve our student populations as a whole?

A&R Office serves the following:

- Students, Staff, Faculty, Administrators
- Including CSM & Skyline when needed
- Student Services Programs
- Instructional Programs
- District
- CRM, SSL, DegreeWorks, TES
- Community
- Local high schools:
- Dual Enrollment, Middle College, Concurrent Enrollment

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The Admissions & Records Office does more than just admitting, enrolling, and maintaining student records. The A&R Office is the first point of contact, and only department connected and is an integral part of both the Student Services and Instructional side of the college. In addition, the A&R Office assists students in meeting their educational/career goal, from when they first apply, enroll, graduate, transfer, and begin their career, and even as they progress as lifelong learners. Furthermore, the A&R Team goes through Professional Development and extensive training to assure they are compliant with Title V, Ed Code, Higher Ed Federal Laws, National Student Clearinghouse, VA-ONCE, Rules & Regs when serving our students.

What does your program do for students in helping them reach their goals?

The A&R Team serves our students by providing and administering the following services which are necessary to reach their goals:

- Application and registration
- Priority Registration
- Outgoing and Incoming Transcripts
- IGETC/CSU Certifications
- Awarding credit of the following external exams: AP/IB/CLEP/Credit-by-Exam
- Military Educational Benefits
- Evaluate and confirm degrees/certificates
- Maintain MIS reporting
- Grade Changes
- Enrollment/degree verifications

What are your on and off campus community partnerships?

The Admissions & Records campus community partnerships are:

- High school districts in our service area (example: Sequoia Unified School District)
- Sequoia Adult School
- Menlo Park Workforce Development
- Upward Scholars
- The Admissions and Records offices at Skyline College and CSM
- All departments and divisions within Cañada College The Admissions and Records offices at Skyline Collge and CSM

How does your program contribute to anti-racism at Cañada College?

Through staff development trainings, the A&R team reflects a shared departmental culture of anti-racism by cultivating a deeper understanding of student and community perspectives, values, attitudes, beliefs,

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and ways of life. Importantly, Admissions & Records fosters an environment of respect in all interactions with students, community members, campus stakeholders, and colleagues.

Equity and Access

Describe how your program assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services to all students.

The A&R team provides excellent services to ensure equitable access for all students especially those who are marginalized and hyper-marginalized. Moreover, A&R practices a culturally relevant model of service by utilizing technology to promote equitable access for all students, as reflected in English/Spanish videos posted on the departmental website. In collaboration with other departments, the A&R videos include a student welcome, steps to success primer, residency reclassification guide, ESL program welcome, VROC guide, and Dream Center welcome. From a student equity perspective, A&R acknowledges that not all students have access to technology. Therefore, A&R provides reliable in-person services to all students in the form of extended Tuesday/Wednesday hours (8 am until 7 pm) and regular hours (8 am until 4:30 pm) on Monday/Thursday. In addition, the A&R office is open from 8 am until noon on Fridays. The schedule reflects a comprehensive and reliable approach to student access. A&R also offers students a comprehensive array of options to access services, including phone, email, in-person services, mail, and fax. In addition, A&R offers English/Spanish bilingual service to students to support educational access.

To ensure that A&R provides appropriate services, A&R team members are trained in safeguarding student privacy while participating in continued professional development. To ensure implementation of current regulations and best practices, we attend district and campus meetings, other appropriate training opportunities for Admission and Records professionals, and utilize resources from the State Chancellor's Office.

The Registrar provides equity minded-leadership and strives to meet the highest college standards. The A&R team believes that it is our responsibility to offer our students the best services possible to support students in meeting their educational goals. The students will carry the experiences they had at Cañada College with them into their future as they become part of the workforce.

The Admissions and Records Office is more than just a place of business – we are the first point of contact for students and the community. We strive to represent Cañada College's excellence as an institution through our resources, support, and excellent customer service.

How does your program work towards eliminating equity gaps? How does your program support marginalized populations? (ie. BIPOC, LGBTQIA+, 1st Gen, Foster, Homeless, Undocumented, Veteran, Low-Income, etc.) How does your program support Cañada College as an HSI and ANAPISI designated institution? How does your program take into account location (access and awareness)?

A&R reflects the District's Student First philosophy by promoting educational access for our marginalized student populations. In practicing principles of communication, empathy, and respect, the A&R team works with students on understanding forms, processes, and guidelines from a place of respect. We strive to practice transformative education by making the Admissions process informative, accessible, inclusive, and supportive. The student is always first. In aligning the department toward the campus and district wide effort at eliminating equity gaps, A&R also supports programs in Student Services like the Promise Scholars, EOPS, CARE, CalWORKs & FFYSI, TRIO, the DRC, and VROC, regularly collaborating with program staff and

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leadership. The A&R team members make timely and accurate student referrals to departments on campus, highlighted by a “warm referral” model of service where A&R either walks a student to another department or calls that department informing them that the student is on the way. Finally, A&R will follow up with the department to make sure the student received assistance.

A&R supports Cañada College as an HSI and AANAPISI designated institution by staffing team members bilingual in English/Spanish and English/Vietnamese. Location is also a key consideration as A&R maintain in-person services for students while also offering access via phone, email, mail, and fax. The department also offers an online presence on its website where students have open access to staff contact information, including the contact information for the Registrar.

Some of the initiatives that highlights Admissions and records commitment to eliminating equity gaps and supporting marginalized students:

The implementation of the non-resident tuition fee waiver for undocumented students: the A&R teams led the implementation of this policy to support undocumented students enrolled in six of fewer units at one or more of the colleges in the SMCCCD. This policy will make college more accessible and provide an opportunity for undocumented students to pay resident tuition.

Making registration easier for all students: This initiative will improve student access and matriculation process by eliminating all unnecessary steps. In addition, it will improve the way we communicate with students by providing translated message to support the ESL and immigrant communities.

How does your program take into account delivery method(s) to best serve students? (ie. marginalized, underserved, underrepresented, disproportionately impacted, etc.)

The Admissions & Records Office provides both in-person and virtual services to both our day and evening students. In addition, beginning in the Fall 2022 term, we extended our evening office hours 1 week before the beginning of the semester in addition to the 2 weeks of the “Late Registration” period. We found that adding the additional two evening days allowed the students to submit any registration petitions needed to officially register prior to the term starting, thus assuring a successful registration process.

The following are our regular office hours:

- Monday & Thursday:
 - 8:00am to 4:30pm
- Tuesday & Wednesday:
 - 8:00am to 7:00pm
- Fridays:
 - 8:00 to noon

The following are our Pre/Late Reg office hours:

- Monday through Thursday:
 - 8:00am to 7:00pm

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- Fridays:
- 8:00 to 4:00pm

In the “rebranding” of the Admissions & Records Office, the following services were implemented and updated to better assist and serve our students

- Redesigned our website with feedback from staff, faculty, and students: The website is now easier to navigate, and it is redesigned with a student centered approach to ensure easy access and navigation
- Created 6, 30 second Spanish/English Videos with feedback from staff, faculty, and students. The 6 videos are: Admissions & Records Welcome, English & Spanish , Steps to Success, English & Spanish, Residency Reclassification, English & Spanish, ESL Program Welcome Spanish, VROC Welcome English, Dream Center Welcome English & Spanish
- Implemented an improved process for contacting our office via the “ContactUs” assistance Formstack form, located in our “Contact Us” homepage. Instead of a general email, students & employees will be directed to submit the “ContactUs” assistance form which will ensure that all basic information is provided at the onset, reducing the number of follow-up emails that are required. The “ContactUs” form will also help Admissions & Records sort the type of questions students and employees have more quickly. The process will help shorten the time for students, faculty, and staff to get the information and assistance they need
- Updated our FAQ which is posted on our homepage
- Implemented a new diploma printing/ mailing service through a third-party Parchment, which offers the following advantages over our former process:
 - Paper Diploma/Certificate (high quality)
 - Much shorter time to ship diplomas/certificates once officially conferred (10-15 days)
 - Shipment tracking and notification
 - Electronic (secure) Diploma/Certificate:
 - Ability to automatically connect to LinkedIn/social media
 - Ability to instantly send to employers and family members
 - Secure from tampering
 - Instant access once degree/certificate has been conferred
 - No cost to students
 - Access to Electronic Diploma/Certificate in perpetuity
 - Dedicated account supportEasier to Navigate
- Worked with the SalesForce CRM team, VA PSC’s, certifying officials and Registrars in creating a “VA” student support SSL
- Implemented the “6 unit or less” Non-Res Fee waiver policy for our undocumented students.
- Implemented a “Warm Referral” for students
 - Instead of impersonally referring a student to another department (such as Financial Aid or EOPS), we walk the student to the department. If we cannot walk them over, we call ahead and inform the department that the student (by name) will stop by. Crucially, we follow up with the department to make sure the student received assistance.

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Looking Back

Major Accomplishments and Challenges (500 word limit)

Describe major accomplishments and challenges since the last program review cycle.

19-20/20-21 CHALLENGES:

During the 2019-2020 & 2020-2021 academic years, the Admissions and Records team successfully worked remotely due to the COVID 19 pandemic. Automating the majority of A&R services allowed us to continue to provide full services to our students. The students appreciated the opportunity to speak communicate with us via phone or Zoom appointments. Although we were limited in how we could assist our students virtually and made every effort to connect with our students, it clearly was no substitute for in-person services. However, the delay in getting the appropriate office technology equipment and the slow home internet connection posed a significant challenge in completing A&R tasks and helping students in a timely manner. For instance, the turnaround time for reviewing and processing petitions regrettably increased. The delays ultimately increased the volume of work for A&R. Working remotely also caused a backlog to our Admissions & Records main email account, thus hampering our ability to reply to emails in a timely manner. The A&R Office also experienced significant staff changes that required training. Moreover, the office also experienced periodic staff shortages during an already difficult time.

Other Challenges:

- There is always new regulation changes and policy changes directly related to the A&R functions, which requires more research and the length of time spent on resolving issues has increased.
- The implementation of the CRM requires extensive involvement from the Registrar, which may impact or delay other projects. The CRM is an important project that will improve student experiences with A&R and other departments, therefore, it is important to hire additional help to support the A&R operation.
- External factors such as the increase in the statewide fraudulent applications in CCCapply requires extensive time and review from the A&R staff.

ACOMPLISHMENTS:

Fall 2021:

o Admissions & Records returned to campus and offered student services both in person and virtually. We resumed to our pre-Covid regular hours. Although the “in-person” format started slowly, student foot-traffic has picked up.

o Admissions & Records Contact Us communication request via FormStak.

o Have received 1600 submissions from Oct/Nov 2021 to Sep 2022

o Submitted a Student survey to these students for customer service feedback. (the outcome is attached)

Spring 2022:

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- o Parchment Diploma Services: Printing and mailing of diplomas/certificates for the Fall 2021 was implemented
- o The Admissions & Records Office successfully began the “Rebranding” by implementing the following projects which would better assist our students, staff and faculty:
 - o Complete A&R Website overhaul/update (more student friendly/easier to navigate)
 - o Rebranding A&R
 - o A&R How to videos
 - 5 in English
 - 5 in Spanish
 - o Chatbot (in progress)
 - o FAQ’s

Fall 2022

- o We increased our “registration” hours one week prior to the beginning of the term, and saw a huge difference in benefiting our students by having all of their needs met before the term began.
- o Implemented an “In-person” login via FormStack for data
- o Implemented the SMCCCD 6 unit or less Non-Resident Waiver Petition
- o 48 petitions approved for Cañada
- o Implementing the SMCCCD SB 893 SOP (Pending)
- o Currently working on Cañada EMP Goal 1.1 Make Registration Easier

Impact of Resource Allocations Process

Describe the impact to date of previously requested resources (staff, non-instructional assignment, equipment, facilities, research, funding) including both resource requests that were approved and were not approved. What impact have these resources had on your program/department/office and measures of student success or client satisfaction? What have you been unable to accomplish due to resource requests that were not approved?

Last year we requested an A&R III to support the A&R operations. Unfortunately, the request was not supported. If filled this position was going to:

- o Help our marginalized students and communities by providing services in a timely manner which will help us remove barriers
- o Support our students more efficiently
- o Less student and staff complaints about the slow response time.
- o Strengthen our relationship with students, faculty staff and other community members
- o Ensure that the college is compliant with Title 5, Ed code and all state regulations and federal laws related to the functions of the A&R office
- o Improve the A&R Website, create more how-to visuals, and keep our Social Media up to date
- o Support Dual enrollment and other college wide initiatives

The fact that this position wasn’t filled it had an impact on our service level and student satisfactions with the provided service. We asked students if they were satisfied with the overall quality of service they received from the Admissions and Records Office at Cañada College (see below chart). Almost 30% of the survey participant are either unsatisfied or very unsatisfied. This is a huge concern in our team and we strongly believe, the shortage in staffing is the main contributor to this outcome.

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How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients?
(GET BACK TO THIS QUESTION)

SAOs and SLOs

State your Service Area Outcomes (SAOs) and/or Student Learning Outcomes (SLOs).

(WORK ON THIS QUESTION)

This is the first comprehensive Program Review for the Admissions and Records Office, therefore wasn't able to provide SAOs and SLO's at this time. Prior to to this Program Review cycle, the Registration section of Admissions Office was combined with Assesment and Orientation (Welcome Center) However, in 2020 was seperated.

Describe how your program assessed your SAOs and/or SLOs.

****Hi Wissem, i wasn't sure how to adress this question**

SAO/SLO Assessment Results and Impact

Summarize the findings of your program's SAO/SLO Assessments. What are some improvements that have been, or can be, implemented as a result of SAO/SLO Assessment?

****Hi Wissem, i wasn't sure how to adress this question**

Looking Ahead

SAOs and SLOs for the Next Review Cycle

State your SAOs and SLOs for the next review cycle. Describe how you will address identified opportunities for improvement. Discussion how you will address anti-racism in the next program review cycle. Discuss how you will address equity in the next program review cycle.

****Hi Wissem, i wasn't sure how to adress this question**

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Program Improvement Initiatives/Resource Requests

What change could be implemented to improve your program? How might an anti-racism lens be considered in the proposed changes? How might an equity lens be considered in the proposed changes?

(Need to get back to this question)

- PSC, Degree Audit
- Would increase the degrees and certificates by being able to process “What-if” through the automated degree platform DegreeWorks
- Auto Award
- Students aren’t aware they have to petition for degree/certs or that they might qualify for multiple degrees and/or certificates
- Meet the ADT confirming degrees
- Award the ADT degrees to meet the CSU/UC deadlines
- Meet the IGETC/CSU certification UC/CSU submission deadline
-
- A&R III
- Assist the Dual Enrollment program, which has been mandated to increase the program
- Assist the College Recruiter by attending of campus recruiting activities

How will you address the opportunities for improvement that you identified throughout the prior sections of this Program Review? What additional Anti-Racism training do you/your program need in the upcoming year? What research or training will you need to accomplish these plans? What supplies, equipment, or facilities improvements do you need?

(GET BACK TO THIS QUESTION)

Supporting Information

General Supporting Documents

[AR III Classified-Hiring-Justification FALL 2022 FINAL.docx](#)

[PSC Degree Audit Classified-Hiring-Justification FALL 2022 FINAL.docx](#)

[Admissions and Records SAO survey response data F22.xlsx](#)

[Main Admissiosn Email rescieved 2017 to Sep 2022.pdf](#)

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