



Admissions & Records

Program Review - Annual Update

2023 - 2024

Program Description (250 word limit)

1- Who does your program serve?

Admissions & Records promotes a student first philosophy by guiding students through the application, registration, and degree/certificate process while adhering to Title V, the California Education Code, and SMCCCD Board policy standards.

The department serves prospective and current students in the District. It also serves former District students who request transcripts, enrollment verifications, or other services.

The department serves the following constituents:

- Students (including CSM and Skyline students)
- Staff, faculty, and administrators
- Student Services programs
- Instructional programs
- San Mateo Community College District
- CRM, SSL, TES, and Degree Works
- VA
- Community members

Admissions & Records honors the division, college, and District missions of transformational education and student equity and economic justice by serving our marginalized, underserved, underrepresented, and disproportionately impacted student population – thus empowering and transforming their lives as they, in turn, strengthen their communities.

a. How many students are served by your program?

10,000

b. Does your program intentionally serve underrepresented, disproportionately impacted or racially minoritized students (ie. BIPOC, LGBTQIA+, 1st Gen, Foster, Homeless, Undocumented, Veteran, Low-Income, or other disproportionately impacted student populations identified in our Student Equity data, etc.)? If yes, how so?

As a core Student Services department at a Hispanic-Serving Institution, Admissions & Records intentionally serves underrepresented, disproportionately impacted, racially minoritized students, and other disproportionately impacted student populations. In honoring the campus and district wide effort at eliminating equity gaps, we support programs in Student Services like the Promise Scholars, EOPS, CARE, CalWORKs & FFYSI, TRIO, the DRC, and VROC.

What metrics, if any, does your program use to measure its contribution to student access, retention, and completion? How have these outcome measures changed over the course of the last year?

The Admissions and records department serves all students. Our main goal is to provide efficient, accurate, and timely services that will contribute to the access, retention, and graduation of a highly diverse student body. Last year Admissions and Records played an important role to support the increase in student enrollment and student success. Cañada College experienced a 15% increase in student enrollment and an overall increase in success rate from 72.7 to 73%.

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Major Accomplishments and Challenges (500 word limit)

2- Describe major accomplishments within the last year.

In concert with a college focus on increasing educational access for students, Admissions & Records achieved major accomplishments as follows:

- Expanded hours
 - Monday through Thursday (8 am to 7 pm)
 - Friday (8 am to 4 pm)
- Super Friday and Super Saturday participation
- College de Noche participation
 - Admissions & Records open Tuesday/Wednesday until 8 pm
 - Thursday open until 8 pm to support triage
- Processed 6 or Fewer Units and AB 1232 petitions
 - 235 approvals for 6 Units or Fewer
 - 9 AB 1232 approvals
- Staff cross-training
- Attended conferences (WAVES and CAACRAO)
- Increased in-person assistance by 1,467 students (September 2022 to September 2023)
- Increased Contact Us form assistance by 2,716 students (September 2022 to September 2023)

a. Did your major accomplishments help to close the opportunity gap for disproportionately impact, underserved or racially minoritized students? If yes, how so?

The accomplishments helped close the opportunity gap. For instance, expanded office hours increased access for students (such as working adults) who might otherwise never access services, while the 6 or Fewer Units and AB 1232 petitions assisted underserved students. In addition, our presence at Super Friday and Super Saturday events contributed to a college wide effort at fostering a sense of community and connection to campus for students, two factors that research identifies as integral to student success.

3- Describe major challenges since the last program review cycle.

As we navigated new initiatives and personnel disruptions to operations, Admissions & Records encountered major challenges:

- District initiatives (like SB 893) increased manual work.
- A staffing shortage significantly increased our workload resulted in increased overtime to finish the work.

Impact of Resource Allocations Process (250 word limit)

4- 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.

Not approving the requested Admissions & Records Assistant III caused a lag in petition processing and slower response times to inquiries, contributing to decreased student and public satisfaction with our office.

a. What impact have these resources had on your program/department/office and measures of student success or client satisfaction?

The impact had a ripple effect on our office, reducing flexibility due to inadequate staffing, limiting cross-training opportunities, minimizing our outreach presence, and increasing the risk for staff burnout. On a

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student satisfaction survey, respondents reported dissatisfaction with Admissions & Records at a higher rate than we find acceptable.

b. What have you been unable to accomplish due to resource requests that were not approved?

Due to the request that was not approved, we experienced reduced flexibility due to inadequate staffing, reduced cross-training opportunities, a minimized outreach presence on campus and in the community, and increased risk of staff burnout due to overwork. Staff members also reported an inability to reply to voicemails and emails on time.

c. How have these resources (or lack of resources) specifically disproportionately impacted students/clients?

The lack of an additional Admissions & Records Assistant III disproportionately impacted students who relied on email or phone to communicate with our office. It also impacted students forced to wait on petitions because of long processing times due to understaffing.

The overall impact of understaffing is an ongoing concern, especially if students choose to study elsewhere or leave college altogether while waiting for an email or phone reply from a team that is resilient but stretched thin during peak registration.

Program Improvement Initiatives/Resource Requests (250 word limit)

5- With an equity and antiracism lens, what changes could be implemented to improve your program? Please include meaningful action plans to improve student access and success

Admissions & Records is in total alignment with our college and District commitment to antiracism and equity. From this perspective, we recommend filling an additional Admissions & Records Assistant III position to improve our petition processing and communication response times for students – with the ultimate goal of reducing barriers for our underserved, disproportionately impacted, and racially minoritized students.

However, in the absence of additional staffing, a meaningful action plan includes cross-training all Admissions & Records staff on petitions and leading a staff meeting to discuss processing petitions.

6- How will you address the opportunities for improvement that you identified throughout the prior sections of this Program Review?

We recommend increased cross-training for our team, especially on petitions like AB 1232 and 6 or Fewer Units to reduce educational and financial barriers for our students.

a. What additional antiracism training do you/your program need in the upcoming year?

We hope to continue antiracism training as directed by the college or District. However, the current high workload (especially during peak registration season) often prevents Admissions & Records staff from attending optional trainings, workshops, and committee meetings.

b. What research or training will you need to accomplish these plans?

We will cross-train staff on petitions and processes (such as Parchment transcripts).

c. What supplies, equipment, or facilities improvements do you need?

We need a new printer for the Registrar (due to unavoidable work like manually processing hundreds of petitions per academic year).

If your program is requesting resources, please go to “STEP 2: Resource Request (OPTIONAL)” and submit your specific requests there.

Personnel - Classified Staff (2023 - 2024)

Personnel - Classified Staff (2023-24)

Hiring Division/Department:

Enrollment Services/Admissions & Records

Position Title:

Admissions & Records III

Is this position permanent?

Yes

Position Type

Full-time

If Part-Time, what percentage of Full-Time is this position?

0

Provide # of months

12

Program Goals this Request Supports

Improve Student Completion.

Position: General Funds

1

Allocation: General Funds

71,724

Justification

1. Describe the specific needs for the position requested and the duties of this position in a brief statement.

In response to expanded District initiatives – such as SB 893 – and a surging workload demand as students return to college following the pandemic, the position fills an acute departmental need to improve response times, bolster our outreach presence in the community, provide direct support to special programs, and increase student access.

Briefly, the position includes duties like processing student requests and forms; modifying enrollment data in Banner; auditing student applications; completing reports; conferring with supervisory staff on long-term projects; and serving students and the community at the front desk, departmental email inbox, and via phone and Zoom meetings.

2. Explain how this position aligns with and supports the mission and strategic goals of the college.

The position aligns with the mission of the college by providing responsive services to support students in attaining their educational and career goals. The position also supports college strategic goals (such as completion and success) by providing services that highlight inclusivity, diversity, and equity to minimize logistical and financial barriers to success.

This position is an extension of our departmental commitment to the college mission. Admissions & Records honors the division, college, and District missions of transformational education and student equity and

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economic justice by serving our marginalized, underserved, underrepresented, and disproportionately impacted student population – thus empowering and transforming their lives as they, in turn, strengthen their communities.

3. Explain how adding this position will strengthen the department or division.

There is a critical need to hire this position to meet an unprecedented workload increase for the office and anticipate significant projected enrollment growth for the future.

The position would also allow us to participate in major campus and community events through outreach and providing A&R services on the spot – another example of A&R honoring a deeper commitment to equity by reaching students early in the application process, guiding them through the application, and connecting them to programs and services.

Crucially, the position also supports Concurrent Enrollment and Dual Enrollment. Due to a staffing shortage, the Dual Enrollment team has found it challenging to track and enforce the completion of the required steps for students to fully enroll in the college. As the program is proposed to expand in the future, this position will also assist continuing students in applying while also assisting prospective students. This position therefore lends crucial support to students who complete their Dual and Concurrent applications, ultimately supporting the Dual Enrollment mission to remove systematic and financial barriers.

A&R is the only department that provides services vital to the success of all Student Services Programs, including Instruction. We provide services from the start of the student education goal through graduation/transfer. We even work with alumni and former students on the official transcript process. Therefore, this new position would significantly strengthen our departmental operational capacity, thus allowing us to continue serving the community from a Student First ethos. The position would also mitigate the prospect of staff burnout and boost departmental productivity and efficiency, allowing admissions staff to focus on cross-training and ongoing professional development.

A&R is instrumental in the success of the following Student Services programs:

Student Services:

- Financial Aid
- EOPS/CARES/CalWORKS
- DRC
- VA
- TRIO
- International Student Center
- Promise Scholarship Program
- Puente
- Athletics
- Dual Enrollment/Concurrent Enrollment
- First Year College Experience
- Middle College
- College for Working Adults
- Counseling
- Umoja
- Student Government
- Honors Program
- Transfer Center
- Career Center
- Student Success Program
- ESO Adelante
- DREAM Center

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Instruction:

Support Faculty with:

- Late Add
- Grades
- Positive attendance submissions
- Census submissions
- Reinstatement
- Student enrollment information

The addition of the position would ultimately drastically reduce delays in processing time and allow the office to run more effectively. This position also aligns Cañada with CSM and Skyline.

4.Explain how this work will be accomplished if the position is not filled.

Delays in processing time contribute to the frustration of students and employee burnout. If the position is not filled, the work will be accomplished with a collateral cost of lengthy processing delays, suboptimal student and community satisfaction with Cañada, staff overwork, and increased risk of noncompliance in critical programs.

Most importantly, not filling the position would increase processing times. In light of the pandemic impact on student engagement and enrollment across the state, it is vitally important to promptly reply to student questions and process petitions. We always want our students to feel connected to Cañada, especially since the literature conclusively links sense of student connection to school with success outcomes like persistence, retention, and completion.

5.Critical Question: How does this resource request support closing the equity gap?

Admissions & Records 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 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 leadership. This position would also 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, this position will follow up with the department to make sure the student received assistance. Filling this position would ultimately represent a commitment to student equity by allowing the department to reduce educational barriers for students by increasing our student engagement and reducing long wait times for petitions and student inquiries.

6.Critical Question: How does this resource request support Latinx and AANAPISI students??(

A&R supports Cañada College as an HSI and AANAPISI designated institution by staffing team members bilingual in English/Spanish and English/Vietnamese. This specific position would help A&R maintain in-person services while also offering access via phone, email, mail, and fax. The department also maintains an online presence on its website where students have open access to staff contact information, including the contact information for the Registrar. This position would also assist with initiatives that highlight our commitment to eliminating equity gaps and supporting marginalized students, such as the non-resident tuition fee waiver for undocumented students. A&R led the implementation of this policy to support undocumented students enrolled in six of fewer units at one or more District colleges. This policy makes college more accessible and provides an opportunity for undocumented students to pay resident tuition. This position will ultimately improve student access and the matriculation process by eliminating unnecessary registration

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steps. In addition, it will improve the way we communicate with students by providing translated message to support the ESL and immigrant communities.

Map Request to College Goals and Strategic Initiatives

Which of Cañada College's Goals does this resource request support

Student Access, Success, and Completion,Equity-Minded and Antiracist College Culture,Community Connections

Which of Cañada College's Strategic Initiatives does this resource request support?

Connect students to the academic program(s) and classes they need,Ensure students (particularly part-time students) experience a sense of belonging and connection to the College that helps them persist and complete,Make registration easier,Improve the financial stability of students ,Create and sustain an inclusive, antiracist, and equity-minded campus culture,Strengthen the college culture of continuous assessment and improvement in order to ensure all programs effectively serve students and close equity gaps,Strengthen K-16 pathways and transfer,Help meet the basic needs of Cañada students and other community members,Be the best college choice for local high school students

This position has been reviewed by the department or division and is recommended for hiring.

Dean/Director/Hiring Supervisor Name

Maria Lara-Blanco

Date

10/19/2023