

Admissions and Records (A&R)

Reflection Questions

- 1. Overview: Assess program, services, division during the 2019-20 year. Describe accomplishments, challenges and how challenges were addressed. Include evidence that illustrates accomplishments and challenges.**

The Admissions and Records (A&R) department is part of the enrollment services division. The department's responsibilities are diverse to include student matriculation—from application to graduation—and we are also charged with interpreting, implementing and monitoring regulatory guidance from the state and federal government.

Direct student support provide by A&R includes:

- Application management;
- Determining residency;
- Registration management;
- Grading policy management;
- Registration and academic policy exception petitions;
- Transcript processing and delivery;
- Enrollment verification letters required for student transfer, employment, housing, insurance, and social support services;
- Processing requests for records (subpoena, federal agencies, etc.); and
- Keeping confidential records for all students.

Indirect support services that A&R provides for the larger campus includes:

- Training faculty on Adobe forms, reporting census and grades;
- Monitoring missing census and grades, and providing following up on missing items;
- Collaborating with the Office of Curriculum and Scheduling to ensure successful registration for quarterly course offerings;
- Providing the programming and structure for the Dual Enrollment Program, Middle College Program, College Now Program, and Adult Education ([SB 554](#)) partnerships;
- Establishing the student matriculation foundations for a non-credit presence at De Anza;
- Collaborating with learning communities and special programs (Athletics, DSPS, EOPS, Non-Credit/CTE programs, etc.) to advise upon and maintain student cohort records;
- Collaborating with Financial Aid, Counseling and other support programs (Student Retention, Promise Program) to provide student data reporting, analysis and clean-up;

- Participation in the Appeal Review Committee (ARC) to review student probation and dismissal cases and student petition requests; as well as
- Data analysis and data reporting responsibilities for MIS reporting; 320 reporting and audit compliance.

Moreover, it is important to note that A&R maintains a leadership role in all technology programming (set up, transitions to new programs, and testing relating to any changes) for the college's and district's student information systems (Banner) and third-party applications and State issued platforms (CCCAppl application, MyPath, Online Education Initiative, Student Dashboard, Degreeworks, and more). Recent emergence of issues such as fraudulent applications, enrollment trends reporting, Banner browser time-out issues, and special program needs have increased significantly resulting in an increased data entry and data analysis workload for A&R. Much of this **workload is manual in nature** and requires dedicated hours for troubleshooting with campus partners.

Lastly, A&R is known as a central hub for any person or question that needs an answer. A&R is the college's unofficial help desk for prospective and current students, faculty, staff and the community. With an everchanging environment, A&R staff must constantly learn about new college and state guidelines and policies, as well as maintain a large knowledge base about services that may benefit our students, staff and faculty. A&R prides itself on having a dynamic team of kind spirited staff who do their best to respond to each and every inquiry relating not only to matriculation services, but to the college and community at large. Help desk offerings were available in-person and online via Zoom this year.

To attest to the large volume of students served, the team served almost **1,000 students within the first 50 hours** of the zoom help desk offerings in fall 2020. The A&R team is composed of 6.5 positions (1 Enrollment Services Supervisor, 1 A&R Supervisor, 2 Enrollment Services Specialists, 2 A&R Assistants and 1 part-time A&R assistant). Over the summer months of June through September--which covers our busiest seasons of summer and fall registration--A&R consistently had at least **1,800 emails** waiting for answers in the general webregda@deanza.edu email inbox. Additional highlights of work process productivity, again the majority of which are processed manually, can be found below.

<i>Admissions & Records Productivity Highlights</i>		
<i>Process</i>	<i>Count</i>	<i>Reporting Source</i>
Applications	26,965	CCCAppl Reporting Tool
Residency Determinations	1,103	BDM, Residency (Terms: SP20-W21)

Student Requests via Adobe Forms (Registration Requests, P/NP change grade options, high school permission forms, etc.)	8,279	Adobe Report (6/2020 - 4/2/21)
Registration and Academic Policy Petitions Processed (EW grades, late drops, etc.)	2,314	FormFlow Report (11/27/20 - 4/2/21)
Grade Changes and Incomplete Contracts Processed	400	Adobe Report (8/1/2020 - 4/1/21)
Transcript Orders Processed	47,930	Parchment Report (3/2020 – 4/2021)

2. Describe how program plans were met, including evidence that illustrate how these program plans were met.

Major plans for the academic year and outcomes are listed below:

Goal 1: Transition from paper to electronic forms using Adobe forms and workflows.

- The majority for A&R forms can now be found as an Adobe form or workflow. This allows our students to securely submit forms and materials to A&R electronically. Forms are now accessible [online](#).
- A&R continues to convert paper forms to electronic forms.

Goal 2: Meet the high volume of student and college demands (as outlined in question 1).

- Created training resources in Office365 for staff and established Wednesday staff trainings on Parchment transcript platform operations, verifications, Adobe forms, and other processes.
- With increased staff training, A&R continues our effort to provide timely and correct responses to inquiries submitted by our new and continuing students.
- Constant review and updating of new and continuing student matriculation materials on the college website.

Goal 3: Continued testing and monitoring of Banner 9 functions relating to applications, registration, and data integrity for annual reporting.

- A&R continued to participate in Banner 9 testing, troubleshooting, and providing recommendations for change.
- Banner 9 operations will continue to require dedicated A&R staff hours.

3. Describe your experience related to transition of remote work, including online services, instruction, and supporting students offsite during the pandemic.

The March 2020 COVID-19 shut down expedited already established plans to convert student forms to an electronic format. In addition, A&R launched a virtual help desk via Zoom. The team continues to learn new technology and software to better support our students in the online environment. Lastly, A&R created a COVID-19 funded temporary employment assignment (TEA) position to assist with COVID-19 related instructional offerings.

Feedback from A&R staff regarding the transition to working remote to provide online student services included:

- 1) A need for more technology training (zoom, Adobe, etc.);
- 2) A need for documented processes since staff can no longer ask question within the office space;
- 3) A need to access office hardware including district laptop, printer, fax, scanner and internet;
- 4) ETS support for downloading and accessing software and other applications; as well as
- 5) A need to adapt business practices given delays in receipt of postal mail.

4. Describe how Student Equity goals were met and any improvements that were made. Include evidence that illustrate how goals were met using institutional data.

A&R can be considered a silent partner in achieving the [college's student equity goals](#) as we provide direct and indirect support to all equity initiatives.

- *Access-Enrollment* – A&R manages the CCCApply application and provides direct assistance to students when completing the application; coordinates application processes with special populations ([AB 540](#) students; Adult Education, High School Dual Enrollment, as Outreach Application Workshops); as well as provides referrals to college resources like Outreach, Counseling, Financial Aid, etc.
- *Retention* – A&R provides direct student matriculation support to all populations including those groups experiencing disproportionate impact as well as referrals to college resources like Outreach, Counseling, and Financial Aid. A&R also participates in ARC to review student probation and dismissal cases as well as the review of student petitions.
- *Transfer to a Four-Year University* – A&R supports student transfer goals by providing transcripts services, enrollment verification letters (College Reports, Dean's Reports, etc.), as well as referrals to college resources like the Transfer Center, Evaluations, and Counseling.
- *Attained the Vision Goal Completion Definition (earned associate degree or credit certificate over 18 units)* – A&R supports student goal completion by providing transcripts services, enrollment verification letters (College Reports, Dean's Reports, etc.), as well as referrals to college resources like the Transfer Center, Evaluations, and Counseling.

5. Describe the impact of the 2020 pandemic and all of the associated events have had on the students served by the program. Share what the program review data reveals about the corresponding impacts of the current circumstances.

Student, staff, faculty and community feedback on the transition to receiving remote services due to the 2020 pandemic included:

- 1) Appreciation for the convenience help desk offered in zoom (folks could contact us from anywhere; no commute or parking barriers).
- 2) Frustration with A&R response time to inquiries and having to wait in the virtual help desk queue.
- 3) Requests for 24-hour technical support for MyPortal password resets and registration issues relating to Banner outages and browser issues.
- 4) Frustration with the inability to “see someone” in person to provide technical support for Canvas, Zoom, and other instructional and college technology and applications.
- 5) Overall frustration with the pandemic’s impact on daily life.

Program review data tells us that A&R will continue to require more staff positions, both permanent and temporary, as we move our business operations to the online environment. While the college may be able to meet A&R staff needs with technological training, and software and hardware solutions, the same needs—access to technical support as well as software and hardware to accomplish tasks—are expressed by the students, staff and faculty served by A&R. A&R’s online business operations (Adobe sign and Zoom) have allowed us to account for vast amounts of students served. We now seek investment by the college to provide us with the resources required to meet student and campus demands.

6. Describe resource needs based on current programs and services to effectively and efficiently serve students.

Due to the high-volume service areas that A&R is responsible for coupled with the manual nature of A&R work processes, the department requires additional staff positions, both temporary and permanent to effectively and efficiently serve students. Resource needs are outlined below:

- A&R supervisor, at the lower level
- Program Coordinator II
- Convert the part-time A&R front desk position to a full-time position to ensure prompt response to student inquiries.
- Ongoing funding for a minimum of 2 temporary employee assignment (TEA) positions to meet the seasonal demands and special project needs.
- Ongoing funding for at least 3 student employee positions to meet the seasonal demands.

7. Other Relevant Information, including future anticipated goals.

To meet the growing demands of direct and indirect student matriculation needs, A&R seeks the college's commitment to funding staff positions to ensure that we can:

- Support the college's growing programs within the dual enrollment arena (high school and adult school partnerships) and disproportionate impacted communities. These populations require A&R to provide high touch support to the student and their parents who are new to the community college landscape.
- Meet the growing technical demands posed by our ETS partners on projects such as the Online Education Initiative (OEI), Banner 9 testing and maintenance, fraudulent application monitoring, and more).
- Meet data reporting needs requested by our campus partners (Student Retention, MPS, Learning Communities, etc.) who rely on A&R to run enrollment reports, manually maintain student cohorts, and more.