

2023-2024

Admissions and Records

Program Review

Purpose: The purpose of Program Review is to reflect on their teaching and learning and to promote student success and equity through critical analysis and careful planning. Each program should look thoroughly at their student success data, learning outcomes assessment data (at the course and program level), and the relevancy of its curricula. The Academic Senate will provide support during Program Review in the form of workshops, guidance documents, and one-on-one mentoring. Faculty and coordinators should also consult their dean or director for assistance on their Program Review and Resource Requests.

1. Description of Program

Provide a brief description of the program and how it supports the college's Mission and Values Statements, its Diversity Statement, CSM's and SMCCCD's Strategic Plans, and the college's Educational Master Plan. You may also discuss any factors that have impacted the program and its enrollment. Include changes in student populations, statewide initiatives, transfer requirements, advisory committee recommendations, legal mandates, workforce development and employment opportunities, and community needs.

Admissions and Records (A&R) is the first department contacted by individuals seeking information about admission, registration issues and the last department of contact before they graduate or transfer. A&R staff is trained to recognize the diverse population and provide all the necessary support to potential students, current students, parents and other officials who contact the office.

In the past several years, numerous legislative, technological and cultural changes have transformed the role and level of influence the Admissions & Records office has on campus. One of which has been our student population who are using Military Educational Benefits to pay for school. Our staff have had to attend numerous meetings and trainings in regards to the ever-changing regulations the Veteran Administration passes. With so many changes taking place, staff have to ensure that they are up to date on the regulations and have standing weekly meetings with their counterparts at the other two campus'.

A&R ensures staff is readily available to assist to anyone who needs help addressing problems in online application, find solutions to registration issues, loss of Priority registration/CCPG appeal processes, transcript orders, awarding AP/IB/CLEP credits, enrollment verifications, academic renewal, seek to alleviate grades, maintain academic records, inquire about course descriptions, inquire about concurrent enrollment, degree works audit, IGETC/CSU certifications, evaluation of degree and certificates, residency determination, request for veteran certification benefits, grade changes and faculty inquiries. A&R staff frequently required to interpret and administer Title V, Ed Code and Board policies for faculty, staff and students. This requires the ability to analyze records and provide accurate interpretations of the rules and regulations. A&R staff is committed to the implementation of our institutional policies and procedures, while providing excellent customer service and support to our students in achieving their educational goals.

2. Results of Previous Program Review

A&R is a very hectic and fast paced environment. When coupled with institutional and statewide initiatives that impact our areas, it is becoming increasingly challenging to meet the demands. With initiatives to increase the Military Veterans student population, Concurrent/Dual Enrollment student population, International Student population, Promise Scholars students, student athletes, these directly impact the A&R office as we are asked to process application issues, code the students into the program, assist with any registration issues, to name a few. At times, we have manually process the student's applications, manually input student grades or register them into the classes. This takes away from staff being able to support in other areas of Admissions and Records. A&R often finds itself between departments on campus. In attempting to address the needs and concerns, we must often consult with other departments/campus that could potentially be impacted by our decision to implement changes. For example, A&R need to educate students regarding course repeats, pre-requisite requirements and transcript evaluation etc. There are other instances where we must relay the needs of one to another in order to explain the rationale behind the existing processes and procedures.

In addition, with the transition to the Student Success Link delays to the work sometimes make it harder to meet deadlines.

3. Current Program Review

a.) Student Population Equity:

A&R has been working to better our relationships with identified student populations in working with MCCDC, Promise program, Dual Enrollment program. We have been working with the different programs to identify issues that has arisen in the past and working together to come up with solutions to those issues. An example would be with the numerous steps that a Veteran student must take to be certified. In identifying the requirements of the VA to certify a student to use their educational benefits, we have an A&R staff dedicated to certifying veteran students, VROC program services coordinator, and a Veteran student's counselor. We also work in conjunction with our Sparkpoint Coordinator and DRC office. This has assisted with the processing of the students Educational Benefits along with ensuring that our student's are know about and are receiving the support services that they may need.

Another step we took to not only provide better customer service to our identified student population was look at the language barriers our students encounter. Understanding that we were lacking a Spanish speaking staff person who would be able to assist our largest identified student population, A&R hired an Office Assistant who speaks English and Spanish fluently. We also have staff in the office who speak Hindi, Cantonese, and Vietnamese.

To address an achievement gap in awarding degrees/certificates, A&R has worked with the Counseling office to now require students to meet with a counselor in order to submit a degree, but the students are still able to submit certificates without having to meet with a counselor. Many of our students do not apply or realize that they completed more than one degree/certificates. Meeting with a counselor to go over their file will assist the student in determining if they meet the requirements to be awarded other degree/certificates. This will also assist in the lowering the denial rate of nearly 50% in semesters past.

With the increase of degrees/certificates coming from meeting with a counselor, our degree auditor has to review and process approximately 1900 applications. This along with working on scribing issues and with the transition to the SSL, the errors that need correcting on degreeworks and scribing prior catalogs have been increased.

Being that Spring semesters is when we see the highest number of degrees and certificates being

submitted, here are the total number of applications that are submitted.

Spring Degree and Certificate Submissions

Year Total

2017 1233

2018 1550

2019 1250

2020 1100

2021 1650

2022 1926

An ongoing challenge in A&R office is lack of staff time to be able to get the degrees and certificates in a more timely manner. Prior to the pandemic, the evaluation time was 8-10 weeks after the semester is completed. During the pandemic, the processing of the degrees and certificates have been greatly impacted resulting in further delays in awarding the degrees to our students. Whether the student is awarded or denied, the application must be evaluated. In order to improve the achievement gaps, a Program Services Coordinator-Degree Auditor position is requested.

b.) Modes of Delivery Equity:

When the district went remote during the pandemic, we lost several ways of delivering service to our students. Mainly being able to assist students in-person and by phone. In channeling student inquiries to emails, this allowed students to reach out to us at any time, though it created a backlog of inquiries. We went from receiving 75-100 emails daily to 150-200 daily. In reaching out to other departments and schools about what was working for their departments and schools, the A&R team created the Open Zoom Room. This allows the student to get immediate answers to general questions. The Open Zoom Room really assisted students who had trouble locating forms, how to fill out the forms, application issues, to name a few of the more popular questions that came through. This became a tool that became so useful that we added a second hour each day for students to connect with us.

An ongoing issue is the amount to inquiries that come through our office. They inquiries are not always A&R specific, we have questions about Financial Aid, Counseling, division specific

questions, questions that pertain to the sister campus'. At times when the technology goes down (i.e. Websmart being down, degreeworks not correctly processing courses, students not being able to withdraw from classes, to name a few), this directly impacts our office because then all the processes have to be processed manually. A request that we have been seeing a higher number of requests is duplicate/ replacement diplomas. This is an example of a request that is more involved as it requires us to reach out to the Cashiers office to code the students file, the student then would log into Websmart to pay for the replacement, then we would have to print and mail out the diploma.

A&R, districtwide, has partnered with our transcript vendor, Parchment, to now print and mail out the diplomas. This will allow students to always have access to their diplomas electronically and even notate their social media (if requested).

c.) Discipline-level and SLO (Student Learning Outcomes) assessment/Student Services and SAO (Service Area Outcomes) assessment:

In the past, A&R provided a survey to the students to record the student satisfaction.

SAO1: To increase customer service satisfaction:

To measure customer satisfaction, online and paper survey was created. Custom customer service training was organized and provided through Community Education program. Staff will be continuously encouraged to participate in workshops and conferences to develop their skills.

Student Satisfaction Survey results related to Customer Service:

- 48% Excellent
- 35% Good
- 4% Satisfactory
- 13% Needs Improvement

SLO1: Students will have the ability and knowledge to complete the College Connection form:

There is lot of confusion and lack of information with our K-12 concurrent students. To provide detail information to them, partnered with CSM public relations and provided "Concurrent Information Session" to parents and high school students. There will be two similar workshops provided for Spring and Summer registrations. Since we are still early in developing this process, data is not available at this time.

A&R continually strives to provide students, parents, community members, and staff the best service that we could. We are constantly looking to improve in various areas. Our primary area that we are working on is communication. That is communication within the department and to students, parents, community members, and staff. Replying to inquiries in a more timely manner is our priority.

4. Program Goals:

A&R is committed to providing a better overall student experience. This starts when the student inquires about College of San Mateo to when they complete their studies to be awarded their degree or certificate.

We are looking to have the turn around time of degrees and certificates be minimized. This includes having to work with the Transcript Evaluation Service department in correcting scribbling issues in the catalog that ultimately affects the degreeworks program that is used to evaluate student degree and certificates. Our goal is to be able to provide the students, counselors, parents and staff with the correct information about the students education progress and ultimately, their degree or certificate.

With the increase of degrees and certificates across the district, we want to be inline with our sister campus, Skyline who has two PSC- Degree Auditors, in being able to provide our students an acceptable timeline to receive their degree and certificates.