

De Anza College

Program Review – Annual Update Form

1. Briefly describe how your area has used the feedback from the Comprehensive Program Review provided by RAPP members.

Admissions & Records, and Enrollment Services mission statement is (revised 1/14/2025):

The primary mission of Admissions & Records and Enrollment Services is to ensure educational access for all students, to help students complete their educational goals, and maintain stewardship, confidentiality, and integrity of all academic and student records in accordance with district policies and state and federal regulations. We achieve our mission through the following functions and services that we provide:

- Functional and technical support of admissions, application, and registration processes
- Consistent operational hours and accessibility of A&R support and services via email, web, phone, and in-person
- Fraud checking, clearance, and prevention program and services
- Priority registration program to ensure open and equitable registration process for students
- Dual enrollment, adult learner, and Middle College admission and registration support
- CTE (career training and employment) and Apprenticeship programs admission and registration support
- Cohort, DSPS, and special programs admission and registration support
- Collaboration with ETS and utilization of new emerging technology to improve and streamline A&R tasks and functions.
- Faculty/divisional support on class, roster, grades, census, incompletes, and other A&R issues.
- Cashier, residency reclassification, 6-unit fee waiver, and other tuition support and services
- Transcript, non-credit, and enrollment/degree verification support and services
- Staff workshop and training on district policies, and state and federal educational code regulations.
- Technology, staying up to date on Banner System changes and exploring innovative technologies that would simplify A&R processes and benefit our students and faculty members

Evaluation Office mission statement is (revised 1/14/2025):

As part of the RPS, the Evaluation Office supports students in achieving their transfer, academic, and career goals from entry to graduation. We assist with certifying general education requirements, resolving transfer-related issues, and streamlining the academic experience to help students of every background navigate their educational journey with ease.

2. Describe any changes or updates that have occurred since you last submitted program review.

Admissions & Records, Enrollment Services, and Evaluations had the following changes since our last program review:

- Personnel:

New permanent positions: Enrollment Service Coordinator; Evaluations Unit Supervisor; Enrollment Services Supervisor; Veterans, Basic Needs, and Grants Supervisor, and Administrative Assistant II (DSPS).

Temporary employees: Two TEA for Enrollment Services – (1). to support applications and fraud, (2). Front office and Zoom support, enrollment/degree verification, transcripts, and general A&R tasks.

- Workload changes:

Fraudulent students - Workload doubled in the following areas:

- stuck application in CCCApply needing manual clearance,
- stuck applications needing manual clearance in Banner,
- clearance of fraud holds on student accounts,
- clearance of class roster (registration fraud check and drop)
- resolution of fraud related issues on student accounts,
- testing/implementation of fraud programs.

System upgrade and technology changes – 30% increase in workload:

- more testing/debugging of Banner product since transitioning to the cloud and more frequent upgrade of software
- more issues and bugs with registration and customized A&R jobs, i.e. transcript, waitlist roll, class roster, because of software update
- more SSB and student registration issue with each update

- Legislative changes resulting in workload increase:

Assembly Bill 928 – Student declaring a goal of an Associate Degree for Transfer (ADT) be placed on an ADT pathway in the student's education plan (SEP). This bill has significant impact to Admissions and Records, particularly Evaluations.

Assembly Bill 1111, Common Course Number (CCN) – State requires the adoption of a student-facing common course numbering system for all general education and transfer pathway courses, and each community college campus must incorporate course numbers into its course catalog and schedule. This bill has significant impact to all areas of Admissions & Records, such as transcript, assessment, degrees, and evaluations.

Standardize Attendance Accounting Regulations (FS 24-08) – The Board of Governors approved new regulations that will alter how districts calculate Full-Time Equivalent Students (FTES) for credit courses. This regulatory change has significant impact to Admissions & Records, particularly data for MIS and 320 reports.

3. Provide a summary of the progress you have made on the goals identified in your last program review.

Admissions & Records and Enrollment Services: We have developed a streamlined and efficient process for identifying and clearing fraudulent students. We implemented new programs to filter out fraudulent applications and registrations. We successfully implemented AB 1540, saving time and reducing the number of AB540 forms for undocumented students. We established a committee to collectively review and approve residency cases.

Evaluations Department: We have implemented an easily accessible online graduation application process. Also, a comprehensive Educational Plan is now automatically attached to a student's Degree Work account when they choose an Associate for Transfer major.

4. If your goals are changing, use this space to provide rationale, or background information, for any new goals and resource requests that you'll be submitting that were not included in your last program review.

Admissions & Records and Enrollment Services: To keep with our mission of open access to education for all students, help students complete their educational goals, and maintain stewardship, confidentiality, and integrity of all academic and student records, our ongoing goal is to continuously review our current A&R procedures and processes, and finding ways to improve and streamline the process for the benefit of our students.

Evaluations Department: Need to continue to enhance and provide the necessary information for our students to be able to reach their educational goals in an efficient manner. We want to ensure that students graduate from De Anza successfully and as quickly as possible.

5. Describe the impact to date of previously requested resources (personnel and instructional equipment) 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?

Admissions & Records and Enrollment Services: Enrollment is on the rise at De Anza College in the last few years, we serve approximately 20,000 students per quarter. Workload in Admission and Records has dramatically increased due to the rise in enrollment, Covid impacted policies, changes in state regulations, and the upsurge in fraudulent applications and registrations. Despite these changes, the number of Admission and Records employee has not increased. Admissions & Records staff members often put in over-time, and we regularly utilize temporary employees to assist during peak periods, to process applications and meet the needs of our students in a timely manner. The utilization of temporary employee is not an ideal solution, it is time consuming because we must train the temporary employee on Banner, state regulations, and A&R procedures/processes, and continuously monitor their work for compliance and accuracy. Having additional permanent staff will allow us to eliminate temporary help and limit staff overtime.

Evaluations Department: We have asked for our own printer to print diplomas and certificates. Currently, we share a rabbit printer with all of the Admissions and Records office. Because we must print hundreds of diplomas and certificates at a time, this rabbit printer does not work to accomplish this in a timely manner. What should take approximately an hour to print 100 diplomas, it takes approximately 4 – 6 hours to print. Now more hours are needed to accomplish a simple task which is taking away from other job duties. As a result, it is taking longer for students to receive their well-earned diplomas and certificates.

Also, the Evaluations department has officially become its own department but still has not received a B budget.

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

Admissions & Records and Enrollment Services: Workload increased, and staffing shortage contribute toward stress and burnout for A&R staff members, and impact students/clients in the following ways: longer response time on emails and phone calls, longer time to process requests, and more visits to A&R Office.

Evaluations Department: We must at times work overtime to make up for time lost. Students must now wait longer to receive their diplomas and certificates.

7. Refer back to your Comprehensive Program Review under the section titled Assessment Cycle as well as the SLO website (<https://www.deanza.edu/slo/>). In the table below provide

a brief summary of one learning outcome, the method of assessment used to assess the outcome, a summary of the assessment results, a reflection on the assessment results, and strategies your area has or plans to implement to improve student success and equity.

Table 1. Reflection on Learning Outcomes

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| <p>Learning Outcome</p> | <p><u>Admissions & Records and Enrollment Services #1</u>: Continuing to provide our services in-person and online.</p> <p><u>Admissions & Records and Enrollment Services #2</u>: Advancing and building Banner SSB, Ellucian Next Generation Solution (NGS) platform, Degree Works, and other technologies for FHDA.</p> <p><u>Evaluations Department</u>: to determine what knowledge exiting students had about the process of applying for a degree or requesting a transfer General Education certification from De Anza College.</p> |
| <p>Method of Assessment (please elaborate)</p> | <p><u>Admissions & Records and Enrollment Services #1</u>: A&R Office is open five days a week, and our online virtual helpdesk is offered four days a week. We serve a lot of students in both modalities but have not tracked/assessed the number of students served and the duration of wait time.</p> <p><u>Admissions & Records and Enrollment Services #2</u>: A&R spent almost one year, meeting 2-3 times each week with ETS and Ellucian consultant to implement NGS. Many of our customized jobs that greatly benefit students and faculties, such as waitlist roll, class roster, checklist, etc, are not working with NGS.</p> <p><u>Evaluations Department</u>: We included a link to a survey for 3 quarters in our email notification to students who received a degree or certificate. We asked them several questions on their knowledge of applying for a degree or GE certifications.</p> |
| <p>Summary of Assessment Results</p> | <p><u>Admissions & Records and Enrollment Services #1</u>: There is demand for in-person and online A&R support from our students. We see a high number of students in-person and online during priority registration periods and the first three weeks of the quarter.</p> <p><u>Admissions & Records and Enrollment Services #2</u>: Implementation of NGS was abandoned because it has many technical issues and lacks benefits for our students and faculty members.</p> <p><u>Evaluations Department</u>: We emailed approximately 2000 students over the course of the 3 quarters. Only 1/3 of the students responded to our request</p> |

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| | <p>to take part in a brief anonymous survey. These responses confirmed our expectation that many of the students had the correct knowledge regarding the graduation and certification processes due to interaction with the Counseling department and/or Evaluations department/Admissions and Records.</p> |
| <p>Reflection on Results</p> | <p><u>Admissions & Records and Enrollment Services #1</u>: We need to start tracking and assessing how many students we serve in-person and online in a typical week, and the average wait time. We also need to figure out if some of the student's questions/concerns could be addressed on our A&R website.</p> <p><u>Admissions & Records and Enrollment Services #2</u>: Although new emerging technologies are exciting, any adoption and implementation must be thoroughly tested out and the technological changes must bring some benefits to our students and faculty members.</p> <p><u>Evaluations Department</u>: The survey did reveal that additional steps are still needed to provide better means of communicating these processes to students. It was not as convenient or easily accessible to our student population.</p> |
| <p>Strategies (aka: Enhancements) Implemented or Plan to be Implemented</p> | <p><u>Admissions & Records and Enrollment Services #1</u>: Review in-person and online support services and ask A&R staff members to start tracking number of students served and approximate wait time. Hold regular A&R staff meetings to review common questions/concerns being asked by students, how can we answer them without students needing to visit A&R in-person or online, and how to plan and staff in-person and online services during peak times.</p> <p><u>Admissions & Records and Enrollment Services #2</u>: Continue to explore, collaborate with ETS, and network with other colleges to find new emerging technologies that can bring benefits to our students, A&R staff, and faculty members.</p> <p><u>Evaluations Department</u>: As part of our plan to improve communicating the graduation and transfer GE processes to students during the coming years, we updated our Evaluations website https://www.deanza.edu/admissions/evaluations/. We have added an easy contact link that directly goes to our Evaluations email. Evaluationsda@deanza.edu</p> |