

Student Service Program Review (Admissions and Records) Latest Version

Student Services (1) - Program Description Final Submission: Version by Griffin, Tynay on 01/12/2024 20:55

a) Describe the program. How does the program link to the College's mission statement, statement of values, or strategic initiatives?

Mission Statement

Compton College is a welcoming and inclusive community where diverse students are supported to pursue and attain student success. Compton College provides solutions to challenges, utilizes the latest techniques for preparing the workforce and provides clear pathways for completion of programs of study, transition to a university, and securing living-wage employment.

The Admissions and Records Office assists students in applying for admissions, registering for classes, and applying for graduation. The office gathers and maintains student records accumulated during a student's attendance and provides access to those records to students, staff, and the public. The Admissions and Records Office is divided into two units,

Admissions and Records. The functions performed by the Admissions and Records office include:

Admissions	Records	Registration
Academic Calendar	Academic Renewal	Outreach to support Dual Enrollment efforts
Attendance and Accounting	Record retention and destruction	Student registration (Adds & Drops)
Admission Application Processing	Access to records	Process Class Audits
Dual Enrollment (K-12th grade)	Collection of attendance rosters	Populating registration appointments
Residency Petitions	Collection of grade rosters & documentation	Priority registration important dates
Website Maintenance	Credit by Exam	Print Add Authorization Codes
Applications for F1 Visa Rider Students	Faculty Drops	Faculty Drops
Assist Military/Veteran students	Degree Evaluation and ADT Verifications	Faculty Reinstatements
	Graduation applications	Section and Level Transfers
	Faculty Reinstatements	Late Add Petitions
	General Petitions	Overload Petitions
	Grade Changes	Prerequisite Challenge Petitions
	Section and Level Transfers	Excessive Repeat Petitions
	MIS Reports	
	Imaging/Scanning Records	
	Course Substitutions	
	GE and IGETC Certifications	
	Enrollment Verifications	
	National Student Clearinghouse Submissions	
	Transcripts requests (El Camino College and Compton Community College)	
	Printing Diplomas	
	Excused Withdrawal	
	Solomon Act Student Data Requests	

The Admissions and Records office also maintains and provides access to records of the former Compton Community College. On behalf of the Compton Community College District, the Admissions and Records office

issues transcripts, performs verifications, issues duplicate degrees, and maintains over 90 years of student records.

The Admissions and Records office touches every single student on their way into the college (admission and enrollment), during their enrollment at the college (grades and verifications) and after they leave the college (graduation and transcripts) ensuring the student's success by providing them with the framework and tools needed to accomplish their scholastic goals.

The Admissions and Records office links to the 2017-2024 College's Strategic Initiatives in a variety of ways. The initiatives listed below are the ones most relevant to Admissions and Records and linkages will be highlighted throughout this review.

1. Improve recruitment, enrollment, retention, and completion rates for our students.

Objective 2. Educate students about pathways to graduation.

Objective 3. Enhance student preparation for academic success and completion. Objective 4. Provide a student-centered environment that leads to student success.

2. Support the success of all students to meet their education, and career goals.

Objective 1. Attract and retain traditional students and focus on retaining non-traditional students. Objective 2. Minimize the equity gap for access, retention, and graduation rates.

Objective 3. Identify and provide clear pathways for traditional and non-traditional students to meet their goals.

3. Support the success of students through the use of technology.

1. **Offer excellent programs that lead to degrees and certificates in Allied Health and Technical fields.** *Objective 1. Increase the number of degrees and certificates awarded in the Allied Health and Technical fields*

5. Establish partnerships in the community and with the K-12 schools.

Objective 3. Strengthen the broader needs of the community served by Compton Community College District.

By offering services online and in person services, and by providing students with ways to review and challenge their student records, the Admissions and Records office enhances student learning using a variety of service methods. The office engages in an ongoing process of improving services to promote student success through participation in committees across the campus and through faculty and staff trainings.

In addition to touching every single student, the Admissions and Records office touches every single faculty on campus through grade submission and attendance accounting. The Admissions and Records office also collaborates daily with many departments on campus. Departments with daily interaction with the Admissions and Records office include Counseling, Academic Affairs, Academic Divisions, Educational Partnership, Enrollment Services, EOPS, DSPS, and Bursar's. The Admissions and Records office interacts with many other departments such as Athletics and DSPS on a less frequent basis. Representatives of Admissions and Records participate in many collegial consultative committees on campus, including Budget and Planning, Graduation, Enrollment Management, and New Student Welcome Day.

The Admissions and Records office also provides information to outside entities such as enrollment verifications for employers or housing agencies and transcripts for other colleges and

universities to help current and former students receive benefits, seek employment, or pursue further education. Per the Solomon Act, the office also provides student information to military recruiters.

The 2020 global pandemic was declared less than 9 months after the college's first course offerings. This had a significant impact on the Admissions and Records Office. While other Student Services Offices were closed and sent home to work, the Admissions and Records Office never closed. The newly hired Associate Registrar went out on stress leave and never returned, leaving the director to handle all office matters. The office was without an Associate Registrar for a year until an Interim Associate Registrar was hired in April 2021. Since this time the department has been inundated with matters related to Banner implementation and creating standardized business processes and procedures.

The college was still so new, and everything had to be created from scratch. Official transcripts were not available for students until September 2019, weeks after the Summer 2019 session ended. The director had to send emails to colleges on behalf of students explaining why transcripts were delayed. Student diplomas were not mailed for Summer 2019, Fall, 2019, Spring 2020, Summer 2020, Fall 2020 graduates until Spring 2021. The department leadership continues to spend a tremendous amount of time problem solving Banner related issues, and fixing issues caused by Academic Affairs with course set up.

b) Describe the student population served by the program using data. Please note the source of the data. If necessary, please contact the Office of Institutional Effectiveness to obtain data.

The Admissions and Records office serves every single student at the beginning of their college experience, throughout their college experience, at the conclusion of their college experience, and after their college experience. For most students, their first contact with the Admissions and Records office is through the submission of an application. All students are required to apply online via CCCApply. The data below is from the Compton College 2021-2022 Fact Book.

	2019-20	2020-21	2021-22
Under 18	1922	1647	1830
18 to 24	3634	2391	1916
25 to 29	1410	1112	890
30 to 39	1234	1125	1009
40 to 49	526	417	367
50+	349	223	233
	2019-20	2020-21	2021-22
Latino/a/x	5537	4196	3888
Black/African American	1899	1490	1354
Asian	434	376	313
White	171	180	128
Two or More Races	182	168	148
Pacific Islander	59	44	41
Native American	16	13	13
Unknown/Non-Respondent	523	206	157
	2019-20	2020-21	2021-22
Female	5661	4583	3943
Male	3054	2019	1984
Non-binary	<5	<5	<5
Unknown/non-respondent	97	67	112

c) Describe how interaction with the program helps students succeed or meet their educational goals.

Students participate in many activities that involve the Admissions and Records office. Each activity or process requires that students properly submit forms and documentation. Each process teaches the student why they must undergo the process, how a determination is made, and, where appropriate, how to change their behavior to lead to positive future results. The processes underscore important aspects of enrollment at the College and aid the student in achieving their educational goal. Even when their petition is denied, students learn from the experience to prepare them for future interactions with the Admissions and Records office, other campus offices, and other colleges and universities.

After submission of an admissions application, students typically move on to counseling before registering for classes. Although most students register online, some students have additional contacts with the Admissions and Records office to complete their registration. For example, dual enrollment students need to submit dual enrollment forms, out of state students may petition for reclassification of residency or granting of AB 540 exemption, veteran students may petition for certification, offsite programs may submit registration information for their students, and some student may submit late add petitions. After registration and throughout their enrollment, students continue to have contact with the Admissions and Records office. Those contacts include submitting requests for verification of enrollment, requests for grade change, and request for major change.

There are several forms and processes available to assist with student enrollment, alleviation of substandard grades, changing classes, removing errors from student records, etc. Below is a list of the processes in place to assist students with navigating their academic career:

Form / Petition / Process	Description
Reinstatement	Faculty can reinstate a student
Section Transfer	Move a student from one section to another
Level Transfer	Move a student to a lower or upper-level course
Late Add Petition	Request to add a class after the add drop period
Excessive Repeat Petition	Request to take retake a class a 3 rd or 4 th time
Residency Reclassification	Petition to change residency status
Course Repetition Petition	Request a grade replace for an equivalent course
Academic Renewal	Petition to remove substandard coursework
Excused Withdrawal	Petition to receive EW grade due to extenuating circumstances
Credit by Exam	Request for course credit by taking an examination
Co-requisite, Prerequisite Challenge Petition	Petition to not be required to take a prerequisite course

Overload Petition	Petition to take more than the maximum units per term/session
Change of Major	Request to change or add a major
Intent to Graduate Petition	Request to be evaluated for graduation

Looking at residency reclassification as an example, students are classified as out of state based on their online admissions application responses. Students wishing to change that classification would need to submit a reclassification petition along with supporting documentation. Students that question the original classification learn about the criteria used to make that determination. Students that submit a reclassification petition learn about what constitutes proper documentation to establish residency. Students also learn about the importance of deadlines, checking their email, and reviewing their academic record.

Before students graduate, students must submit a graduation application to determine graduation completion and eligibility. Students taking courses taken at other colleges must submit official transcripts from other colleges to be sent to the Admissions and Records office. The office scans all incoming transcripts and makes them available to counselors and evaluators. Evaluation is typically the last major Admissions and Records office activity engaged by enrolled students and ranks among the most important in terms of achieving their educational goals. The Admissions and Records office currently only has one Evaluation Specialist.

d) How does the program interact with other on-campus programs or with off-campus entities?

The Admissions and Records Office also collaborates on a daily basis with many departments on campus. Departments with daily interaction with the Admissions and Records Office include Counseling, Academic Affairs, Financial Aid, Welcome Center, Academic Divisions, Education Partnership, and Bursar's. The Admissions and Records Office interacts with many other departments such as Athletics, EOPS, CalWORKS, Distance Education, and DSPS on a less frequent basis. Representatives of Admissions and Records participate in many collegial consultative committees on campus, including Budget and Planning, Graduation, Enrollment Management, and New Student Welcome Day.

The Admissions and Records Office also provides information to outside entities such as enrollment verifications for employers or housing agencies, and transcripts for other colleges and universities in order to help current and former students receive benefits, seek employment, or pursue further education.

Admissions and Records partners with the K-12 feeder school district partners in offering enrollment support for Afternoon College, AB 288, CAMS, and Early College Program. These partnerships require weekly contact to ensure the successful completion of enrollment and other services. The District hosts monthly meeting with each district to address issues, challenges, and strategies.

Admissions and Records also provides student information to the military per the Solomon Act. This is a federal law that requires institutions receiving certain federal agency funding to fulfill military request for access to campus and for lists containing student recruiting information. It provides branches of the military access to student directory information which have been denied them under the Family Educational Rights and Privacy Act (FERPA).

e) List notable achievements that have occurred since the last Program Review.

As a newly established college, there have been several things that needed (and still need to be) completed.

The pandemic significantly impacted the Admissions and Records Office, and hampered progress towards accomplishing milestones. While most of the departments and divisions closed and discontinued on campus/in person work, Admissions and Records never closed. The staff remained on campus processing transcript requests, degree evaluations, and supporting student enrollment. In spite of all the obstacles the department accomplished a lot. The Summer 2019 session was complete before the official transcript paper

Below is a list of several notable achievement by Admissions and Records:

- Created template for new transcript paper and worked with Scrip-Safe to print (Fall 2019).
- Worked with Director of Community Relations to create diploma paper layout (Spring 2021).
- Helped with creation of new school seal (Spring 2020).
- Pandemic related processes:
 - Virtual Peak Registration support
 - All student and faculty forms converted to PDF fillable to be available online
- Began using Banner's online graduation application – Spring 2021
- Mailed diplomas for the first time February 2021 for Summer and Fall 2019, and Spring, Summer, and Fall 2020
- Parchment online transcript requests – Parchment/Credentials – July 2020 (See chart below)
- New forms:
 - Change name and date of birth - 2022
 - Change of Major – 2023
 - Course Repetition – 2022
 - Credit for prior learning – 2022
 - Overlapping course enrollment - 2023
- Printing and mailing diplomas internally – February 2021
 - Printing and mailing diplomas – February 2021
- NSCH activation/submission – Fall 2019 / Spring 2020
- Enrollment Verification - MyHub – September 2021
- New business processes established:
 - Credit for prior learning
 - Course repetition
- Unofficial transcript requests – Worked with Microsoft (See chart below)
 - Went live December 2021
- OneDrive Dual Enrollment SharePoint – Spring 2020
- Updated web pages – Fall 2021
 - Registration Errors FAQs
- Argos reports
 - Graduates - 2021
 - Solomon Act – 2021
 - Short term Calendar – 2021
 - Open Class lists - 2021
 - Dual Enrollment grades – 2021
 - Parents of dependent children look up report 2023
- New email accounts - 2021
 - Transcripts

- o Petitions
- o Do Not Reply
- Priority Registration script – Completed 2021

- Effective Winter and Spring 2022
- Null grade replacement (RD grades) script - 2021
- National Student Clearinghouse expected graduation script - 2021
- Began using Banner communications – 2019
 - o Graduate applicants
 - o Dual enrollment
- Banner communications training – October 2021
- Scanned old Compton community college records - 2022
- Began using Banner document management – Fall 2020
 - o Scanning transcripts
- Banner communications training – October 2021
- Expanded on use of BCM communications for targeted use – 2021 - 2022
- Developed Spam CCCApply applications business process – 2022
- Datatel conversion to new web-based platform - 2022
- Faculty supporting documents SharePoint – Fall 2022
- Graduation application workshops - Fall 2022
- DocuSign implementation – Spring 2023
 - o DocuSign – signed contract Fall 2022 – 2-year contract
- Move to new building and office location – April 2023
- Added new scanning options – Fall 2023
- First staff retreat – Fall 2023
- Purchased first departmental uniform items – Fall 2023
- Monthly spam reporting to Chancellor’s Office – Fall 2022
- DualEnroll.com – Spring 2024
- Added Important Dates feature to online searchable – Fall 2022
 - o Edited the text to indicate - Last day to drop with a W and Last day to add/drop (Spring/Summer 2023)
- First staff planning retreat (off site) Fall 2023
 - o Created department values and mission statement (appendix 1, noted in last section)

	Winter	Spring	Summer	Fall	Totals
2021	01/01-02/08-02/07	02/08-06/19	06/21-08/20	08/21-12/31	
Official Transcripts - Credentials				1061	1061
Official Transcripts - Parchment	0	0	0	0	0
Unofficial Transcripts - CC	N/A	N/A	N/A	N/A	0
Unofficial Transcripts - CCC	N/A	N/A	N/A	N/A	0
Total Per Term	0	0	0	1061	
2022	01/01-02/12-02/11	02/12-06/19	06/20-08/19	08/20-12/31	
Official Transcripts - Credentials	382	1208	844	227	2661
Official Transcripts CC - Parchment	0	0	0	538	538
Official Transcripts CCC - Parchment	0	0	0	205	205
Unofficial Transcripts - CC	21	55	45	77	198
Unofficial Transcripts - CCC	17	68	25	35	145
Total Per Term	420	1331	914	1082	
2023	01/01-02/11-02/10	02/11-06/19	06/20-08/18	08/19-12/12	
Official Transcripts - Credentials	0	0	0	0	0
Official Transcripts CC - Parchment	449	1170	944	1015	3578
Official Transcripts CCC - Parchment	74	227	123	182	606
Unofficial Transcripts - CC	20	61	34	57	172
Unofficial Transcripts - CCC	17	37	22	28	104
Total Per Term	560	1495	1123	1282	

We are very excited that a contract with Jotforms was recently approved, that will be used to change all department forms into web-based forms. This is a great step forward in utilizing technology to enhance business processes and student services. This tool will allow the department to develop workflows and monitor and track staff workloads.

f) What prior Program Review recommendations were not implemented, if any, and why? What was the impact on the program and the students?

1. Hire a new full-time evaluator for the Compton Center. The evaluator reviews and evaluates academic records and transcripts to determine graduation eligibility and completion of general education transfer requirements. (\$65,000). Below are the statistics related to the number of degrees and certificate awarded by Compton College that are all reviewed and processed by one Evaluator. This does not include the total number of graduation applications received each graduation cycle (Spring, Summer and Fall), that are deemed not eligible for graduation.
 - a.
 1. Hire two student workers to assist full-time staff, help students register, and promote student retention by providing jobs and institutional knowledge to those students. Hiring student workers promotes retention of students, provides students with an opportunity to gain work experience and make money, and improves communication with students through peer-to-peer communication. (\$15,000)

2. Increase student learning by requiring all offsite high school students to register themselves online. Currently the A&R office registers approximately 1,500 students from offsite programs. The large number of students must be registered manually which creates problems for faculty as students do not show up on the faculty's roster until well into the class. Students enrolled by staff miss the opportunity to learn about the matriculation process by registering on their own. (\$0)

Student Services (2) - Program Environment Final Submission: Version by Griffin, Tynay on 01/12/2024 20:55

a) Describe the program environment. Where is the program located? Does the program have adequate resources to provide the required programs and services to staff and students? If not, why?

The Admissions and Records office recently moved to the new Student Services Building on the first floor, Room 180, next to the Financial Aid Office. The new office space is amazing. It has larger workspaces for the staff, additional workstations to accommodate staff growth, and room for additional part-time staff. There are three front counter workstations to assist students. However, the

biggest challenge we face right now is storage and room to file documents. The previous location had a lot more storage capacity. Since the department also had/had all documents and records for old Compton Community College, we immediately ran out of storage space as soon as we moved in. We still have not fully unpacked or found space for these old documents. They have become an unpleasant sight in the office, since boxes have been stored in various spaces and places throughout the office, making the office look cluttered.

The department has once again been short-staffed for an extended period of time. One Records Specialist recently resigned (November 2023) after being gone since January 2023. Additionally, another Records Specialist will be leaving in December 2023. This leaves two vacant full-time positions that need to be filled. During summer 2023, the office experienced another hit with the only Evaluation Specialist going out on FLMA for 3 months. During this period, the Director Admission and Records and the Associate Registrar conducted final Spring 2023 evaluations for over 300 students.

This type of workload is not sustainable, and it cannot happen again. The college must prioritize the staffing needs of the Admissions and Records since it supports one of the main pillars of the Completion by Design – Completion. We are very concerned about staff burnout and have started seeing an increase in staff turnover. Despite the staffing challenges, the team has persevered and endured.

The department has once again been approved to hire a temporary full-time Evaluation Specialist; however, the searches have been unsuccessful. Since this is a temporary (one year) position, it is imperative that we hire someone with related experience. The position has been posted four times in the last two years; yielding unqualified candidates that would require a lot of training.

b) Describe the number and type of personnel assigned to the program. Please include a current organizational chart.

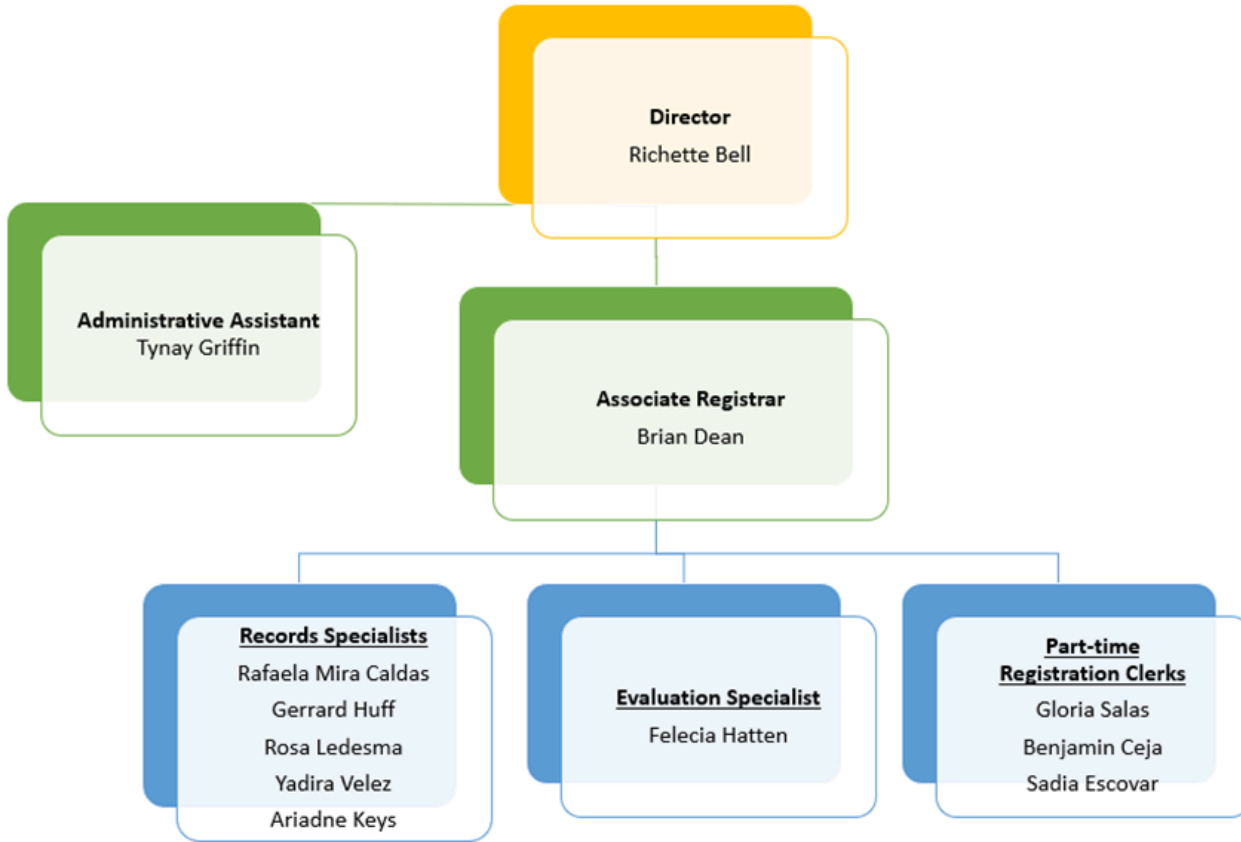
The Admissions and Records office has twelve staff positions. Five Records Specialist, three part-time Records Clerks, one part-time Administrative Assistant, one Evaluation Specialist, and an Associate Registrar and a Director. Currently the following position are staffed:

- Evaluation Specialist
- Three Records Specialist (two vacant positions)
- Three Records Clerks
- Part-time Administrative Assistant

The department previously shared a part-time Administrative Assistant that was shared with the Counseling Department, but that position had been vacant since October 2021. However, in July 2023 the department was approved to hire its own part-time administrative assistant, however, we were not given additional financial resources. Hiring an Administrative Assistant has required the department to cut hours for the part-time Records Clerks that work the front counter, provide assistance during peak registration cycles, answer phones, respond to emails, and assist with department projects.

We are currently looking into hiring two work-study students to assist with answering phone calls and scanning documents. We hope to bring on these students by Spring 2024.

Admissions and Records Organizational Chart 2023



c) Describe the personnel needs for the next four years.

- One permanent full-time Evaluation Specialist to process degree evaluations.
- One permanent full-time Records Specialist.
- One permanent full-time Administrative Assistant to manage payroll, submit requisitions, order supplies, update forms, and to assist with managing the Admissions and Records web pages.
- Two Student Workers to assist with managing phone calls and to support office projects.
- Four part-time Records Clerks to provide year-round office support during peak times, to work the front counter, and to support the Records Clerks.
- Full-time Program Technician to run reports, submit Banner tickets, serve as department liaison with Ellucian and ITS, assist with development of Argos reports, submit CCCApply tickets to Tech Center, serve on CCCApply committees, etc.

d) Describe facilities needs for the next four years.

- Filing cabinet for office supplies
- Shredding repository bins
- An additional workstation for expanding staff needs
- Digital signage to help advertise important dates, deadlines, and information.

e) Describe the equipment (including technology) needs for the next four years.

- JotForms – In January 2024, Admissions and Records will begin using this platform to generate web-based forms. The dashboard will allow for data tracking, reports, and management of staff assignments.
- Headsets for all staff
- Privacy screens for front counter computers
- DualEnroll.com software
- Better phone switchboard management system, to prevent Admissions and Records from getting a number of unnecessary phone calls.

f) Describe the specific hours of operation of the program. Do the scheduled hours of operation meet the needs of staff and students?

- **Regular office hours** for staff and students by email, phone, and in-person:

Monday	Tuesday	Wednesday	Thursday	Friday
8am – 4:30pm	8am – 4:30pm	8am – 6:30pm	8am – 4:30pm	8am – 12pm

- **Peak Registration office hours** for staff and students by email, phone, and in-person:

Monday	Tuesday	Wednesday	Thursday	Friday
8am – 6:30pm	8am – 6:30pm	8am – 6:30pm	8am – 6:30pm	8am – 4:30pm

- **Online services** that are open for students 24 hours a day include: CCCApply admissions application, unofficial transcript requests, official transcript request, and class registration.

g) Describe the external factors that directly affect the program. Take into consideration federal and state laws, changing demographics, and the characteristics of the students served by the program. How does the program address the external factors?

The Admissions and Records Office is regularly impacted by legislative and Title 5 regulation changes, and these changes require the department to pivot priorities and oftentimes change business practices and make changes or adjustments to our Banner student information system. Several things have impacted the Admissions and Records Office since the last program review in Fall 1219, with the most significant being the global pandemic. This has forever changed how we offer services to students.

Some other things that impacted the Admissions and Records Office include the following:

- Influx of fraudulent admissions and applications. (Additional information provided below)
- Implementation of new Noncredit programs.
- Increase in students taking distance education classes -
- AB 1232 – Nonresident tuition fees for ESL courses
- SB 1141 - Exemption from payment of nonresident tuition - any student who has three years of full-time enrollment in credit courses on or after January 1, 2023, is immediately eligible for the AB 540 nonresident tuition exemption.
- AB 1655 – Juneteenth Holiday
- AB 2596 – Lunar New Year holiday
- SB 803 – Barbering and cosmetology - The bill would also revise the number of practical and technical instruction hours required for these courses. The bill would also establish curriculum and hour requirements for a course in hairstyling established by a school.
- AB 102 - The purpose of this bill is to increase access to and availability of College and Career Access Pathways (CCAP) for dual enrollment students.
- Title 5 – Excused Withdrawal and Pass-No Pass Grading Option - This regulatory action revised sections 55000, 55022, 55023, 55024, 55031, 55032, 55033, 58146, 58161, and 58509 to

make permanent adjustments to excused withdrawal and pass-no pass grading options that were first made in response to the onset of the Covid19 pandemic.

- AB 2881 – Student Parent Priority Registration
- Regulation changes to title 5 section 55024
- Changes to Credit for Prior Learning regulations
- AB 2315 – require community college districts to implement a process by which current students, staff, and faculty can declare an affirmed name, gender, or both name and gender

identification to be used in records where legal names are not required by law such as email addresses, campus identification cards, class rosters, transcripts, and diplomas without a legal name change. affirmed name and gender on college records

- Title 5 section 55063 (10/2022) regulation change - New Associate Degree Ethnic Studies requirement
- California Virtual College (CVC) Exchange, allows students currently enrolled in a California Community College to instantly enroll in online courses offered at eligible college without filling out a separate application.
 - The Admissions and Records Office now must manually send transcripts to each visiting CVC students home campus.
 - This project has created a number of issues and challenges for the Admissions and Records Office with managing duplicate admission applications, change residency status for CVC students, addressing numerous calls and email from CVC students, etc.
- New Banner system requires a lot of maintenance and management and has placed a lot of demands on Admissions and Records leadership.
 - Super Glue implementation
 - CCCApply download issues. All fields are not being downloaded into our Banner system (preferred name, MIS required data fields, etc.)
- Expansion of dual enrollment
- Fraudulent applications
- AB 705 – multiple measures
- Implementation of Office 365
- Implementation of multi-factor authentication

The pandemic had a trickle-down effect on several Admissions and Records business practices. Within months of the declaration of the pandemic, an influx of fraudsters found ways to access the excessive amount of money, services and resources that were made available for students. As noted in the chart below, the College witnessed a 200% to 300 % increase in applications between Summer 2020 and Fall 2020. The department received almost 1,000 applications almost every day. It got so bad that the CTO had to turn off the automatic processing feature, which allowed eligible applications to be processed almost immediately. Applications were pushed into our Banner system and the applications were assigned a student ID number. It got to a point where almost all (but 12) Office 365 licenses had been used. Our CTE had to take immediate action, or we would no longer be able to assign licenses to new students, thus they would have no access to their MyCompton portal to register for classes.

The Admissions and Records staff worked with ITS to manually delete each application deemed fraudulent. The Chancellor’s Office helped and added a Spam Filter to the CCCApply processing center to assist colleges with identifying possible fraudulent applications. The automatic processing feature still cannot be turned back on. This means each application must be reviewed and released by Admissions and Records staff. This has slowed down the turnaround process for students to receive their final admittance email. Currently, over 100 suspected fraudulent applications are still received each day. The fraudsters have gotten more savvy, so there’s no way to guarantee that we catch all fraud applications.

Number of CCCApply Applications Processed by Term:	
Winter 2020: 1,634	Fall 2020: 13,357
Winter 2021: 1,185	Fall 2021: 4,370
Winter 2022: 1,079	Fall 2022: 5,038
Winter 2023: 1,065	Fall 2023: 5,310
Summer 2020: 7,052	Spring 2020: 4,029
Summer 2021: 3,384	Spring 2021: 2,668
Summer 2022: 2,368	Spring 2022: 2,420
Summer 2023: 3,812	Spring 2023: 3,998

To support students during the pandemic, the College decided to pay off student debt. In the grand scheme of things, this was amazing for students. We also stopped placing fee holds on students.

Because of this, we saw a significant decrease in the number of residency and AB 540 petitions. They saw no need to address their residency matters. Prior to the pandemic the department would receive upwards of a couple hundred residency and AB 540 petitions each semester.

Number of Residency Petitions by Term

Winter 2020: 28	Fall 2020: 1
Winter 2021: 1	Fall 2021: 7
Winter 2022: 2	Fall 2022: 37
Winter 2023: 0	Fall 2023: 11
Summer 2020: 3	Spring 2020: 42
Summer 2021: 11	Spring 2021: 2
Summer 2022: 11	Spring 2022: 2
Summer 2023: 13	Spring 2023: 4

Number Of AB 540 Petitions by Term:

Winter 2020: 41	Fall 2020: 92
Winter 2021: 24	Fall 2021: 81
Winter 2022: 30	Fall 2022: 67
Winter 2023: 41	Fall 2023: 55
Summer 2020: 42	Spring 2020: 114
Summer 2021: 35	Spring 2021: 84
Summer 2022: 31	Spring 2022: 61
Summer 2023: 38	Spring 2023: 57

Another external factor that has significantly impacted on the department is the college's expansion of services to the three feeder high school districts, Compton Unified School District, Lynwood Unified School District, and Paramount Unified School District. The focus on increasing dual enrollment is increasing statewide and has become a source used to boost FTES. The college has MOUs with Paramount Unified School District, Compton Unified School District, Lynwood Unified School District, Compton Early College, and an Instructional Agreement with CAMS High School. Every semester the college offers over 20 Afternoon College courses off-site at the high schools and on-site at CAMS; has an AB 540 program with each high school district; and offers several classes off-site at Compton Early College.

The grid below provides an overview of the scope of work and responsibility related to the dual enrollment partnerships. The dual enrollment students associated with the MOU programs do not enroll themselves into classes. The Admissions and Records staff manually enrolls the students, which is labor intensive. They also enter registration approval for all other K-12 students that do enroll themselves into classes. The number of students enrolled by Admissions and Records staff has increased each year. Dual enrollment students account for over 30% of the total college enrollments. On average, two Records Specialist manually process over 2,600 enrollments in 2021, over 4,500 enrollments in 2022, and over 5,000 enrollments in 2023.

Managing the enrollment and tracking of dual enrollment comes with several challenges:

- Collection and review of dual enrollment applications each semester
- Ensuring that dual enrollment students apply each semester/term
- Enrolling students into multiple courses
- Tracking student enrollment
- Managing enrollment change requests

In 2018, Admissions and Records created a shared Google Excel document to help track and manage district enrollments. This has provided some support for tracking student enrollment but had limitations. In 2021, a Dual Enrollment SharePoint was created to assist with managing student enrollments. This offered more security and manageability. Some data was lost during the transition to the new platform.

	Winter	Spring	Summer	Fall	Total Per District
2020	01/01-02/06	02/07-06/21	06/22-08/19	08/20-12/31	
Compton Unified School District - 4 Schools	182	Missing data	Missing data	Missing data	182
Lynwood Unified School District - 2 Schools	28	77	Missing data	Missing data	105
Paramount Unified School District -2 Schools	Missing data	63	Missing data	Missing data	63
Long Beach Unified School District	Missing data	305	Missing data	Missing data	305
Regular K-12 Student Clearances	115	1739	937	1691	
Total Per Term	325	2184	937	1691	655

	Winter	Spring	Summer	Fall	Total Per District
2021	01/01-02/07	02/08-06/19	06/21-08/20	08/21-12/31	
Compton Unified School District - 4 Schools	Missing data	779	620	1336	2735
Lynwood Unified School District - 2 Schools	Missing data	111	106	109	326
Paramount Unified School District -2 Schools	Missing data	63	109	114	286
Long Beach Unified School District	0	Missing data	0	326	326
Regular K-12 Student Clearances	215	570	246	38	1069
Total Per Term	215	1523	1081	1923	3673

2020	Winter 01/01-02/06	Spring 02/07-06/21	Summer 06/22-08/19	Fall 08/20-12/31	Total Per District
Compton Unified School District - 4 Schools	182	Missing data	Missing data	Missing data	182
Lynwood Unified School District - 2 Schools	28	77	Missing data	Missing data	105
Paramount Unified School District -2 Schools	Missing data	63	Missing data	Missing data	63
Long Beach Unified School District	Missing data	305	Missing data	Missing data	305
Regular K-12 Student Clearances	115	1739	937	1691	
Total Per Term	325	2184	937	1691	655



2021	Winter 01/01-02/07	Spring 02/08-06/19	Summer 06/21-08/20	Fall 08/21-12/31	Total Per District
Compton Unified School District - 4 Schools	Missing data	779	620	1336	2735
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Long Beach Unified School District	0	Missing data	0	326	326
Regular K-12 Student Clearances	215	570	246	38	1069
Total Per Term	215	1523	1081	1923	3673

2022	Winter 01/01-02/11	Spring 02/12-06/19	Summer 06/20-08/19	Fall 08/20-12/31	Total Per District
Compton Unified School District - 4 Schools	207	963	905	1451	3526
Lynwood Unified School District - 2 Schools	0	81	121	118	320
Paramount Unified School District -2 Schools	27	99	125	170	421
Long Beach Unified School District	0	344	0	418	762
Regular K-12 Student Clearances	30	365	11	0	406
Total Per Term	264	1852	1162	2157	5029

Compton Unified School District - 4 Schools	207	963	905	1451	3526
Lynwood Unified School District - 2 Schools	0	81	121	118	320
Paramount Unified School District -2 Schools	27	99	125	170	421
Long Beach Unified School District	0	344	0	418	762
Regular K-12 Student Clearances	30	365	11	0	406
Total Per Term	264	1852	1162	2157	5029

2023	Winter 01/01-02/10	Spring 02/11-06/19	Summer 06/20-08/18	Fall 08/19-12/12	Total Per District
Compton Unified School District - 4 Schools	177	1148	959	1444	3728
Lynwood Unified School District - 2 Schools	56	186	127	258	627
Paramount Unified School District -2 Schools	52	143	117	199	511
Long Beach Unified School District	0	408	0	396	804
Regular K-12 Student Clearances	122	95	328	55	600
Total Per Term	407	1980	1531	2352	5670

Student Services (3) - Service Area Outcomes (SAO) Final Submission: Version by Griffin, Tynay on 01/12/2024 20:55

a) List and describe the program's SAO assessment results.

- **SAO #1** – The department will ensure students are able to understand and navigate the graduation application process.
- **SAO #2** – The Admissions and Records Office will work to improve the department's web presence to ensure it is student-centered and the information is easily accessible.

Spring 2024 – Customer Service – Service with a smile

b) How were the SAOs developed? Who was engaged in the creation of the SAOs?

All full-time staff are included in the SAO process. Through discussions during bi-weekly staff meeting, staff provide feedback and suggestions for questions to be asked. After survey results are gathered, staff discuss the survey results and determine student needs and areas for improvement.

c) How often are the SAOs assessed and who is engaged in the discussion?

SAOs are assessed and discussed annually.

d) What has been done if the SAO assessment results were not as anticipated?

Not applicable. The department is always open to reviewing and processing all feedback.

e) Where are the SAOs assessment results shared with staff, students, and the public?

SAO results will be shared with staff during bi-weekly team meetings, and they are also posted on the Admissions and Records webpage.

f) Have the SAO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?

Not applicable.

Student Services (4) - Program Improvement Final Submission: Version by Griffin, Tynay on 01/12/2024 20:55

a) What activities has the program engaged in to improve services to students?

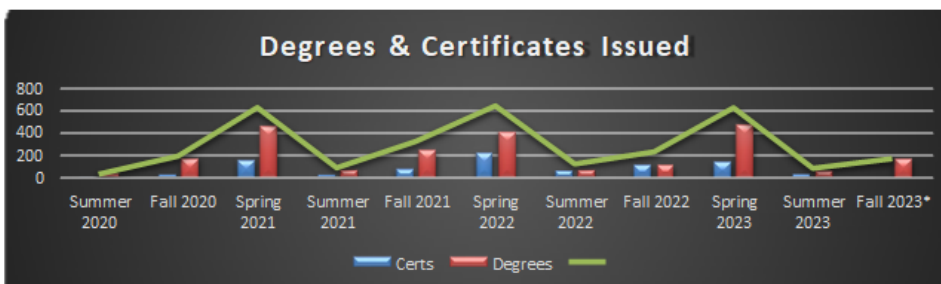
- Graduation application workshops
- Virtual peak registration support
- Faculty supporting documentation SharePoint
- Peak Registration training for staff
- PDF fillable forms were created
- National Student Clearinghouse Enrollment verifications via MyHub
- Unofficial transcript request tool
- Official transcript request with Parchment
- Diplomas on demand – in-house printing of diplomas
- Dual Enrollment SharePoint
- Priority registration PageBuilder script
- Use of Banner communications for several Admissions and Records business processing
- Banner Document Management to scan documents
- Cranium Café to communicate with students remotely
- Online Banner graduation application

b) How have program personnel used metrics to improve program services? Provide metrics from the last four years.

Data is used in many ways within the Admissions and Records Office. One area is degree evaluations. This data helps us understand the workload for our only Evaluation Specialist. It also helps determine processing and notification timelines. Application deadlines are also impacted by this data.

	Spring 2020	Summer 2020	Fall 2020
Graduates 2020	360	30	169
Applications Submitted 2020	689	43	243
	Spring 2021	Summer 2021	Fall 2021
Graduates 2021	460	67	244
Applications Submitted 2021	869	129	415
	Spring 2022	Summer 2022	Fall 2022
Graduates 2022	412	66	113
Applications Submitted 2022	820	163	317
	Spring 2023	Summer 2023	Fall 2023
Graduates 2023	478	55	Pending
Applications Submitted 2023	843	133	225

As a result of the increased numbers of fraudulent applications staff were finding the need to scrutinize applications more closely. They wanted to find ways to help identify or screen applications. It also became necessary to find a way to validate applicants, so a business process was created. The hope was to deter fraudulent applicants. Applicants flagged as possible spam or fraudulent, must meet either in person or via zoom with a Records Specialist. Applicants are sent an email and must schedule a meeting. Most applicants never follow up or meet with anyone. The chart below shows the numbers since implementation in March 2023.





Number of Emails Sent to Suspected Fraudulent Applicants	Number of Meetings Scheduled
March 2023 (215 applicants were emailed.)	Scheduled meetings: 16
April 2023 (212 applicants were emailed)	Scheduled meetings: 21
May 2023 (264 applicants were emailed)	Scheduled meetings: 27
June 2023 (194 applicants were emailed)	Scheduled meetings: 32
July 2023 (252 applicants were emailed)	Scheduled meetings: 14
August 2023 (194 applicants were emailed)	Scheduled meetings: 8
September 2023 (331 applicants were emailed)	Scheduled meetings: 0
October 2023 (334 applicants were emailed)	Scheduled meetings: 4
November 2023 (362 applicants were emailed)	Scheduled meetings: 15
December 2023 (129 applicants so far as of 12/12/23)	Schedule meetings: 4 (as of 12/12/2023)

c) If applicable, explain any patterns in student success, retention, persistence, graduation, and transfer in terms of student characteristics and program objectives and discuss planned responses or changes.

As noted in the chart above, the graduation applications numbers have been fluctuating. An outcome related to the bi-monthly meetings with the Counseling Department, a weekly list of denied graduation applicants is sent to the Counseling Department for follow up. A significant number of students submit transcripts from other colleges, thus requiring us to reevaluate how we note this coursework BEFORE they apply to graduate. As a result, department recently revised the degree evaluation process to add outside coursework information to the Compton College transcript. We will continue to work to enhance the degree evaluation process to ensure a seamless student experience.

As student enrollment continues to increase, there will naturally be an increase in student graduation numbers. Efforts are being made to educate students and meet with them to determine graduation eligibility. Since the Admissions and Records Office helps the college meet completion numbers, it only makes sense to provide funding to hire an additional Evaluation Specialist.

Student Services (5) - Customer Service Final Submission: Version by Griffin, Tynay on 01/12/2024 20:55

a) How was the survey conducted? Please include a copy of the survey.

Admissions and Records has not been able to administer any customer service surveys since the last program review. Due to the pandemic, it's been a challenge focusing on capturing this type of information while focusing on offering adequate services virtually. In the past, the department has been unsuccessful in capturing substantive data from student responses to the customer service surveys. For the 2023-2024 year the department will attempt to gather customer service feedback by using a QR code that will be placed at the front counter.

b) What were the major findings of the customer service survey?

Not applicable

c) Describe exemplary services that should be expanded or shared with other programs.

Not applicable

d) What aspect of the program's service needs improvement? Explain how the program will address service improvements.

Not applicable

Student Services (6) - Conclusions and Recommendations Final Submission: Version by Griffin, Tynay on 01/12/2024 20:55

a) Summarize the program's strengths.

- Despite the high volume of phone calls, emails, and requests, the Admissions Staff strive to provide quality customer service. Often going above and beyond the call of duty by walking students to offices or calling to get requested information on behalf of students.
- We participate in bi-monthly meetings with the Counseling Department.
- Admissions staff meet bi-weekly to receive pertinent information as it relates to the department and the campus.
- The Admissions office meets weekly with Educational Partnership to ensure a seamless application and registration process experience for dual enrolled students.
- The Admissions Office participates in several college and student-centered events like New Student Welcome Day, Welcome Week activities, Graduation, Community Day, etc.
- The Director of Admissions and Records conducts a variety of presentations and trainings for faculty and staff regarding a variety of topics. Some of the presentations and trainings are related to the new Banner system, Peak Registration, New Faculty Orientation, etc.
- The Director of Admissions and Records regularly sends communications to faculty and deans regarding important dates, deadlines, the grade submission processes, missing documents, etc.

b) Summarize the program's areas that need improvement.

Historically, the department has been understaffed and needs more staff. We need additional Records Specialists and some student workers to help support the heavy workload and large volume of phone calls, voicemails, and emails sent to the various department email accounts in a timely manner.

Additionally, we need the following:

- On-going Banner training for staff.
- Registration training and support for students, staff, and faculty with Banner system.
- Improve department webpages to address student needs.
- Create a Faculty Banner Handbook and Faculty webpage.
- Upload all department forms online for easy access for students.
- Request to have additional Argos reports created to support business processes.

- Scan documents that were received before BDM was available.

c) List the program's recommendations in a prioritized manner to help better understand their importance to the program.

1. Hire a new full-time evaluator for the Compton Center. The evaluator reviews and evaluates academic records and transcripts to determine graduation eligibility and completion of general education transfer requirements. (\$75,000). Below are the statistics related to the number of degrees and certificates awarded by Compton College that are all reviewed and processed by one Evaluator. This does not include the total number of graduation applications received each graduation cycle (Spring, Summer, and Fall), that are deemed not eligible for graduation.
2. Improve services and support for students by hiring four part-time staff annually. Rotating the full-time staff to work the counter would reduce the availability of them to perform their assigned tasks. Not employing part-time staff would result in about a 20% reduction in the productivity of full-time staff during non-peak periods. During peak periods, the reductions in availability/productivity of full-time staff would increase to 50%. The busiest time in the office is the period before and after the start of a term. Most areas of the Admissions and Records office see a significant increase in activity during peak periods including grades, verifications, transcripts, imaging, concurrent enrollment, applications, phone calls and inquiries, petitions, registration, and residency. Rotating the full-time staff to work the counter reduces their availability to perform their assigned tasks. (\$50,000)
3. Hire a full-time permanent Administrative Assistant.
4. Continued funding support for JotForms.
5. Hire a full-time Program Technician to manage Ellucian action line tickets, create reports (dual enrollment grades, Solomon Act, mailing labels, etc.), prepare for department audits, facilitate trainings, maintain JotForms, etc.
6. Staff need on-going training. Although full-time staff are well versed in their assigned area of work, most staff have minimal understanding of policies and procedures of other areas. Because all staff must answer calls, assist students and other constituents, the public might perceive lack of training as lack of knowledge. On-going training will boost their skills, knowledge, and confidence.
7. Hire two student workers to assist full-time staff, help students register, and promote student retention by providing jobs and institutional knowledge to those students. Hiring student workers promotes retention of students, provides students with an opportunity to gain work experience and make money, and improves communication with students through peer-to-peer communication.
8. Provide full-time staff with continuing professional development on campus and off campus. (\$1,000)
9. Continued funding to support DualEnroll.com
10. Update the college phone tree or invest in another type of switchboard system to minimize the number of phone calls Admissions and Records answers and transfers.

APPENDIX 1

Compton College

Admissions Department
 Team Values
 September 29, 2023

Commitment to Excellence

- Going the extra mile is not just a saying for us; it's a cornerstone of our work ethic. We constantly push our boundaries to serve our students and college community better, ensuring every effort surpasses expectations.

Timely Excellence

- Efficiency, punctuality, and clarity guide our operations. We are dedicated to providing accurate and up-to-date information, ensuring that our department functions at peak performance and our students and faculty stays informed.

Unwavering Support

- We're not just an admissions department; we're a support system. We approach every inquiry, concern, or request with a helpful spirit, ensuring that every individual feels valued, heard, and accommodated.

Warm Engagement

- Our team believes in building authentic connections. Whether you're a prospective student, a parent, or a fellow staff member, you'll always be greeted with a friendly face and an open heart, making the admissions process feel personal and welcoming.

Relentless Dedication

- Hard work and unwavering dedication are in our DNA. We are deeply committed to our roles, always putting in the extra effort to ensure the success of our students and the reputation of our institution.

Meticulous Integrity

- We pride ourselves on being thorough and conscientious in every task we undertake. Our commitment to integrity ensures that every process is carried out with the highest standards, guaranteeing that our department's output is consistently of the utmost quality.

Your team motto: **Assistance and Service with a Smile.**

Additional ways to articulate this:

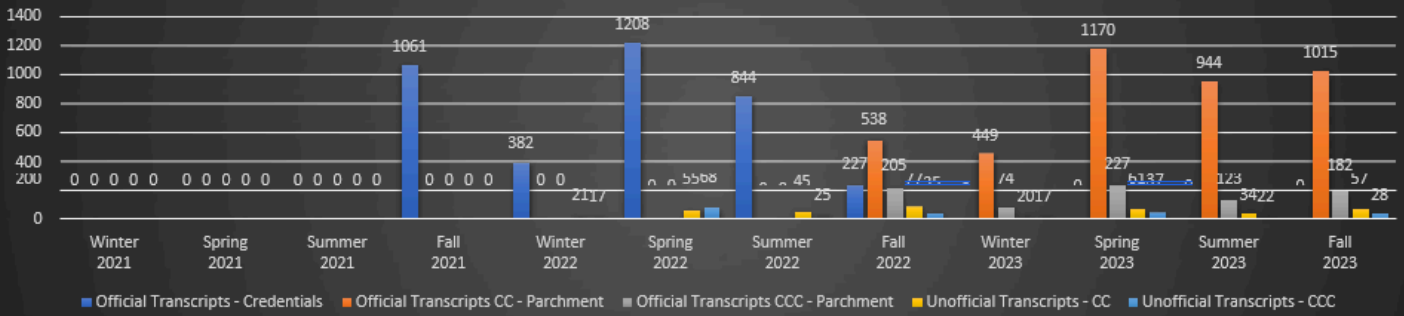
- Assistance Beyond Expectations, Delivered with a Smile.
- Navigating Futures, Radiating Smiles.

APPENDIX 2

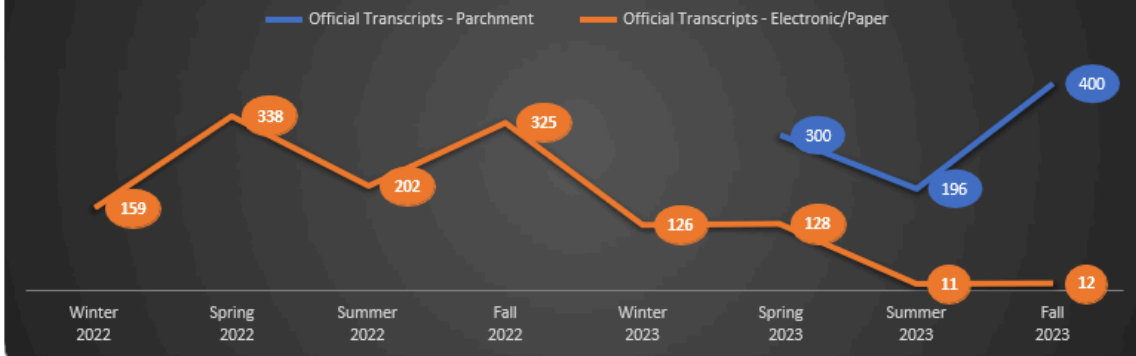
TRANSCRIPT REQUESTS

Transcript Sent to Others	Fall 2021				Winter 2022				Spring 2022				Summer 2022			
	2021	2022	2022	2022	2022	2023	2023	2023	2023	2023	2023	2023	2023	2023		
Official Transcripts - Credentials	1061	1382	1208	844	227	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
Official Transcripts CC - Parchment	0	0	0	0	538	449	1170	944	1015							
Official Transcripts CCC - Parchment	0	0	0	0	205	74	227	123	182							
Unofficial Transcripts - CC	0	21	55	45	77	20	61	34	57							
Unofficial Transcripts - CCC	0	17	68	25	35	17	37	22	28							

Transcripts Sent



Transcripts Received & Processed

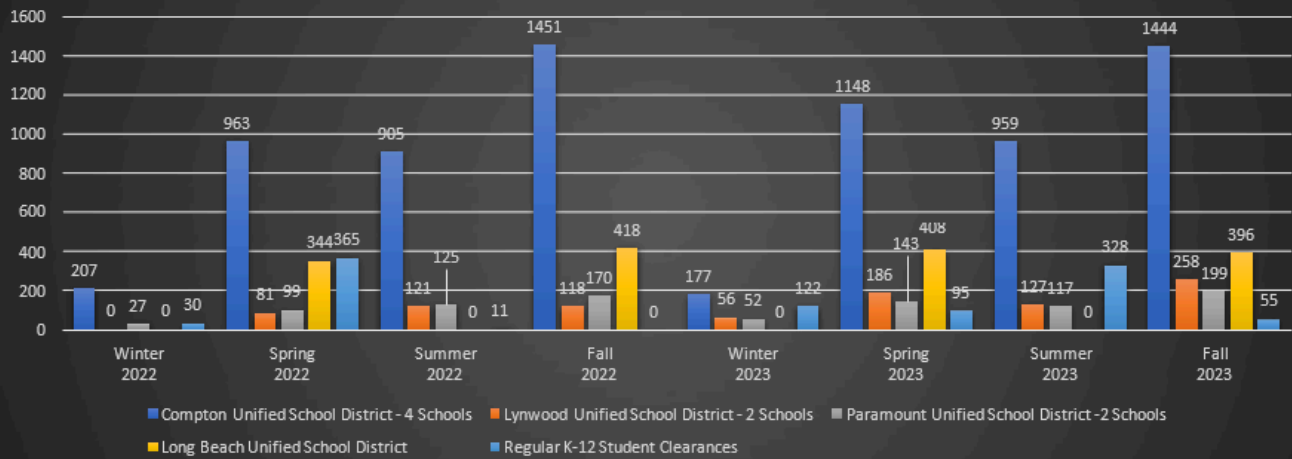


APPENDIX 3

	Winter 2022	Spring 2022	Summer 2022	Fall 2022	Winter 2023	Spring 2023	Summer 2023	Fall 2023
Compton Unified School District - 4 Schools	207	963	905	1451	1177	1148	959	1444
Lynwood Unified School District - 2 Schools	0	81	121	118	56	186	127	258
Paramount Unified School District - 2 Schools	27	99	125	170	52	143	117	199
Long Beach Unified School District	0	344	0	418	0	408	0	396
Regular K-12 Student Clearances	30	365	11	0	122	95	328	55

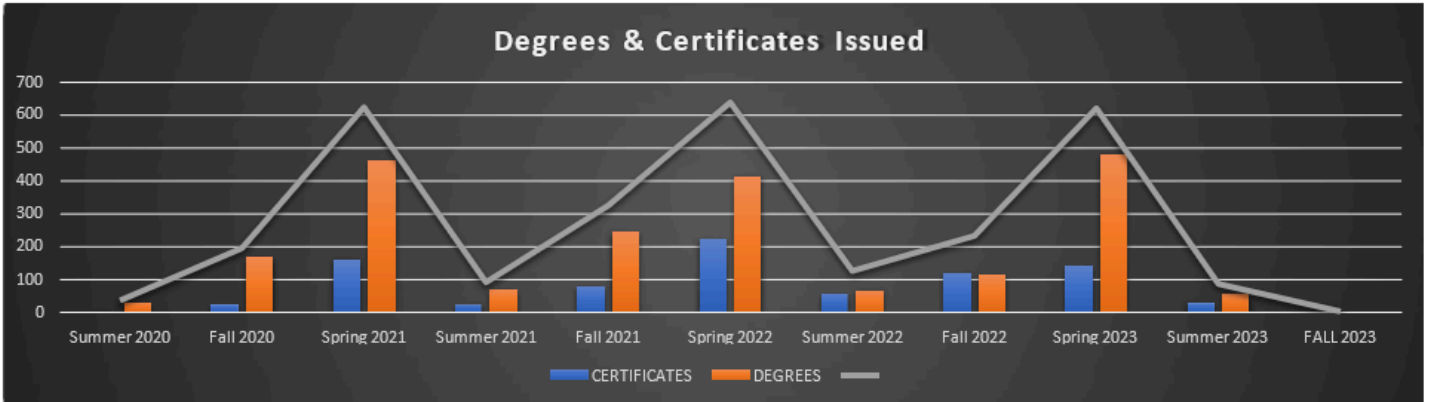
DUAL ENROLLMENT

Dual Enrollment 2022 - 2023



APPENDIX 4

GRADUATION



	Summer 2020	Fall 2020	Spring 2021	Summer 2021	Fall 2021	Spring 2022	Summer 2022	Fall 2022	Spring 2023	Summer 2023	FALL 2023
CERTIFICATES	3	23	160	22	78	223	57	117	139	29	PENDING FINAL REVIEW
DEGREES	30	169	460	67	244	412	66	113	478	55	PENDING FINAL REVIEW
	33	192	620	89	322	635	123	230	617	84	PENDING FINAL REVIEW

APPENDIX 5

Compton College Service Area Outcomes (SAO) Assessment Plan			
Mission: Compton College is a welcoming and inclusive community where diverse students are supported to pursue and attain student success. Compton College provides solutions to challenges, utilizes the latest techniques for preparing the workforce and provides clear pathways for completion of programs of study, transition to a university, and securing living-wage employment.			
Unit	Admissions and Records	Date	6/14/2022
SAO	The department will ensure that students are able to understand and navigate the online graduation application process.		
Participants	Richette Bell Brian Dean Angela Boyer Felecia Hatten Gerrard Huff Rosa Ledesma Yadira Velez Andres Orozco		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
Plan	Actions Taken		
With the goal of increasing the number of students being awarded certificates and degrees, the department will offer virtual workshops to provide instruction on submitting an online graduation application; increase awareness about the online graduation application; educate students about the graduation filing period dates and discuss next steps after applying to graduate. The department will offer weekly workshops during the application filing period to assist students with submitting the online graduation application; advise students on how to view the status of their application; and emphasize the importance of meeting with a counselor before applying to graduate. Students will also be informed about the importance of declaring a major for all degrees and certificates they may qualify. The department will work with Institutional Effective to develop the survey and survey link to be included in the email to students.	Beginning Fall 2022, graduation workshops were hosted by Admissions and Records and Counseling to assist students with questions regarding eligibility, transfer deadlines, major changes, academic renewals and navigating the online graduation application. Director and Associate Registrar help facilitate presentation materials with specific issues. On- going workshop dates are determined by the group and are communicated to students by a campus wide email and webpage.		

Compton College Service Area Outcomes (SAO) Assessment Plan			
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Unit	Admissions and Records	Date	6/14/2021
SAO	The Admissions and Records Office will work to improve the departments web presence, to ensure it is student-centered and that information is easily accessible.		
Participants	Richette Bell Brian Dean Angela Boyer Felecia Hatten Gerrard Huff Rosa Ledesma Yadira Velez Andres Orozco		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		

Plan

During Fall 2021 and Spring 2022, the Admissions and Records Office will host focus groups to review the department web pages; discuss department petitions, forms and processes; and review the departments web-based accessibility needs. The department will work with Institutional Effective to develop the survey and survey link to be included in the email to students.

Actions Taken

During Fall 2021, A&R developed a more user-friendly environment. Added accordion feature to help with consolidating content on specific pages. This helps to control the content on the page and users can click on and expand on content that is relevant instead of continuous scrolling.

Spring 2022, more webpages were updated: Frequently Asked Questions, Enrollment Verification webpage expanded features, How to Register and Common registration errors.

Fall 2023, edited the high school/dual enrollment webpages to incorporate our district partnerships, programs offered and the latest steps to enroll. On-going content review is calendared.