Enrollment Services - 2021-2022 Accomplishments

Admissions & Records:

- Student Support Inquiries – 152,640
  - SID – 12,924
  - Emails – 104,561
  - Phone calls – 31,172
  - Starfish in-person contacts – 2,926
  - Disputes of Charges and Fee Inquiries – 1,057
- Credential Solutions transition to Parchment (Transcripts)
  - Official Transcript Requests – 23,341
- Enrollment/Degree Verifications – 20,392
  - National Student Clearinghouse - 18,763
  - Enrollment/Degree/Subpoenas Verifications – 1,629
- Implemented new process for transcript evaluations – Starfish Integration
  - Transcript Evaluations & Reverse Transfer– 3,448
- CATEMA/Tech Prep - 382
- Scanned Documents - 31,353
  - Banner Document Management– 27,268
  - File Express – 4,085
- Student Services Processes
  - Repeats – 2,583
  - Academic Renewals - 292
  - Major Changes - 657
  - Enrollment Verifications - 276
  - Grade Changes – 4,779
  - Duplicate Diploma/Certificate - 232
- Athletic Eligibility
  - Eligibility and tagging - 933
• International Students
  o I-20s issued - 83
• Veterans
  o Certifying and tagging – 1,183
• Residency Reclassification and AB540 Review – 2,337
• Fraud Prevention – Implementation Team with Financial Aid Office
  o CCCApply Applications Reviews and holds – 6,497
  o Work with District and campus Institutional Research Department on Fraud application processes and CCCApply Spam Filter
• Assisted in recertification process for Veterans to receive veteran benefits
• Implement process for Military Articulation Platform (MAP)
• Implement evaluation process for Joint Services Transcripts (JST) for Veterans
• Assisted with Recertification for California State Approving Agency for Veterans Education (CSAAVE)
• SEVIS recertification
• Registration Events (Outreach) - 16 events
• SSB Banner 9 Faculty and Student Registration Changes – Implementation Team support.
• Core Team Member for In-person commencement Implementation Team
  o Implementation Lead for Participant RSVP tracking
  o Lead for Faculty and Commencement Volunteers
• Implemented new substitution/waiver requirements to comply with ADT requirements
• Implemented new tracking system for our end of year numbers with the Rising Scholars Program
• Non-Credit Auto-Awarding Certificates
• Streamlined Certificate process with CTE Department
• Implementation of 3rd party printing for diplomas & certificates
• Graduation Initiative – Completion Report
  o Cross train advisors and counselors on graduation application review
• Completion Report - Auto awarding degree and certificates
  o Priority Registration Date Change – 2,524
• Graduation Petitions Reviewed – 8,215
• Over 9,037 degrees and certificates were awarded in 2021-2022
  o Degree Awarded – 5,548
    ▪ 2,289 Associate Degree for Transfer (ADT’s) awarded
    ▪ 2,524 Associate of Art degrees awarded
- 723 Associate of Science degrees awarded
- 12 Bachelor of Science degrees awarded
  o Certificates Awarded – 3,489
    ▪ Certificates of Achievement (COA) - 2,518
    ▪ Job Skills Certificates (JSC) - 971
      • Implementation of new process of awarding certificates
  o General Education Certification – 2,182
  o ADT e-Verify – 1,555
  o Substitute Waivers (degree completion) - 629
- Participating on the following Statewide/District committees:
  o California Virtual Campus- Online Education Initiative (OEI)
  o E-Transcripts for California- XML and EDI transcript data
  o California Community College Athletic Association Athletic Compliance
  o Credit For Prior Learning District Workgroup
  o California MAP CPL Statewide Workgroup