Hilda Rodriguez,

Program Manager, Compliance and Special Programs

Enrollment Services - 2021-2022 Accomplishments

Admissions & Records:

- Manually processed 46,114 student enrollments for the following student groups:
  - Dual enrollment students – 18,576
  - Concurrent Enrollment – 7,859
  - Westec - 965
  - Apprenticeship Program - 531
  - Inmate Program - 6,316
  - Fire Technology/EMTC Program 3,705
  - Tutoring: 2,589
    - Writing Center: implementation of auto enrollment
  - Enrollment Exception Forms – 3,832
  - Summer Bridge: Summer 2022= 1,741 (To date pending 2 weeks’ worth of enrollment as classes are still being held)
  - Auto Enrollment High School Seniors
    - Enrollments – 1,700
- CCCApply Applications
  - Reviewed & Processed – 75,632
- 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
- Monthly 320 reviews for discrepancies/corrections
  - 320 reviews and corrections – 19,360
• Positive Attendance Hours – 2,753
• Missing Grades, Hours, Last Date of Attendance – 20,542
• Census Report (review CRNs) – 9,820

• Credential Solutions transition to Parchment (Transcripts)
  • Official Transcript Requests – 23,341
  • Implementation of Free Transcript Request with Transfer Director

• 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

• Processes 36,415
  • Repeats – 2,583
  • Request to Accept Prerequisites - 346
  • Academic Renewals - 292
  • Major Changes - 657
  • Course Audits – 338
  • Enrollment Verifications - 276
  • Grade Changes – 4,779
  • BOGW Appeals - 70
  • Enrollment Clearances – 5,901
  • Manual Application (special programs) - 16,708
  • Duplicate Diploma/Certificate - 232
  • Duplicate IDs – 148
  • Information Changes – 4,085

• Athletic Eligibility
  • Eligibility and tagging – 933
  • Development & Implementation of tracking for Athletic Eligibility

• International Students
  • I-20s issued - 83

• Veterans
  • Certifying and tagging – 1,183

• Residency Reclassification and AB540 Review – 2,337
• Fraud Prevention – Implementation Team with Financial Aid Office
• CCCApply Applications Reviews and holds – 6,497
  • Work with District and campus Institutional Research Department on Fraud application processes and CCCApply Spam Filter
• Implementation and Testing Team for Microsoft Team – Districtwide
• Development of communication tools
  • Ocelot texting campaign
• Common Application Development & Implementation Team
• Department of Defense – Voluntary Education Program Readiness Self-Assessment
  • Tuition Assistance Voucher for Service Members
• AB540 Team Training on AB540 requirements & streamline processes
• Registration Events (Outreach) - 16 events
• Banner 9 training lead - Districtwide
  • Support – training, FAQs, and videos for faculty and staff
• NGS consultant team for Banner Improvements
• SSB Banner 9 Faculty and Student Registration Changes – Implementation Team lead for Bakersfield College.
• Banner 9 - Cal B testing
• Enrollment Management Committee (EMC) Project
  • Development & Implementation streamline communication for missing grades, missing positive attendance hours, & last date of attendance
• Dual and Concurrent Enrollment Transition Team – District wide
  • DualEnroll.com implementation and processing within A&R
• Implementation Team - Non-Credit Website
• Adult Education – Special Admit Process for adults in high school
• Veterans - Isakson & Roe Implementation Team
• CDCP - Non-Credit Enrollment and Non-Credit Application implementation
  • City Serve development for application and enrollment
• Amazon Career Voucher – Implementation Team
• Lead member for In-person commencement Team
  • Implementation Lead for Participant RSVP tracking
• Winter Intercession Development Team
• 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
• Crosstrain Cerro Coso and Porterville staff and administration on policy and procedures for Admissions and Records