Michelle Smith,
Executive Director, Enrollment Systems & Integrated Support

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
- Assisted in recertification process for Veterans to receive veteran benefits
- Department of Defense – Voluntary Education Program Readiness Self-Assessment
  - Tuition Assistance Voucher for Service Members
- 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
- 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
- Recruit ERP Provisioning from Banner Project
- CRM Recruit Discovery Implementation Team
- 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
• Core Team Member for In-person commencement Implementation Team
  o Implementation Lead for Participant RSVP tracking
  o Lead for Faculty and Commencement Volunteers
• Successfully worked as the campus liaison with the District IT Office
• 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
• Participating on the following State-wide committees:
  o CACCRAO President and Executive Board Member
  o CCCCCO Student Attendance Accounting and Reporting (StAAR) Committee
  o Baccalaureate Degree Pilot Program (BDP) Committee
Testing and Placement Center (TAPC):

- Reopening of TAPC due to campus COVID closure
- Collaborating with Disabled Students Programs and Services (DSPS) for student accommodations
- Collaborating and Developing streamline process with faculty for DSPS students
- Promoting CLEP (College Level Examination Program) to staff and social media
- Recertified with CLEP, Kryterion Testing and Prometric.
- Proctored exams for BC students taking classes at other colleges and universities under the Proctoring Network
- Presenting during Flex week on TAPC services for faculty and staff