

# Division Summary, Enrollment Services, Jan. 2021

## List of Accomplishments & Notable Items

This past year the Enrollment Services Division program summaries noted the following accomplishments:

- Admissions and Records provided services related to the shelter-in-place including fillable PDF forms, computer systems for staff to work from home, limited in-person services, and a procedure for Extraordinary Withdrawals.
- Admissions and Records hired and trained one full-time staff member, one part time staff member, and two student employees.
- Degree Works coordinator updated templates and added 85 new certificates/degrees templates to Degree Works software.
- Offered training to students and uploaded How To videos to use Degree Works.
- Admissions and Records added over 25 new email templates from CCC Apply that are automated responses to students and created videos for student information on specific topics for Admissions and Records.
- Assisted in creating Student Support Hub on Canvas.
- Community Education transitioned classes and summer/fall 2020 brochure to online during shelter-in-place. The program was able to provide Spring 2020 Phlebotomy class as an essential service.
- Community Education reviewed instructor and Independent Contractor hiring in light of AB 5.
- Engineering Technology developed a new on-campus Engineering Technology Learning community, before shelter-in-place. A website and logo were created and the program held in-person and Zoom office hours and connected students to employers such as LLNL.
- Engineering Technology developed a better electronic tracking and student database for the Engineering Tech Learning Community. The program implemented direct student outreach to confirm major and promote Engineering Tech Learning Community.
- Financial Aid hired three new positions in Summer 2019.

- Verification software Campus Logic, ChatBot (automated response to questions), and Cranium Cafe (meeting and collaboration platform) were implemented.
- Financial Aid is now offering free online financial literacy workshops to all Las Positas College students using the CashCourse program.
- Financial Aid Outreach specialist added Instagram, Facebook and Snapchat to increase our social media presence to students.
- International Students continue to outreach to local high schools and language programs. The program was able to provide support for international students during shelter in place, converted forms to fillable PDF.
- Prior to COVID- 19, international students program coordinator participated in the Scion Student Housing Study to advocate for student housing that would address the specific needs of international students.
- International students program completed and filed the Student and Exchange Visitor Program(SEVP) procedural change to allow us to continue to serve international students in compliance during the COVID-19.
- Veterans First Program hosted an Operation Gateway (outreach/orientation for veterans). The program implemented a mentoring program (MVP).
- The program hosted the following events: Remembering 9/11 event, Veteran's Day event, 2.2 for 22 Challenge to raise awareness about veterans' mental health and suicides. Relief fund for student veterans. Honoring Women Veterans event.
- Virtual services Zoom chat and myVRC application is used to help stay connected during shelter-in-place. The VFP holds community outreach L.U.C. monthly hour meetings with a leader from the college or community.

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## List of Challenges and Needs

This past year the Enrollment Services Division programs were faced with the following challenges and needs:

- Admissions and Records lost one full-time Evaluator and one Admission and Records Assistant II employee which have not been replaced. The hiring needs of the department have not been met from 2018-2019. Bridging the gap for students with limited access to technology continues to be a challenge. Finding time to meet department

needs of professional development to discuss best online delivery practices has been difficult due to all the additional manual processing of COVID-19 processes.

- Community Education experienced lower enrollments after transition to online classes. With the program coordinator being funded 50% of the time, there is not much time to deal with all the new challenges. It continues to be a struggle to find and retain instructors during this remote environment. A dedicated space is needed for an office and classroom. Resources are not available for supporting Community Education instructors using online Learning Management Systems, helping them understand how to use them, or training/supporting their access to free versions . There are limited in-person opportunities to offer classes based on the strict essential service sector list being limited.
- Engineering Technology finds it difficult to build community/camaraderie, study groups, etc. in a remote learning environment. A designated counselor is needed for non-veterans and for a core class for students to take together.
- Financial Aid needs professional development to comply with regulations. Safety is a concern in the case of an active shooter within the office as it is made of glass. The need for office and meeting space is essential as the office only has a break/storage room that can no longer fit all the staff.
- International Students program was presented with huge challenges during COVID-19, which included being isolated in a foreign country and separated from family, uncertainty over VISA status, and loss of employment/funding. The loss of the Admission Specialist position in July 2018, which provided critical support services to the program and students has never been replaced.
- Veterans First Program struggles with Faculty understanding student veterans, including older students and disabilities that may not be obvious. Some needs of student veterans include mental health support services, evening hours and PDF fillable forms to operate in a remote environment. As the student veteran population grows, a larger space on campus and a new golf cart for students with mobility challenges **are needed**. A request has been made to collect accurate data on student usage of the program to help identify what resources are needed.

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## Priorities and Recommendations

### I. List of Universal needs/priorities - identified by all or most programs in the Division

#### A. Quick fix (Can be done now or soon; may take little/no extra resources)

A list of universal needs or priorities for the Enrollment Services Division programs are the following:

- Difficulty collaborating in a remote environment will hopefully be resolved by returning to campus within a reasonable timeframe.

#### B. Interim (more work required but can be done within the academic year)

- There is a need for more equitable technology access for students
- It is important to offer professional development (time, financial resources, and campus/district support) for best practices and training in various online platforms.

#### C. Structural process (longer-term work to be done to "resolve")

- Hiring needs across the board, especially for replacement positions that have not been filled in Admissions and Records is crucial to serve students equitably. Hiring of 4 missing positions due to resignations, retirements and promotions once the hiring freeze is lifted to support the initiatives during the COVID-19 pandemic.
- The lack of designated space for program classes, meetings, trainings, etc. is needed to serve students efficiently.

### II. List of Program needs - identified by only one or a few programs, but still needs consideration

#### A. Quick fix (Can be done now or soon; may take little/no extra resources)

A list of Enrollment Services Division programs needs are the following:

- Identify a designated counselor for a core class or activity required by all Engineering Tech students in order to build community.
- Make (internal) PDF forms fillable for Veterans First Program.
  - B. Interim (more work required but can be done within the academic year)
- The loss of Admissions and Records employees this year, on top of two other positions that are waiting to be filled from the previous year are suggested to be filled as soon as our budget allows as this is an urgent hiring need.
- The loss of enrollment in community education classes secondary to possible causes are lack of discretionary income, and instructors unable to adapt certain classes to online.
  - C. Structural process (longer-term work to be done; research and investigation required to "resolve")
- The lack of affordable housing in the area contributed to a decrease in retention for International Students in conjunction with the COVID-19 pandemic.