

Program: Admissions and Records

Division: Enrollment Services

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1. Please describe your program's most important **achievements** in year 24-25.

The 2024–2025 academic year we saw a great number of successes across Admissions and Records core functional areas. These successes further enhanced the office’s ability to increase student support and comply with institutional policies.

MyPortal and DegreeWorks Transition:

- **MyPortal Transition:** Successfully managed the transition from Class-Web to MyPortal, which involved comprehensive changes to A&R’s communication templates, websites, and resource tools to ensure a smooth user experience for students.
- **DegreeWorks Upgrade:** Completed significant work on the DegreeWorks system, including the initial merger and upgrade to version 5.1.2.1 in August 2024, followed by a subsequent successful update to version 5.1.4.2 in June 2025. This also included setting up the system for Common Course Numbering (CCN) and revising related courses.

Processing Workflow and Timelines:

- **Degree and Certificate Conferral:** Achieved the early processing of Spring and Summer degrees and certificates by Degree Evaluators.
- **Concurrent Enrollment Processing:** Successfully processed all required forms for various high school programs, including CCAP dual enrollment students, NON-CCAP concurrent enrollment students, and Adult concurrent enrollment students, ensuring all necessary documentation was accurately maintained for audit purposes.
- **Fraud Notification:** Actively worked to reduce potential fraudulent applications by implementing a proactive process of sending email notifications and verifying identifications in-person after navigating the ID.me verification process. Also implemented the use of Light Leap AI software to support the screening of fraudulent applications.

2. Please describe your most important **challenges** in year 24-25.

Significant challenges that spanned throughout the year included system support issues with ID.me, CCC Appy, and MyPortal; Fraud; and A&R Staff Transitions.

System Support Issues:

- **CCC Appy:** The inability to translate the admission application beyond English and Spanish proved to be a significant limitation, highlighting the need for the application to be available in other languages.
- **Technical Difficulties with ID.me:** Staff experienced technical difficulties while assisting new and returning students with the admission application, particularly concerning the mandatory ID.me verification process.
- **MyPortal System Support:** A substantial challenge involved assisting students with the transition from Class-Web to MyPortal, as it related to managing issues with the password reset and MyPortal activation link process.

Fraud Security and Surveillance:

- **Spam and Fraud Filter Interference:** The primary challenge involved a surge in online applications from high school students that were frequently and erroneously caught in the spam filter of the OpenCCC report center, as well as

being flagged by LightLeapAI, a platform designed to identify fraudulent applications. This increased A&R processing time and required manual review to ensure legitimate student applications were not missed.

- **Fraudulent Enrollment:** Dealing with potential fraudulent applications and registered students in classes required constant vigilance and dedicated resources.

A&R Staff Transitions:

- **A&R Departures:** A&R had three long time staff members retire throughout the 2024-2025 academic year. Their departure left the office with a notable gap in staffing levels. Much of the Spring 2025 semester was spent hiring and onboarding two new staff members, while also maintaining the expectations of our office.
- **Gaps in Institutional Knowledge:** As a result of staff departures, the office also experienced a gap in institutional knowledge and policy comprehension. Key areas of growth included academic renewal, residency, academic probation and dismissal, and faculty drop rosters.

3. What SLO(s) or SAO(s) if any did your program assess or discuss since your last program review? Please describe any findings and planned actions.

Not Applicable

4. What are your upcoming plans? Please note any ways that these support student achievement and equity.

The Admissions and Records department is focused on several key initiatives aimed at enhancing student support, targeting fraudulent enrollment, and improving administrative workflows.

Enhancing Student Support

- **MyPortal Support Resources:** Preparing for upcoming upgrades to MyPortal with regard to student registration and continuing the extensive work of changing websites, email templates, and instructions related to the transition from Class-Web. Ensuring the MyPortal platform is stable and easy to use reduces technical barriers, allowing students to efficiently manage their registration and records, which is crucial for equitable access.
- **Refining Online Instructional Guides:** Collaborating with LPC Webmaster and the New Student Support Center to create helpful instructions for students navigating the admission process and MyPortal. Providing clear, unified guidance removes confusion and uncertainty in critical processes, ensuring all students, regardless of their prior experience or background, have the information needed to succeed.

Targeting Fraudulent Enrollment

- **Fraud Training:** Conducting continued training regarding potential fraudulent applications and registered students in classes. Securing the application and registration process protects the equity of the institution's resources and the academic value of degrees for all legitimate students.

Improving and Refining Administrative Workflows

- **GE Block Correction within MyPortal:** Researching and correcting General Education (GE) blocks for both the LPC and Chabot colleges within the DegreeWorks system to ensure students receive a reliable degree audit, preventing wasted time and money on unnecessary courses, and expediting achievement of degrees and certificates.
- **Concurrent Enrollment New Digital Platform:** Transition from the current Adobe Sign process to the dualenroll.com portal, a cloud-based platform designed to manage and streamline high school dual enrollment programs by Spring 2026. Moving to a dedicated, streamlined platform will make the process more transparent and accessible for high

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school students and staff, promoting the opportunity for early college credit and accelerating student achievement toward their college degrees.