



Position Request Presentation  
December 15, 2021

**Position: Admissions & Records Assistant III**

Requested by Admissions & Records

# Request

## **Permanent Full-Time Admissions & Records Assistant III will...**

- ▶ Support our students more efficiently
- ▶ Increase student access and success
- ▶ Manage projects more effectively
- ▶ Provide more support to special programs
- ▶ Participate in more outreach and in-reach events
- ▶ Improve the A&R response time to requests from the campus community



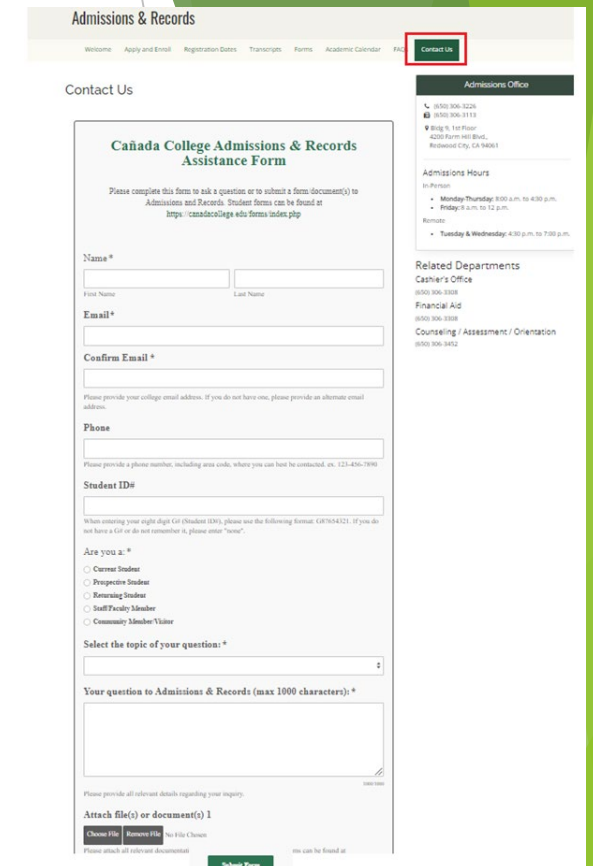
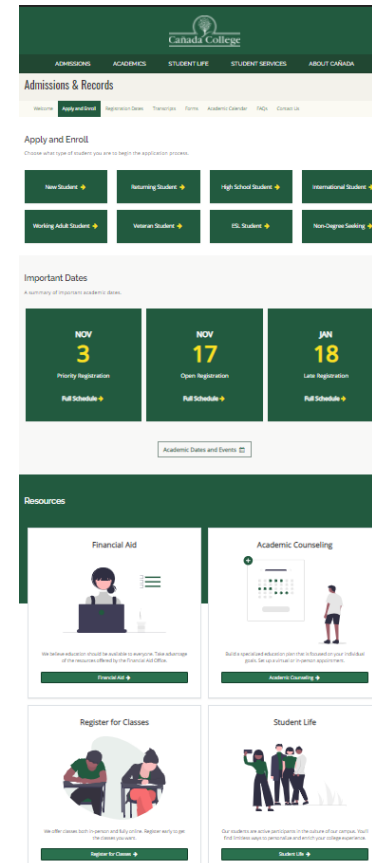


## WEAKNESSES

- ▶ Sometimes Response time is slow. Especially during peak times
- ▶ Less flexibility due to inadequate staffing
- ▶ Not enough cross training between staff
- ▶ There is a need to create training material to ensure compliance and continuity
- ▶ Minimal outreach

# Rebranding the Admissions & Records Office

- ▶ Updated our Admissions & Records Website
  - ▶ November 2021
  - ▶ Spanish website to come in the Spring 2022 term
- ▶ Implemented a new A&R communication/petition submission process through "Contact Us" from our main Website
- ▶ Will create 10, 30 sec "How to Videos" both in Spanish/English in the Spring 2022 term
- ▶ More visible for both on/off campus student events
- ▶ More than just Admissions and Records....



# Increase Workload for 2020-2021

- ▶ Received roughly over 100k emails and phone calls
- ▶ Scanned over 800 incoming transcripts
- ▶ Evaluated 250 Fall 2020 Grad Petitions
- ▶ Awarded & mailed out 240 Degrees & Certificates
- ▶ Processed over 19,283 New & Returning Students
- ▶ Processed over 1073 petitions:
- ▶ Evaluated 700 Spring 2021 Degrees & Certs
- ▶ Processed over 150 Enrollment Verifications
- ▶ Processed over 75 Credit-by-Exam
- ▶ Processed over 4,745 transcript requests & 175 CSU GE/IGETC Certifications
- ▶ Processed over 150 final grade changes
- ▶ Proofread over 2200 student names for both Class 2020 & 2021



# Collaborate & Support Special Programs

- ▶ Promise Scholars Program
- ▶ Eso Adelante Program
- ▶ DREAM Center
- ▶ Outreach/Dual Enrollment
- ▶ SparkPoint
- ▶ EOPS, CARES, CalWorks
- ▶ TRIO Upward Bound
- ▶ Foster Youth Success
- ▶ College for Working Adults
- ▶ Umoja



# Impact on Marginalized students

## Supports College missions & strategic goals by:

- ▶ Student First philosophy when working with our marginalized student population
- ▶ Fostering Student Confidence to engage in their academic and career training
- ▶ Making the Admissions process informative, accessible, inclusive and supportive
- ▶ Streamlining the Admissions and Registration process for our ESL students
- ▶ Supporting and Collaborating Student Services Programs
  - ▶ Promise Scholar, EOPS, CARE, CalWORKs & FFYSI, TRiO, DRC, Umoja, etc.
- ▶ A&R Liaison to Financial Aid, SparkPoint, Dreamers
- ▶ Enacting our college commitments, as described in our college's Antiracist Framework (PBC, Adopted, 4/21/2021)





# If filled...

- ▶ Help our marginalized students and communities by providing services in a timely manner
  - ▶ Directly address student inequities
  - ▶ Less Roadblocks
- ▶ Support our students more efficiently
- ▶ Less student complaints
- ▶ Strengthen our relationship with students, and both campus/off campus community
- ▶ Will be Title 5 Compliant and current with our prior-records
- ▶ A&R Website, how-to-videos, and Social Media up to date

