

SSPBT Presentation

June 3, 2021

Enrollment Services Program Review Report Out

Who We Are

- Admissions & Records
- Cashier's Office
- Assessment Center
- Evaluations Unit
- International Student Programs (ISP)
- Outreach & Relations with Schools
- Veterans Resource Center (VRC)

Admissions & Records

- Workload is **manual** in nature
- **1,000 students within the first 50 hours** of the zoom help desk
- **1,800 emails** waiting for answers in the our webregda@deanza.edu during our peak season
- **6.5 Positions Total:** (1 Enrollment Services Supervisor, 1 A&R Supervisor, 2 Enrollment Services Specialists, 2 A&R Assistants and 1 part-time A&R assistant)
 - Over 20 forms in Adobe Sign for students, faculty, and staff
 - About 10 forms in process to go live
 - EW and P/NP grade mode exceptions
 - Continuous processing of enrollment verifications
 - Admission of new student population (adult dual admits)

Admissions & Records

How the College Can Support Us:

- Reimagine how A&R functions support Equity initiatives > We are the **first point of contact** for ALL student populations
- Continued funding for TEAs during our peak season
- Admissions and Records Assistant position

Future Projects:

- Enhance the student experience
 - New welcoming email
 - Migration to SSB-9
- Non-credit transcripts
- Credit for Prior Learning

Assessment Center

Highlights:

- AB 705 changes are ongoing
- Moved all assessments (English, Math, ESL) and Science exams to an online format for the COVID-19 shut down

Future Projects:

- Looking to transition back to in-person and continued online assessment and exam services in a post-COVID climate

Evaluations Unit

Supporting our students during the pandemic:

- Having a departmental email (Evaluationsda@deanza.edu) which allows students to reach any one of the evaluators
- Moved all forms online
- Working on an online graduation/certification application
- Finding new ways to submit IGETC and GE Breadth certificates to the UCs and CSUs
- Working with Parchment to implement digital diplomas
- Processing incoming transcripts

ISP Office Accomplishments

International Student Application

- The online international student application software – SLATE – was fully implemented effective Winter 2020. Working closely with the district International IT manager, the ISP admission team continue to provide feedback, identify glitches, and improve application process.

Spring 2020 New Student Orientation Program

- The Shelter-in-Place and school closure orders (March 16, 2020) fell on the same day of the scheduled orientation program. We canceled and postponed the program immediately and broadcasted the information via listserv and social media. The orientation program was successfully moved from an in-person event to a virtual event within a week.

ISP Office Accomplishments

I-Virtual Services

- All services – international admission, immigration advising, academic advising and workshops – were moved to a virtual platform overnight after the school closure announcement. Primary communication tool between staff and students was email in the beginning.
- Eventually, a weekly virtual “drop-in” hours option was added to our services for the students.

Outreach & Relations w/Schools

Online Services:

- Outreached to 13,647 students with 166 outreach events.
- Developed and conducted zoom application workshops and zoom orientations at 15 high schools.
- De Anza Next Steps Fridays from 2-3pm (Starting May 1), transitioned to Thursdays in the Summer. Zoom info sessions to go over Enrollment steps, Promise, open Q&A. This session is open to all prospective students and their families.
- Developed and conducted zoom orientations and ed plan sessions for new students every Wednesday & Thursday from 3-4:30pm (32 orientations during Spring and Summer, 60 students per session, 3-4 outreach staff per session).
- eSARS on our website for new and prospective students to book appointments with an outreach counselor.
- Updated Online Canvas Orientation to include step by step videos on how to navigate their portal, finding the results of their placement, and creating an abbreviated education plan.
- Worked with communications office to revise the website to reflect online services and support.
- Sent high school partners updated communications on remote services and resources which included a Graduating Seniors Newsletter on enrollment steps during SIP.

Men of Color Community

- Summer Bridge Men of color – 45 students
- Flow Learning Community Support – 30 students
- Men of Color Chronicles (Broadway High School): 2 groups of 30, 60 students, Nov. 14 - Feb 6
- MC Rock The school bells event Nov. 19 – 500 students
- Study Jam via Zoom April 7th – 10 Students
- Men of Color Community graduation – 16 students

813 men of color total have signed up through the interest form, which is the sign up for newsletter.

De Anza College Promise

Online Services:

- Conducted remote counseling appointments via phone, email, or zoom
- Promise Kick-off
- Promise summer transition program for new promise students every Thursday in August and Sept (7 sessions)
- Student Ambassador Text Messaging Help Desk support
- De Anza College Promise Canvas page
- Online Tutoring in collaboration with Men of Color
- Zoom graduation celebration

Basic Needs & Food Pantry

Services:

- Main Food Pantry
- Satellite Pantries
- PB&J Stations
- Cal Fresh Enrollment
- Mobile Food Pantry
- Mobile Farmers Market
- A La Carte
- Grocery Gift Cards
- Emergency Food Vouchers
- Cupertino Housing funds
- Catholic Charities home sharing
- Bill Wilson housing referrals
- Safe Car Park

Total visits: 13,110 (1,199 unduplicated)

Veterans Resource Center (VRC)

- We serve about 330+ Student Veterans
(Students who use services and are affiliated with VRC)
- 2016-2017: Student Veteran FTES increased 60% (from 49 to 76)
- 2018-2019: Added 30 more Student Veterans
- 2020 FA-Q: VRC welcomed additional 40 Student Veterans

Veterans Resource Center (VRC)

Highlights:

- VRC Virtual Lab (drop-in hours)
- Professional Development workshops for faculty and staff
- Probation workshop for Veterans
- Scholarship and Financial Aid support
- Veteran Scholars' Journeys Project
- Computer loans
- Partnership with FHDA Foundation to increase awareness of scholarships and allocation of emergency funds to student veterans
- Year-End Celebration of Veteran Scholars



Questions
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