

Section 1 and 3 - Analysis of Unit PIE & Updates on Goals

PIE - Student Services: Admissions & Records Manager

2018-19

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Division Mission Statement: Student Services at Mt. San Antonio College are designed to meet the unique and varied needs of all students.

1. Summary of Notable Achievements: A&R Unit:

DEGREES:

	Total Applied	AW (Non Auto-P)	AW (Auto-P)	DN
Summer 2018	547	324	85	138
Fall 2018	1289	509	568	212
Winter 2019	266	174	50	42
Spring 2019	2514	1644	264	606
Total	4616	2651	967	998

CERTIFICATES:

	Total Applied	AW	AW (Auto-P)	DN
Summer 2018	223	192	26	5
Fall 2018	610	408	151	51
Winter 2019	152	126	6	20
Spring 2019	736	662	10	64
Total	1721	1388	193	140

As is evidenced by the data above the campus awarded approximately 1,000 more degrees and nearly 200 more certificates by utilizing a more robust auto-petition process.

International Students - Student Support Services

Additionally, the ISP Student Assistants assisted with the implementation, planning, and facilitation of Brown Bag Workshops. Student Assistants created a supportive community of students, thereby, breaking cultural barriers, by promoting friendships through open communication, and fun group events.

Program learning outcomes are properly defined in terms of the knowledge, skills, and abilities that a student has attained at the end (or as a result) of his or her engagement in a particular set of higher education experiences as a result of attending Brown Bag Workshops. These workshops aimed to help F-1 students with their transition to the U.S., English Development, Leadership Development, Diversity & Global Consciousness, and Professional Development.

Notable Achievements for Theme B: To Support Student Access and Success: Global Café: Infusing international students on campus facilitates intercultural learning by allowing time for structured encounters with local students and customs in a variety of contexts. By inserting F-1 student experiences in Global Café with various cultural perspectives better prepares domestic students to be more receptive to global perspectives.

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The International Student Program identified the following Program Learning Outcome as they relate to F-1 students.

Assessment and Matriculation Unit:

The Math Success Lab was developed in a joint effort between the Math Department and Student Services. Students are able to supplement their math course with additional self paced learning and professor led workshops.

Over 6200 students completed the AQ 2 by the end of June 2019.

2921 were 1st time students
1646 were 1st Mt. SAC transfer students
1089 were continuing students
326 were returning students
220 were special admit
33 were unknown

International Students - Admissions Unit

Implemented an online application for Admissions beginning Spring 2019.

- Approximately 585 applications have been received
- 491 students were accepted

Increased number of graduates this year. Had the most graduates petition to graduate and participate in commencement.

- Addition of two DSO (Designated School Officials).
- Students are now able to access an DSO (Designated School Official) at either the International Student Admissions or the International Student Program.

Closing the Loop - Analysis of Progress on College Goals: G1 Expand and support innovation in teaching, learning, support, and management within the College.

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G3 Provide professional development that advances the contribution of College personnel in achieving the College mission.

- All management staff attended the statewide CACCRAO conference (April 2019) where chancellor office personnel and statewide professionals presented updated and best practices related to Admissions and Records.
- Leadership also presented at NASPA (March 2019) and CSSO conference (March 2019).

G4 Sustain effective participatory governance and decision-making to ensure that the direction of the College is well informed and collectively implemented.

- AB705 continues to shape the way we assess and place students. Through the combined efforts of IT, Institutional Research, Instruction, SSPAC and Assessment the campus has been able to develop strategies and business processes to follow the new guidelines.

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G5 Ensure access, equity, and completion of educational goals for all current and future Mt. SAC students.

- Increased the number of degrees awarded.
- Implementation of the AQ2 has led to increases in student placement in transfer level coursework.

Tracking Conditions and Trends: a. External Conditions Analysis: Continued federal/statewide mandates and legislation that will impact who and how Mt. SAC attracts, enrolls, and graduates students. For example, the statewide focus on Assembly Bill 705, Student Centered Funding Formula, Graduation Completion Initiatives, Promise Grants and other requirements continue to for the Admissions and Records Office to be nimble.

Tracking Conditions and Trends: b. Internal Conditions Analysis: The unit was fortunate enough to have received funding to hire an additional Evaluator to help award additional degrees focusing on helping those students who might have previously been denied receive degrees. As part of this campuswide initiative A&R worked very closely with IT and others to develop a more robust auto-petition process that has led to the awarding of more student degrees and certificates.

The Assessment and Matriculation department had also worked with the math faculty to create the Math Success Lab aimed at both preparing for and supplementing Math courses. However, due to limited support for the math success lab, the facility closed during Summer 2019.

F-1 students are not currently eligible for priority registration. This limits their ability to obtain 12 units of credit which is needed to maintain status while a foreign students. This inability for students to have priority registration means that new arrival F-1 students are required to physical report to campus and attend orientation up to 30 days prior to their program start date. This early entry date means less time for students to obtain an F-1 visa.

Tracking Conditions and Trends: c. Program Planning Dialogue: The A&R, Assessment and Matriculation Office routinely coordinate its programs planning dialog to fit within the larger college and student services division goals.

The International Student Program (ISP) at Mt. San Antonio College is dedicated to the belief that engaging with other communities, cultures, and experiences broadens the mind and enables a deeper sense of self. The International Student Program offers programming that will contribute to their academic, personal, and social success. Further, development in these areas will enhance students':

- 1) transition to the United States;
- 2) English language skills;
- 3) leadership skills;
- 4) diversity and global consciousness; and
- 5) professional development.

Following the Strategic Plan, beginning February of 2017, the International Student Program (ISP) has made a concerted effort to bolster its student programming, as well as support staff in an effort to ensure student success and retention. This has meant the creation of new programming such as Summer Institute, Global Pals, Explorer Series, Brown Bag Workshops, Conversation Circles, Campus Events, Global Cafe, and Writing Assistant Tutoring. In addition, ISP hired a full time Administrative Assistant Specialist II and Program Specialist to its team in 2017/18. ISP also developed an online supplemental application in conjunction with OpenCCC, which launched in fall 2018. This coincided with updates to our student web site which allowed for an easier interface between the user and school. ISP is currently identifying ways to identify new revenue streams and increase student enrollment. ISP identified a master agent and is currently seeking to identify additional master agents in order to recruit students overseas to our program. ISP has begun issuing letters of conditional acceptance to those students that have completed level 109 at ELS, and is seeking to identify additional partner language schools.

Tracking Conditions and Trends: d. Critical Decisions Analysis: A&R Unit:

Continued improvement and expansion of the auto-awarding of degree and certificates.

International Students - Student Support Services

Development of an online application

Increase in Student Programming: The ISP launched Global Cafe, Brown Bag Workshops, Summer Institute, Global Pals, and Explorer Series.

Approval of Agent Contract

Participation in overseas recruitment

Assessment and Matriculation:

The revision of the AQ and the implementation of AQ 2.

Analysis of Division's Plans, Activities, and Resources: The combined units (Admissions and Records, Assessment, International Student Programs and International Admissions) have had a successful 2018-19. Overall then units have achieved some notable accomplishments. The success of the AQ2, the online international application and the increase in auto-awarded degrees have all been integral parts leading to student success. The stage is set for continued success in 2019-20 as the units focus on improving staff development, processes efficiencies, and programming improvements.