

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



## PIE - Student Services: Admissions & Records Manager

**2019-20**

**Contact Person:** Dr. George Bradshaw

**Email/Extension:** gbradshaw@mtsac.edu

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

**Summary of Notable Achievements:** Admissions and Records Unit:

1. Awarded nearly 1000 degrees and certificates via the auto-award process.

Degree Total Applied AW (Non Auto-P) AW (Auto-P) DN

Summer 2019 503 310 33 160

Fall 2019 1029 600 202 227

Winter 2020 309 198 72 39

Spring 2020 2676 1309 581 786

Total 4517 2417 888 1212

Certificate Total Applied AW (Non Auto-P) AW (Auto-P) DN

Summer 2019 248 208 20 20

Fall 2019 537 457 39 41

Winter 2020 150 140 6 4

Spring 2020 512 392 44 76

Total 1447 1197 109 141

2. Successfully moved all paper forms via online and created new business processes, timelines and training's to process and track all forms.

3. Re-worked all business processes and assigned people to return to campus in support of those functions as a result of Covid19.

4. Improved the auto-award support structure by working with IT to develop to reports utilizing PowerBI

Assessment and Matriculation Unit:

24,915 AQ2 have been completed since its inception. This instrument has become the primary placement tool of the campus.

International Students: Admissions Unit:

1. Transitioned to an Online Acceptance Package for students : Acceptance Letter, Handbook, Orientation Guide and I-20 to facilitate visa appointments for students.

2. Due to COVID 19 and campus closure , reverted to online learning. Resulted in providing remote/online services

3. Due to COVID 19 and campus closure, adhered to SEVP (Student Exchange and Visitor Program) guidelines to submit a modified Form 1-17 (Certificate of Eligibility) for the campus.

4. Keystone Academic Solutions. Continue to respond to inquiries from students who want more information about the campus.

5. Developed a virtual office, to assist students who have questions.

International Students: Support Services Unit:

On boarded Master Agents to represent Mt. SAC in Sweden, S. East Asia, Taiwan, Japan and

Korea.

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

- Incorporation of PowerBI to allow the campus to award more degrees furthering our SCFF goals. Still requiring work on the PDF and OnBase templates for the upcoming year. Need to explore the feasibility of incorporating high school transcript data. Developed over 20 smartsheet and AdobeSign forms to service students.

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

- Due to COVID-19 the Unit's ability to actively participate in professional development activities was severely impacted. National conferences were cancelled and statewide conferences were severely limited. Despite these limitations, professional growth and development occurred in the form of requesting and receiving VPN access, laptops or desktops and enhanced phone capabilities. Essentially, we were able to perform almost all of in-office functions in a remote environment. Thus the bulk of our professional development occurred as we improved our technological skillsets.

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.

**External and Internal Conditions Analysis:** Admissions and Records Unit:

Continued statewide mandates and legislation routinely impact who and how Mt. SAC attracts, enrolls, and graduates students. In addition to "tweaks" to Assembly Bill 705 regarding placement, the SCFF, the CARES act and everything else, COVID 19 was definitely a game changer. This wave of "newness" forced the campus and Admissions and Records to radically change the way we provide services to students, faculty, staff and the community.

- Radically changed the EW, P/NP and W guidelines and processes.
- Worked with IT to change the grade submission processes and timeline.
- Worked with IT to change the repeats and forgiveness setup in Banner to accommodate Covid-19 changes.
- Worked with IT to change time ticketing processes at the request of counseling to forgive various probation categories.
- Made short-term changes to fees to release holds and allow students to be eligible to enroll without issues.
- Made adjustments to the degree/ certificate awarding processes to help facilitate to accommodate the drive through commencement.
- Collaborated with 2019-20 commencement to promote the event virtually

International Students: Admissions Unit:

External Conditions: Due to Covid 19 , colleges across the state and nation have closed down and reverted to online learning. This has also resulted in the temporary closure of many U.S. Embassies and Consulates, thereby delaying the issuance of F-1 visas to students or visa renewals. As a result of campus closures which occurred beginning March of 2020, SEVP has allowed F-1 students to continue their degree programs using online platforms offered by colleges. With COVID-19 and the political climate, we have seen a decrease in student enrollment. SEVP guidelines have fluctuated, travel bans as well as tuition increases and visa delays are causing fear and anxiety.

Internal: Newly admitted F-1 students for Fall 2020 under non-Covid-19 conditions are making it difficult for newly admitted students. F-1 students in Initial attendance are required to physically report to campus and attend orientation up to 30 days prior to their program start date. We have had to re-think how we do orientation and accommodate late arrivals and students who remain in their home country.

International Students: Support Services Unit:

External Conditions: Due to Covid 19 California Campus' have closed down and reverted to online learning. This has also resulted in the temporary closure of many U.S. Embassies and Consulates, thereby delaying the issuance of F-1 visas to students or visa renewals. As a result of campus closures which occurred beginning March of 2020, SEVP has allowed F-1 students to continue their degree programs using online platforms offered by colleges. However, recent SEVP guidelines have stated that F-1 students will no longer be permitted to take all their courses online in the U.S. as previously stipulated beginning FALL semester in order to maintain status their status. Additionally, the Trump administration has also suspended the issuance of various visa types that typically attract F-1 visa students to the U.S. such as H-1B visas. Finally, the trump administration has placed travel bans on countries that typically attract F-1 students such Mynmmar and Nigeria.

Why the slowdown: Covid-19. Temporary closures of Embassies and Consulates. Restricted access to various visa types such as H-1B. Travel bans on countries such as Nigeria and Mynmmar that attract F-1 students. Canada, Germany, and the U.K., are recruiting students more aggressively. Tuition increases. Visa Delays Reduction in scholarship money. Trump's travel ban and

negative rhetoric. Political Uncertainty Changes to H1-B visa regulations. Social factor fears Internal: 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 under non-Covid-19 conditions 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. In addition, the increasing costs of tuition and other fees is making it increasingly difficult to study at Mt. SAC and limits our ability to attract students from certain regions such as West Africa, and South America.

**Program Planning (Equity, Retention and Success):** The Admissions and Assessment areas 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.

**Analysis of Division's Plans, Activities, Resources and Critical Decisions:** Admissions and Records Unit:

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

- Radically changed the EW, P/NP and W guidelines and processes.
- Worked with IT to change the grade submission processes and timeline.
- Worked with IT to change the repeats and forgiveness setup in Banner to accommodate Covid-19 changes.
- Worked with IT to change time ticketing processes at the request of counseling to forgive various probation categories.
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Assessment and Matriculation Unit:

Ongoing decisions about what the study and how to conduct appropriate research related to disproportionate impacts that may be the result of the AQ2.

International Students: Admissions Unit:

\*Development of an online/remote admission office that provides support, guidance and solutions for students who remained in the country or return to their home country.

\*Providing Town Hall meetings to provide students with latest federal guidelines regarding online courses

\*Adhering to the new SEVP guidelines and monitoring changes that can affect students as well as our program.

\*creation of an International student center in Canvas Shell as well as orientation

International Students: Support Services Unit:

Approval of Additional Master Agents, GSM and BlueChip.

Development of Canvas Shell for online orientation

Creation of an International Student Center through Canvas

Issuance of \$300 credit applied to the International Student Health Insurance for Fall 2020