

Enrollment Services

Presentation Prepared for PRAC

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College of Marin

- College of Marin's commitment to educational excellence is rooted in providing **equitable opportunities and fostering success** for all members of our diverse community by offering:
 - preparation for transfer to four-year colleges and universities
 - associate degrees and certificates
 - career technical education
 - basic skills improvement
 - English as a second language
 - lifelong learning
 - community and cultural enrichment



Enrollment Services Mission

- Enrollment Services has administrative responsibility for providing essential functions that support student recruitment, retention, and success.
- The Office of Enrollment Services is committed to providing excellent service. We support the mission of the college by providing innovative, accurate, and efficient support services to ensure that our diverse and dynamic student body has access to quality educational opportunities and experiences.

Student Success is our first priority.



Programmatic Overview

- Admissions
- Records
- Registration
- Financial Assistance
- Scholarships
- Policy Interpretation, Guidance & Compliance



Programmatic Overview



Admissions & Registration

- Open CCCApply
- Enrollment Priorities
- *Enrollment Management*
- CCP Program
- International F-1 students
- *Navigate Promotion Testing & Adoption*



Financial Aid & Scholarships

- Pell Grant administration
- Cal Grants and FTSSG
- SEOG
- BOG fee waiver
- Gainful Employment
- Federal Work Study Program
- Student Loans
- SAP and SAP Appeals
- Cohort Default Rate management
- R2T4 funds administration
- Veteran's Certification
- DOE & State Compliance
- Scholarship Management



Records

- Prerequisite Enforcement
- FERPA Compliance
- Transcript & Verifications
- Transcript Evaluations
- Graduation Clearance
- Athletic Eligibility & Certification
- National Student Clearinghouse reporting
- Academic Records & Retention compliance
- Grade Changes
- Petitions & Appeals



Enrollment Services Staffing

Dean of Enrollment Services

1.0 FTE

(Planned) Associate Director of Enrollment Services – 1.0 FTE

Enrollment Services Associate III

3.0 FTE

Administrative Assistant
to the Dean of Enrollment
Services – 1.0 FTE

Enrollment Services
Associate II

6.0 FTE

Enrollment Services
Associate I

4.0 FTE

Evaluation Analyst

1.0. FTE



Goals

1. Improve student satisfaction with services

- *Use data to inform process improvements and/or elimination*
- *90% of students will be able to complete the Enrollment Services transaction in one visit*
- *80% of Enrollment Services transactions will be completed online*
- *20% of Enrollment Services transactions will be completed in-person*
- *Explore ways to improved conversion rates from CCCApply to matriculation*



Goals

2. **Reduce or remove financial barriers to student success**

- *Increase percentage of FAFSA completers*
- *Pilot one-to-one counseling program for students with financial aid questions*
- *Reduce time to complete financial aid verification*
- *Reduce cohort default rate*
- *Reduce Financial Aid disqualification and increase available aid – focusing on liquidity*
- *Increase availability of Federal Work Study positions and formalize hiring processes*



Goals

3. **Improve efficiency, evaluation, and transcription of transfer credits**

- Utilize existing functionality in Banner to create transfer equivalency database
- Revisit evaluation processes
- Improve utilization of DegreeWorks or similar solution to give students more accurate information regarding progress toward degree
- Explore additional 1.0 FTE for Evaluation Analyst (*see request*)



Request

- An additional Evaluation Analyst is needed do to the increasing number of students with transfer credit and increasing workload. Course substitutions, equivalencies, prerequisite challenges are handled by hand. One FTE is also responsible for competitive program applicant evaluation and degree clearance. Additional responsibilities regarding articulation management are not being completed due to lack of bandwidth.
 - Process is labor intensive
 - Complexity of work is increasing
 - Accuracy has a direct bearing on student success and degree completion
 - There is currently no back-up for this position



Budget

- Enrollment Services is not requesting any increase in year over year budgets.
- Budget for requested Evaluation Analyst may be funded through salary savings, BFAP offset, SSSP, or district funds. Three possible scenarios are below.

Plan A	Classified Position 121 (Salary & Benefits)	Salary Savings	BFAP Offset	SSSP	District Funds Needed (Salary & Benefits)	Funds Returned to District
	\$87,386	(\$15,000)	(\$4,000)		\$68,386	
Plan B	Classified Position 121 (Salary & Benefits)					
	\$87,386	(\$15,000)	(\$4,000)	(\$34,000)	\$34,386	
Plan C	Classified Position 121 (Salary & Benefits)					
	\$87,386		(\$4,000)	(\$83,386)	\$0	\$15,000



Summary

- 1. Improve student satisfaction with services**
- 2. Reduce or remove financial barriers to student success**
- 3. Improve efficiency, evaluation, and transcription of transfer credits**

Request funding for additional FTE for evaluation and articulation functional enhancements

