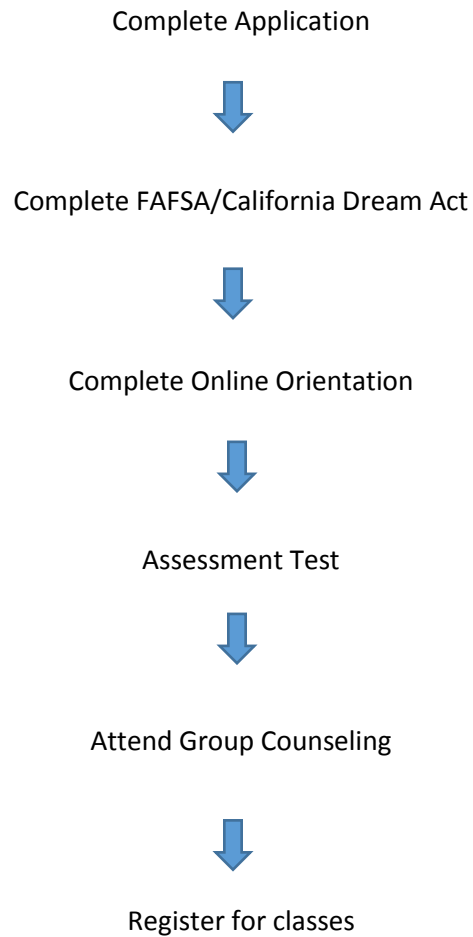


## Redesigning the onboarding/matriculation process

### Purpose

The purpose is to implement a redesigned equity-focused matriculation/admission process that would enable prospective students to complete the admission steps, including enrollment into courses, in a timely manner.

### Current Onboarding Process



## Enrollment Data

Ethnicity	Fall, 2015			Fall, 2016			Fall, 2017		
	% Enrolled	Headcount	Gap	% Enrolled	Headcount	Gap	% Enrolled	Headcount	Gap
African American	36.3%	568	-10.9%	39.7%	575	-9.9%	38.3%	567	-6.6%
Asian	47.6%	727	0.4%	52.1%	787	2.5%	46.8%	926	1.9%
Filipino	59.8%	169	12.6%	67.8%	152	18.2%	57.8%	204	12.9%
Hispanic/Latino	49.8%	1105	2.6%	50.9%	1161	1.4%	45.6%	1282	0.7%
Native American	40.8%	49	-6.4%	42.1%	38	-7.4%	40.0%	55	-4.9%
Other Non-White	20.0%	5	-27.2%	50.0%	2	0.5%	0.0%	3	-44.9%
Pacific Islander	43.2%	74	-4.0%	44.4%	54	-5.1%	47.1%	51	2.2%
Unknown	40.6%	69	-6.6%	43.5%	62	-6.0%	26.0%	73	-18.9%
White	50.1%	757	2.9%	49.9%	721	0.4%	45.2%	770	0.3%
<b>Total</b>	<b>47.2%</b>	<b>3523</b>		<b>49.5%</b>	<b>3552</b>		<b>44.9%</b>	<b>3931</b>	

### Why redesign the onboarding process?

- More than 50% of the students who apply do not complete the process and enroll in the same semester
- Majority of the new students who apply do not complete all the steps to qualify for priority registration
- The existing matriculation process is six steps for California residents; for non-residents and undocumented students, it's more than ten steps
- The goals and outcomes for each step is not clearly defined. For instance, the application has supplemental questions that are currently not utilized for counseling/advising purposes.
- Students receive email communication that are not clearly defined, and at times, confusing
- The multi-step process makes the process complicated for many students, particularly those who are first generation
- The existing process takes longer to complete, which means students miss the opportunity to register in key courses (i.e. English and Math) because they fill up
- Significant changes are taking place regarding assessment/placement as a result of recent legislation (AB 705)
- The online orientation does not meet the needs of students. It's not unique to CRC and does not adequately address questions new students have.
- The online orientation has glitches that prevent students from accessing it.

### Types of new students:

- A. Students directly matriculating from high school – students with no prior college experience (some of these students may have some college credits)

- B. Returning students with some college experience (students who attended college outside of Los Rios)
- C. Post-traditional students (students who are entering college for the first time years after being out of school)
- D. Students who attended high school or college in a different country

Implementation of phase 1 of the redesigned onboarding/matriculation process

<u>Action item</u>	<u>Timeline</u>	<u>Responsible Party</u>
<ul style="list-style-type: none"> <li>• Review the email and other communication that new students currently receive; make adjustments to simplify the process</li> <li>• Make timely outreach calls (personal calls, robo call and text message) to students who complete the application to remind them next steps. Send letter/postcard to every applicant.</li> </ul>	Now – May 31st	Entering the Path; Outreach and A&R
<ul style="list-style-type: none"> <li>• Incorporate components of the online orientation into the Group Counseling process. Make the online orientation step optional. Add optional campus tour.</li> <li>• Rename Group Counseling to Group Counseling/Orientation. Guide students directly to the Group Counseling/Orientation after completing the application. Two reasons:               <ul style="list-style-type: none"> <li>○ Students receive the same information during the Group Counseling session similar to the information they receive through the online orientation. Eliminating the online orientation will remove barrier</li> <li>○ The online orientation system is currently experiencing technical issues. The system does not show every student who complete online orientation</li> </ul> </li> </ul>	May 20 – June 30th	Outreach, SSSP and Equity, Counseling
<ul style="list-style-type: none"> <li>• Increase capacity to serve new students by adding more Group Counseling/Orientation sessions, based on data from previous years.</li> <li>• Add computer labs that can accommodate more students than 16 at a time.</li> </ul>	May 20 – June 30	Counseling; SSSP staff
<ul style="list-style-type: none"> <li>• Ensure that new students who have questions are directed to designated office and website for consistency and simplicity</li> <li>• Provide training to Student Services staff to ensure that everyone understands the steps for new students</li> <li>• Create an online chat for admissions</li> <li>• Rename the admission steps from Steps to Success to Steps to Enroll               <ul style="list-style-type: none"> <li>○ Refer to Valencia Community College: <a href="https://net1.valenciacollege.edu/future-students/admissions/">https://net1.valenciacollege.edu/future-students/admissions/</a></li> </ul> </li> </ul>	May – June 30 <sup>th</sup>	SSSP and Equity, Outreach, PIO, A&R

Phase 2

<u>Action item</u>	<u>Timeline</u>	<u>Responsible Party</u>
Identify new changes to CCC Apply		
Analyze existing data regarding new students to inform the onboarding process		
Review the onboarding process of other colleges to gather ideas		
Implement a one-stop approach for new students to handle basic questions regarding Application, Financial Aid, Orientation, Registration, etc.		
Streamline the enrollment steps for high school students with the following outcomes: <ul style="list-style-type: none"><li>• Application</li><li>• Orientation and 1<sup>st</sup> semester course selection</li><li>• Course registration</li></ul>		