

## Enrollment Management Committee - August 26, 2021

### Student Support Strategies Ad Hoc Committee Update – presented by Monika Liu

#### a. Registration Feedback

The committee didn't meet in the Summer, we were extremely busy with the A&R registration support and outreach efforts.

#### Outreach

- o Emailed to 564 recent SFUSD graduates who had applied but had not yet registered for Fall classes and then followed up with a phone call inviting them to join the Outreach Office Wednesday Help Sessions to assist them with registration.
- o Identified 548 potential Noncredit students who applied, had received an ESL placement but had not yet register for classes. We sent them an email inviting them to the in-person registration events at the Centers & on Ocean campus; to attend the online registration workshops offered in English, Spanish and Chinese. Each student was called by a team of Center staff and student workers. Many of the students requested bilingual support, which was followed up by a phone call in their requested language. As a result, 118 of those students registered.

#### Registration Improvements

- o Class add request
  - Updated the default term to Fall 2021
  - Improvement made to College Scheduler to clarify for students that the class add request is not available if the class has not started yet.
  - Add language for student to make sure they meet the prerequisite before they submit a class add request.
  - Once instructor approved the request, students will h9.hdays or until the last day to add the course (whichever comes first). This was a change from 7 days to 3 days. Email notification to students is updated accordingly.
- o Waitlist Purge
  - A procedure is put in place to send out an email notification to students once class started, the waitlist is purge. The email informs students they are no longer on the waitlist and provide them with instruction to submit a class add request in order to register for a class. A&R webpage is updated.
  - Added another FAQ to clarify that student on the waitlist will not see the course in Canvas until they officially add the class.
- o Student with an Out-of-state address
  - A&R proactively placed a hold on their record before registration. Notified them to provide proof to clear the hold. Students who had submitted proof of California presence to A&R, they were processed and registered for Fall 2021.
  - CCCApply Application project for International Students - A&R led this year-long project in collaboration with the Office of International Program and ITS to launch the CCCApply application for the International student which went live on August 1 for the Spring 2022 admissions.

The next Student Support Strategies (SSS) Ad Hoc Committee meeting will be on Thursday, September 9 at 9:30am.