

1. Context & Core Tensions

In the last several years there have been districtwide engagement efforts to assess department functions and opportunities for improvement. In lieu of an A&R listing session, this summary uses data from staff interviews gathered from the following project reports:

- *Peralta Student Life Cycle Review Final Report (Highpoint April 2023)*
- *Student Pre-Enrollment Class Search Plan recommendation and Requirements for Phase 1 & Suggestions for Phase 2 (April 2024)*

Key tensions include:

- Decentralization vs. consistency in policy and process execution
- Technology capacity vs. actual utilization of systems (PeopleSoft)
- Self-service goals vs. manual, staff-dependent processes
- Reactive vs. proactive student support, with students often responsible for navigating barriers

2. Operational Strengths & Gaps

Strengths

- Existing foundation of technology systems capable of supporting automation and scale
- Active efforts toward modernization, including e-forms, self-service tools, and system integration
- Clear understanding of student pain points, especially at entry and enrollment stages

Key Gaps

- Lack of centralized A&R leadership (registrar function) which can lead to inconsistent practices and fragmented decision-making
- Manual and disconnected processes- heavy reliance on paper forms, workarounds, and staff intervention
- Inconsistent and largely reactive communication from the college to the student- Students fall through the cracks, especially post-application
- Poor user experience in critical entry points such as a confusing class search, unclear steps, difficulty finding key information
- Underutilization of systems and limited staff training existing tools not fully leveraged for automation or student support
- Limited data integration and usage which result in missed opportunities for targeted outreach and real-time intervention

3. Strategic Initiatives

Below is a summary and update of strategic initiatives that were recommended in project reports:

A&R Summary

- eForms that interface directly with PeopleSoft to reduce manual routing for forms for students and manual workload for AR staff
 - YTD update- district AR has taken on an eforms projects and in the process of testing several eforms with Oracle
 - Self-service degree/ enrollment verification is scheduled to go live April 2026
- Enhanced Degree Audit & Transfer Credit: Fully rolling out student self-service degree audits and earlier transfer credit evaluations will empower students to track their own progress toward graduation.
 - YTD update-As of Nov 2025, AR Technicians have become centralized to the district to address gaps in transfer credit evaluation. As of March 2026, AR Transcripts coordinator has been hired. This position supports transfer credit rules and efforts related to degree audit/ academic advisement tools
- Proactive Communications: Using delivered PeopleSoft tools (3Cs) to automatically notify students about course drops, class cancellations, and residency, etc.
 - YTD update-District AR is in the process of hiring a second analyst. This will expand capacity to support automated projects/ self-service functions including eforms and 3Cs (Communications, Checklists, & Comments)
 - YTD update- PCCD anticipates going live with Reimagine Apply (new CCC apply) in October 26. Reimagine Apply will include CRM platform to communicate with students who are in the process of applying but have not yet completed the application. College and district will each have a role in using this CRM platform.
- Administrative Oversight: Creating a Central Registrar position to provide functional authority and ensure consistent policy application across all district schools
 - YTD update- AVC of Student Services and District Dean of Enrollment Services have been hired at the district