**Application for Admission:**
I filed an Application for Admission (CCCApply) for GCCCD. Received an email that it would process within 2 days, I didn't hear anything for four days so I emailed Grossmont Admissions and received a timely (few hours) email that my Application had been processed and provided me with my student ID number.
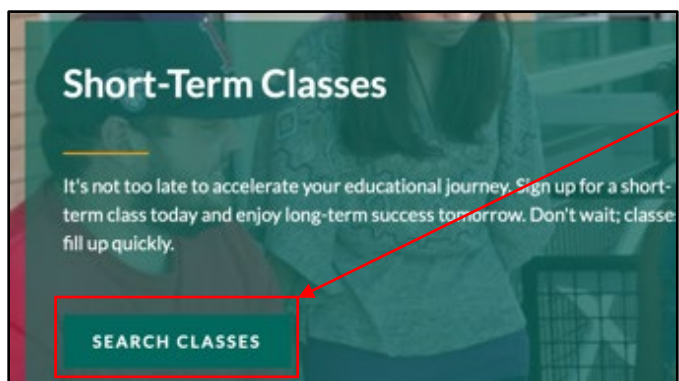
Registration
It's not obvious from main page, as a new or returning student, on what to click to register. If you watch the tutorial (or are a continuing student), you know to click on WebAdvisor.
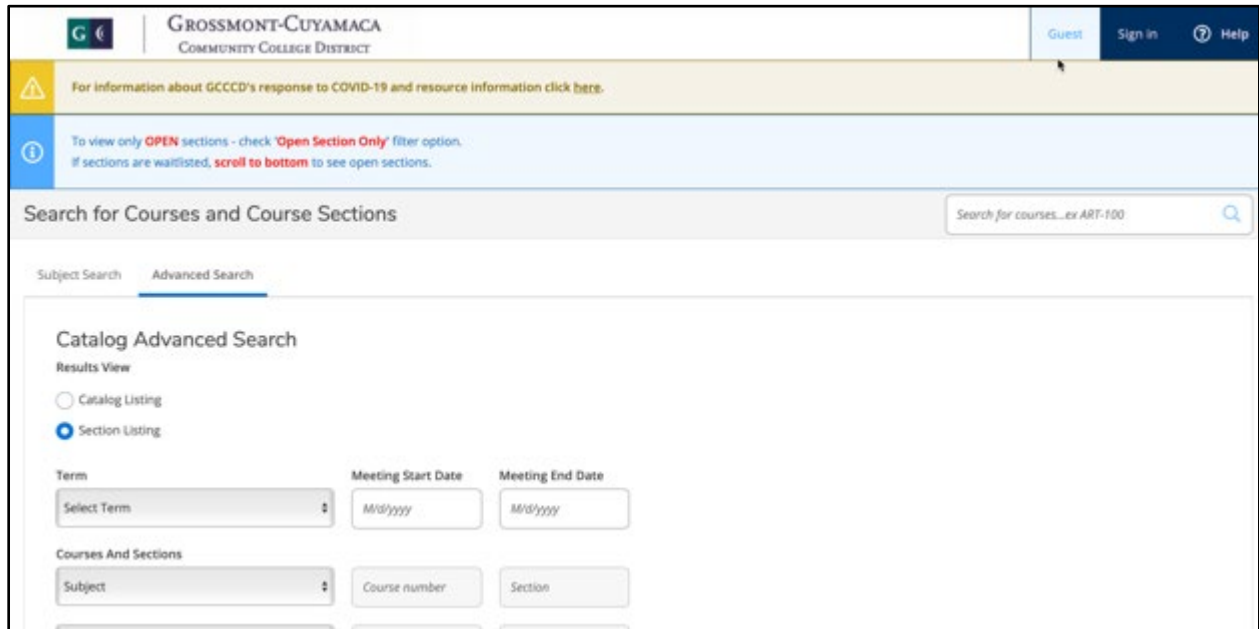
Step 1: I clicked on **GET STARTED**.
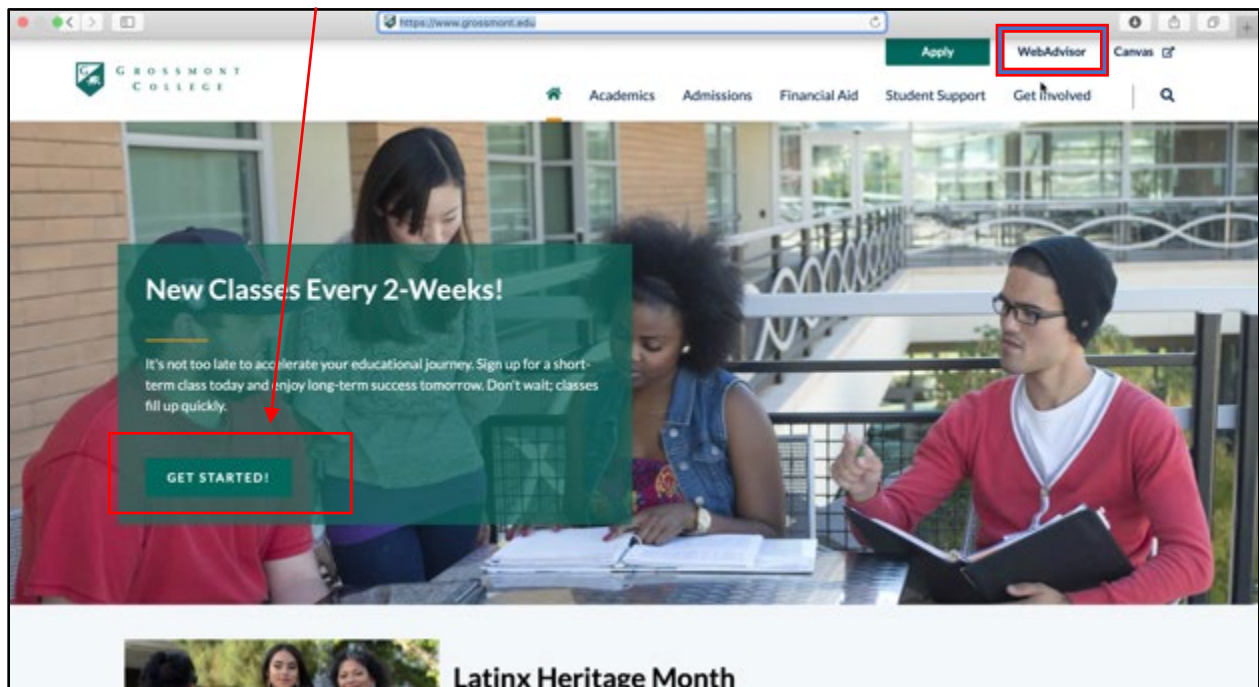
Step 2: The "green box" above changed to the box below, then I clicked on Search Classes

The Search classes link brought me to page below to search for courses and sections
https://selfservice.gcccd.edu/Student/Courses

Step 3: I selected the Fall 2021 term and selected Culinary Arts using the drop down menu, I didn't know the course number or section number. I then clicked the **Add More** and was offered additional search criteria, I selected 2nd 8-week.

Issue: I didn't know Course Number so search is only on term and subject.
Suggest a drop down selection here with course numbers and/or titles.

Step 4: Clicked **SEARCH**

Displays a list of all Culinary sections with option for further filtering in the left column.

Step 5: Clicked on the green class link to get more information about a class. All courses except CA 166 have prerequisite of 165 or 171 which are not offered in the 2nd 8 week.

Step 6: I found the class to enroll but don't know how to select it and register.

Step 7: I clicked on **Help** but there was not a "question" for How to Register:
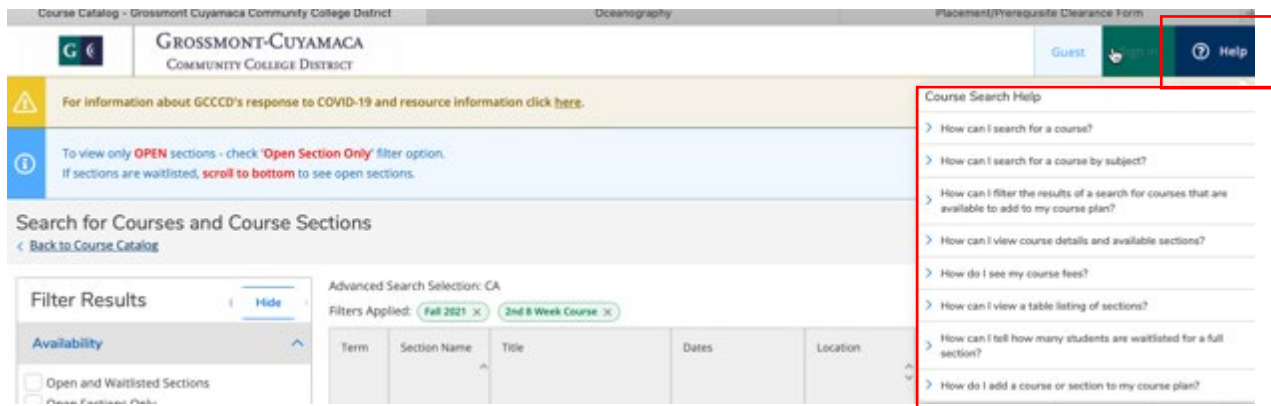
Note: I am still searching as a "guest"

Step 8: I don't know what to do now so I clicked on **Back to Course Catalog**
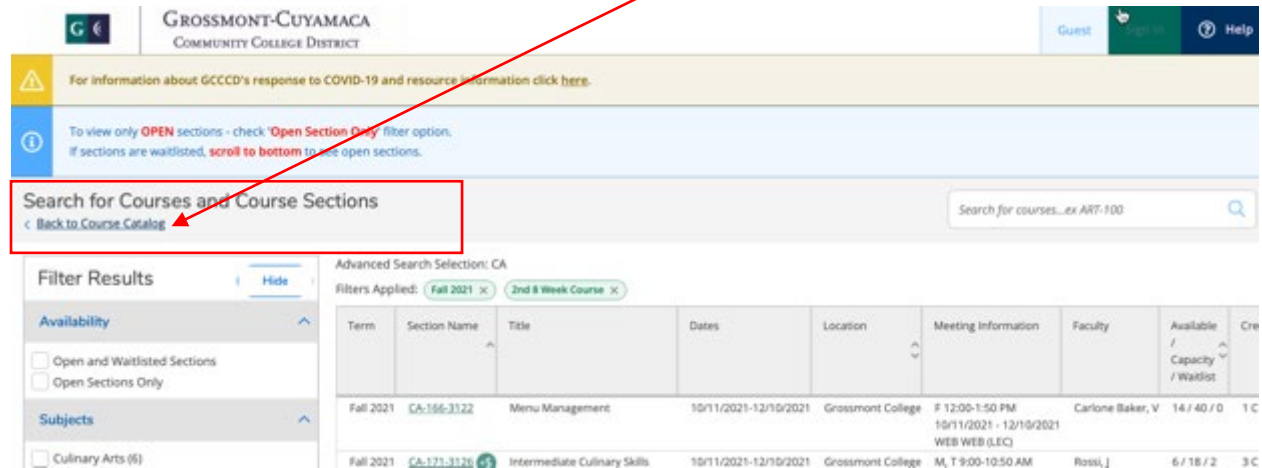
Step 9: I was returned to Step 3.
FULL STOP: I have no idea what to do now to actually register for a class.

Step 10: Clicked on the **Sign In** button at the top right.
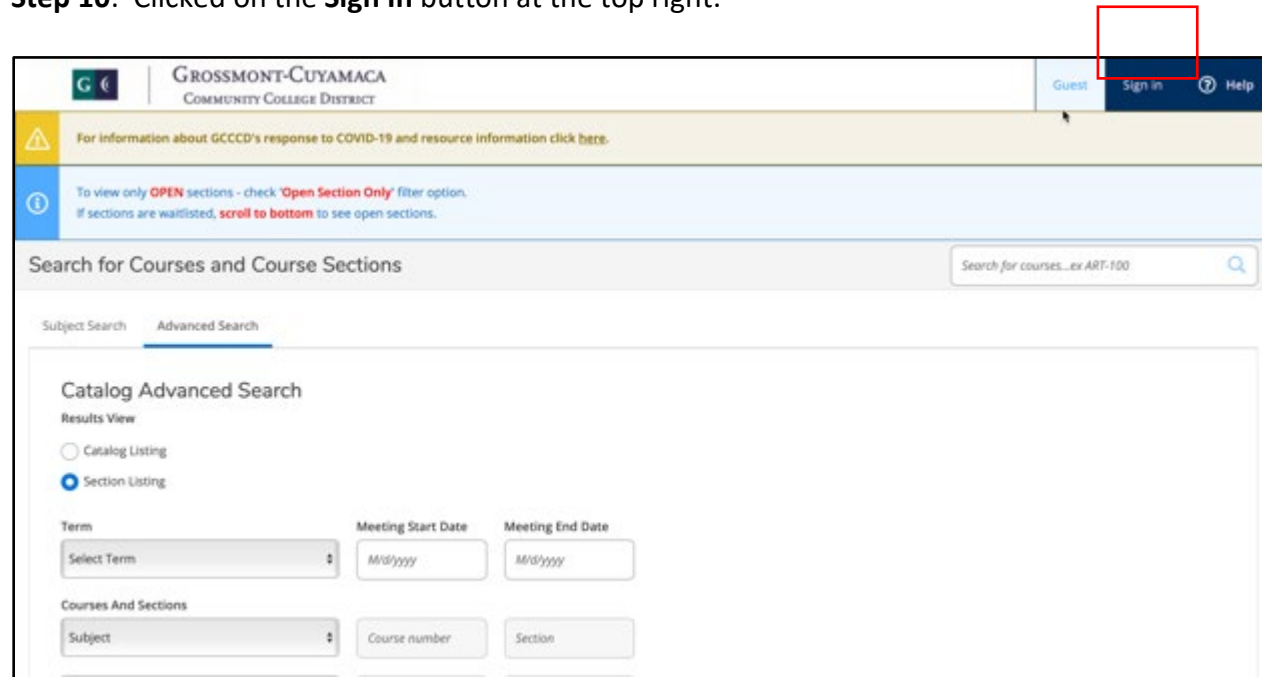
Step 11: Signed in using the information provided in the Application email. I had already completed the login steps creating my password.
https://selfservice.gcccd.edu/Student/

Step 12: After signing in, I'm brought to the page below. I selected **Student Planning and Registration**.

Issue: Language says "Welcome to Colleague Self-Service" but I signed into WebAdvisor…am I in the right place?

Suggest consistent language.
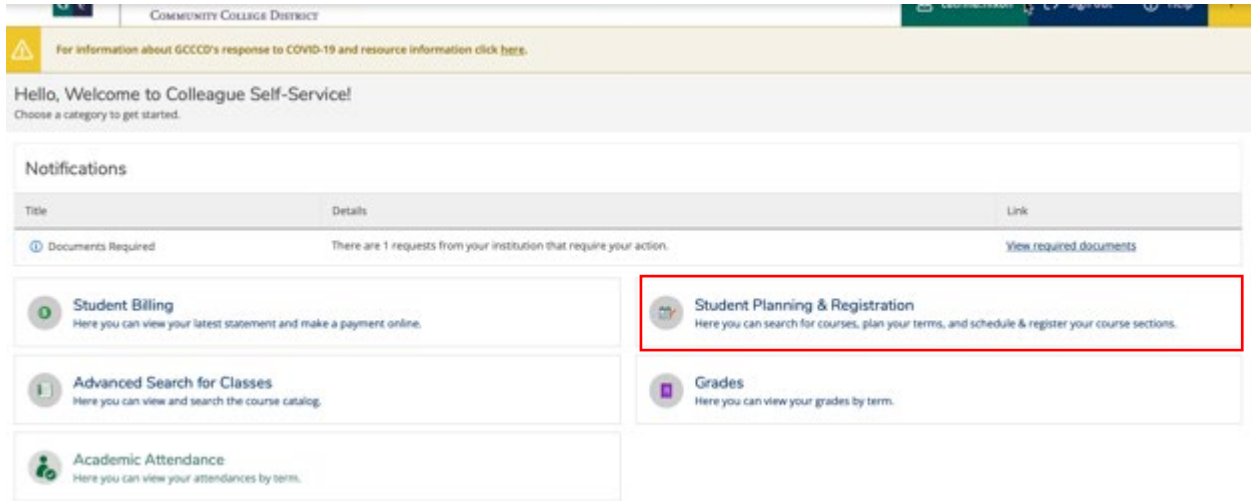
Once clicking on **Student Planning and Registration**, the page below displays:
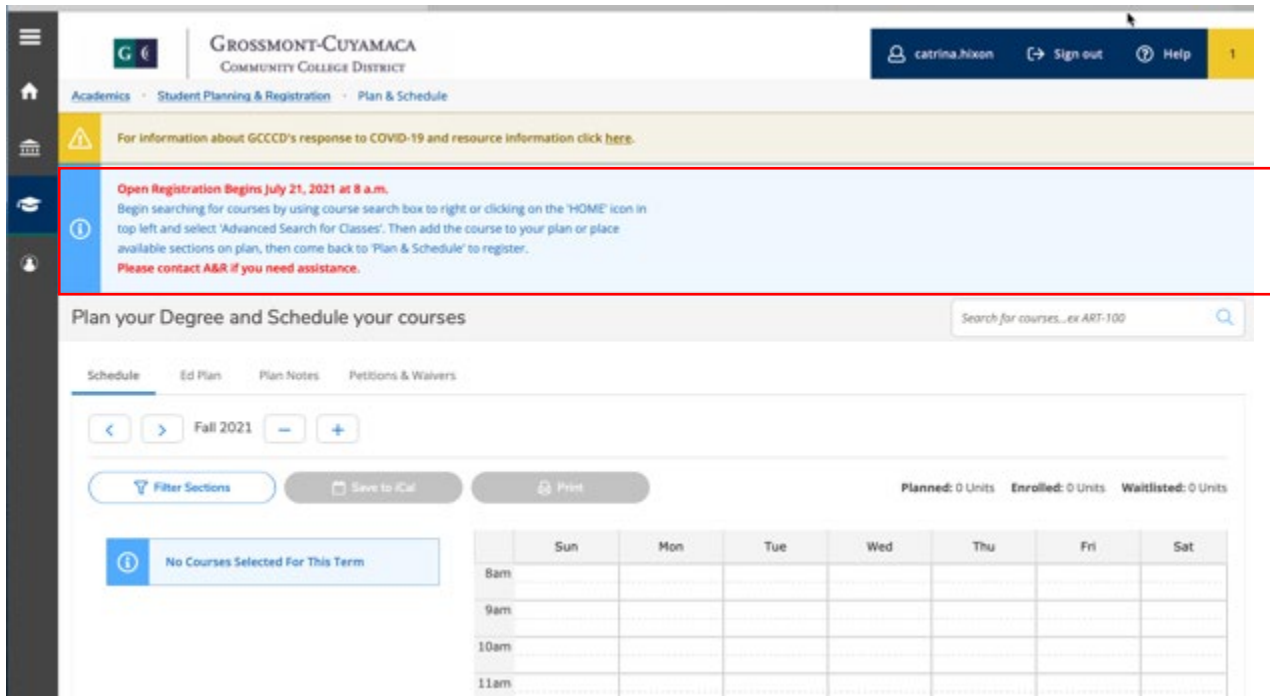
Step 13: Followed the instructions in the blue highlighted area (see above).

Issue: Entered PSYC in search box but no courses were found (wrong subject abbreviation).
How would a student know the abbreviation for subjects? PSYC vs PSY.
Suggest abbreviations are added to prior page with drop down menu.
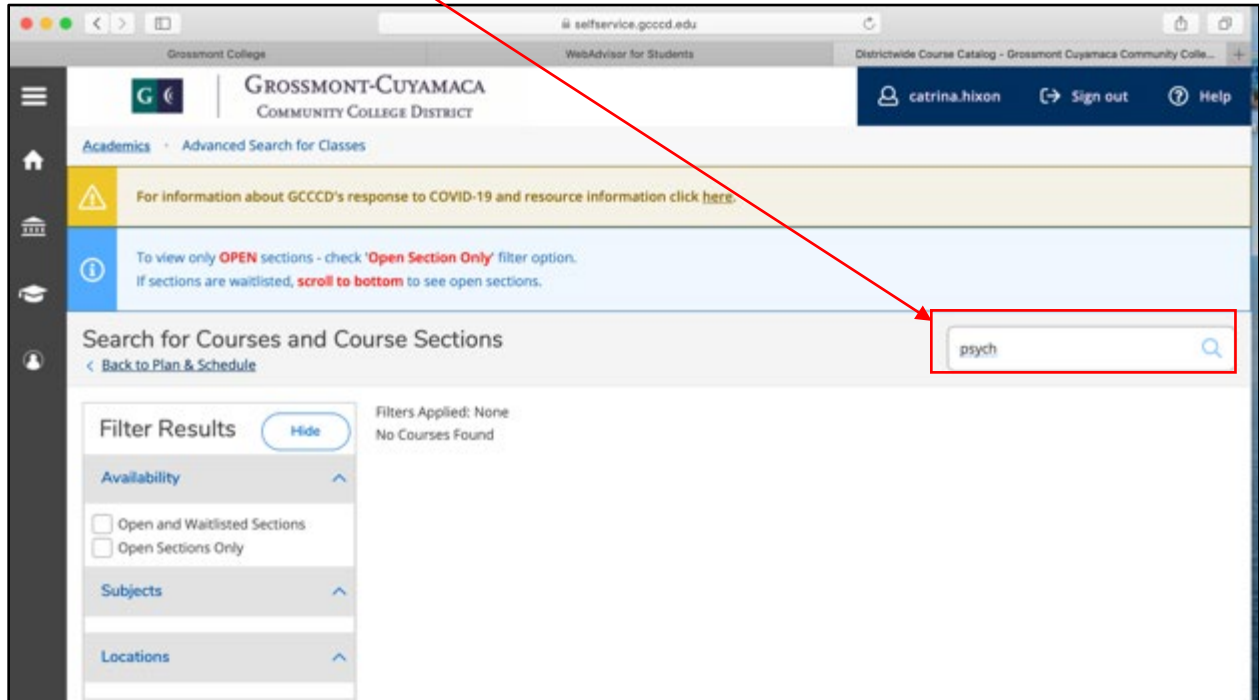
Step 14: I entered 'Culinary' since there were "no PSYC classes available."
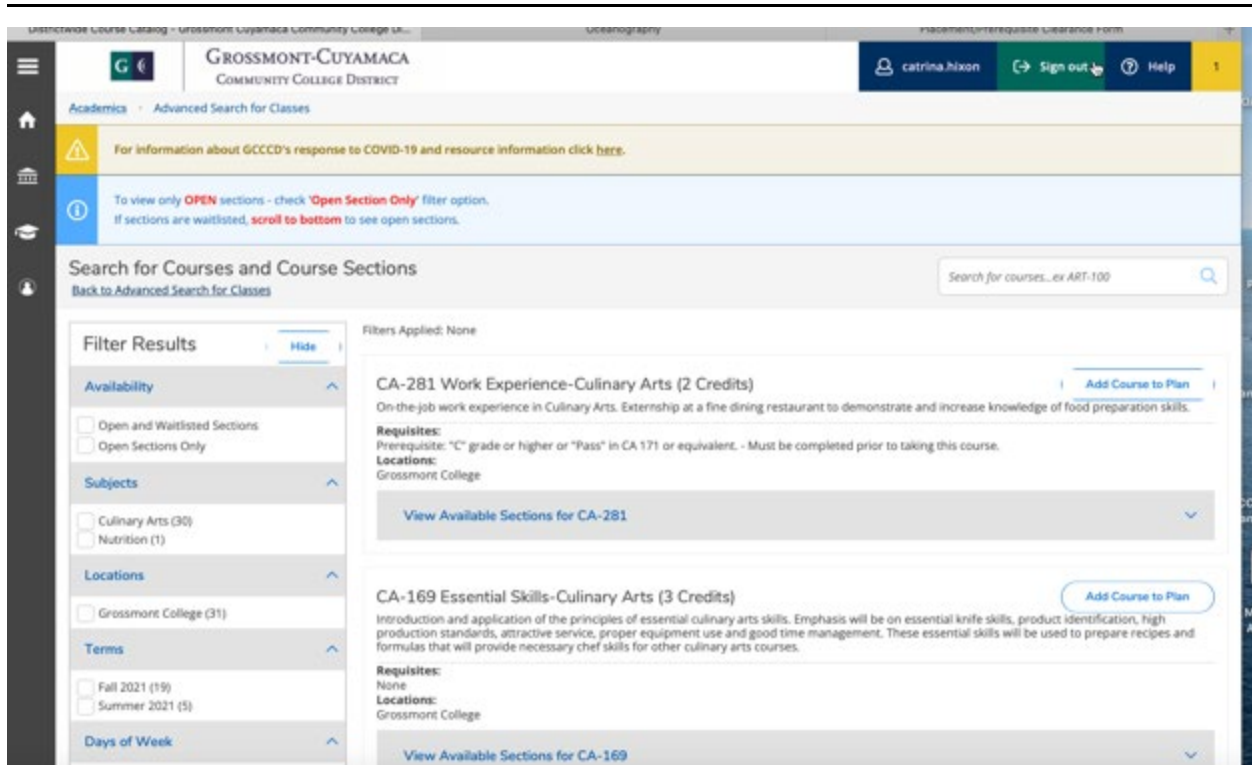
Issue: What is the sort order?

Step 15: I clicked on Add Course to Plan for CA-163, in the pop-up box, I selected the term and clicked Add Course to Plan
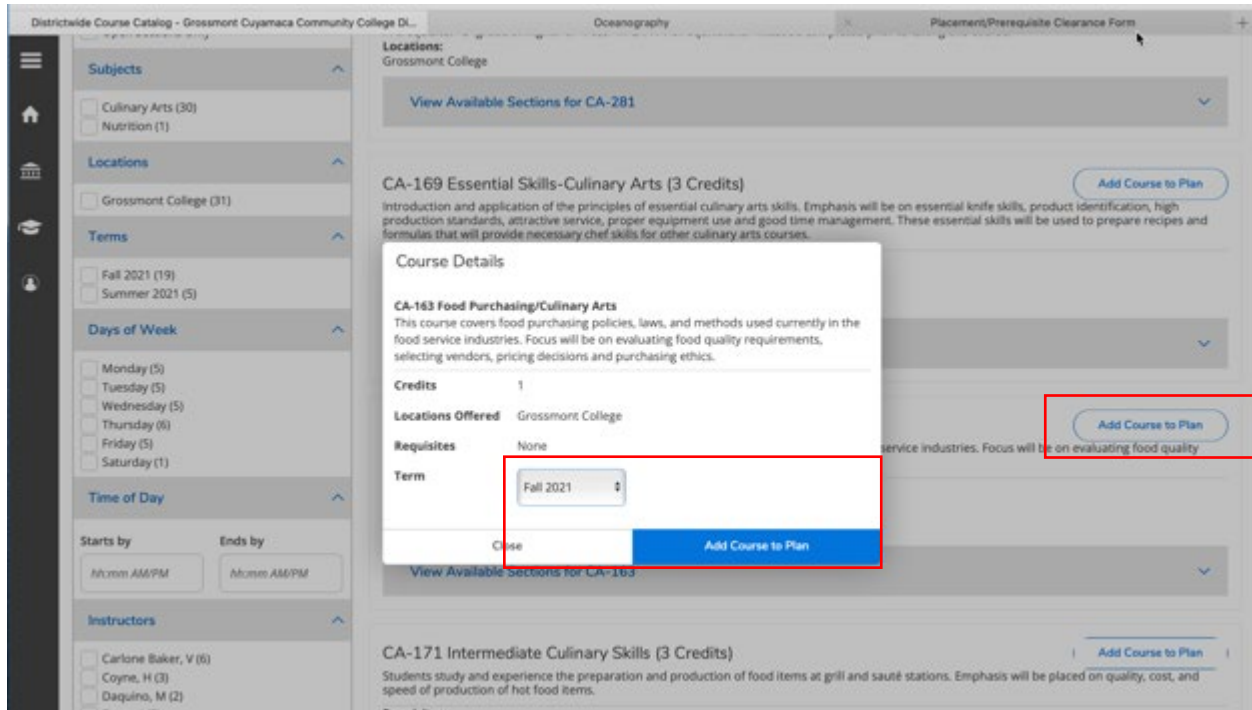
After clicking on **Add Course to Plan**, this page is displayed:
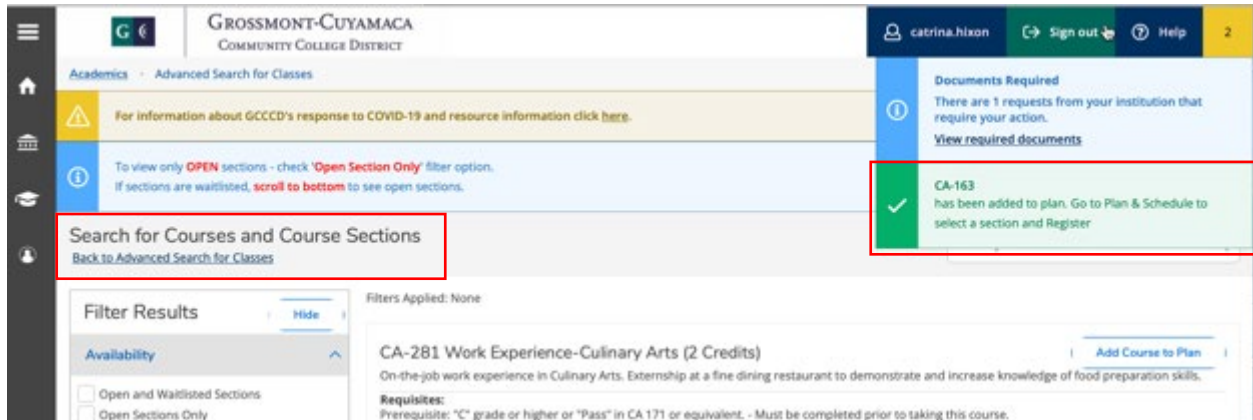
Step 16: Instructions state: Go to **Plan & Schedule** to select a section and register.

ISSUE: Where is **Plan & Schedule** on this page? My only choice is Back to Advanced Search for Classes.

FULL STOP: I have no idea what to do now to actually register for a class.
Step 1-16 have taken about 75 minutes! Frustrated now.

Decided to start over.

Step 1: Went back to main Grossmont college website and found:
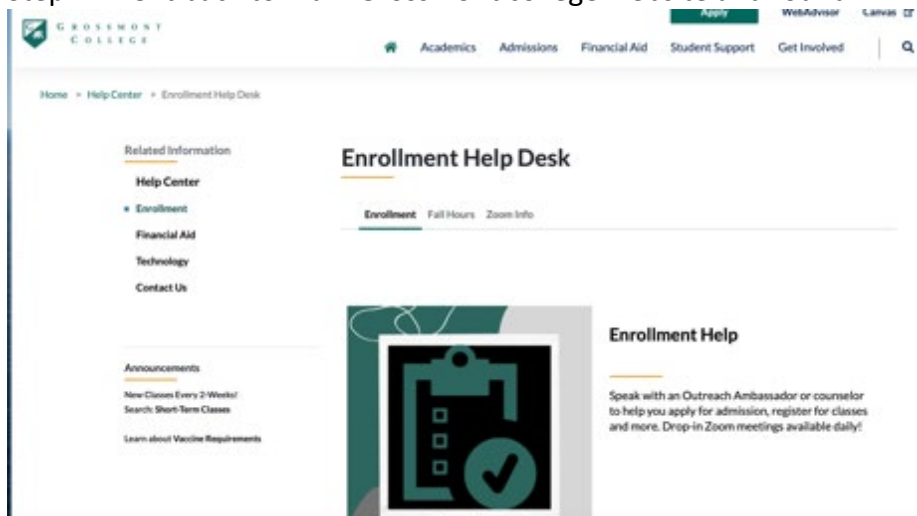
I'm frustrated again because now I have to wait to zoom with someone but a few weeks ago, there was a How to Register video. The video had lots of steps but was fairly easy to follow and understand.
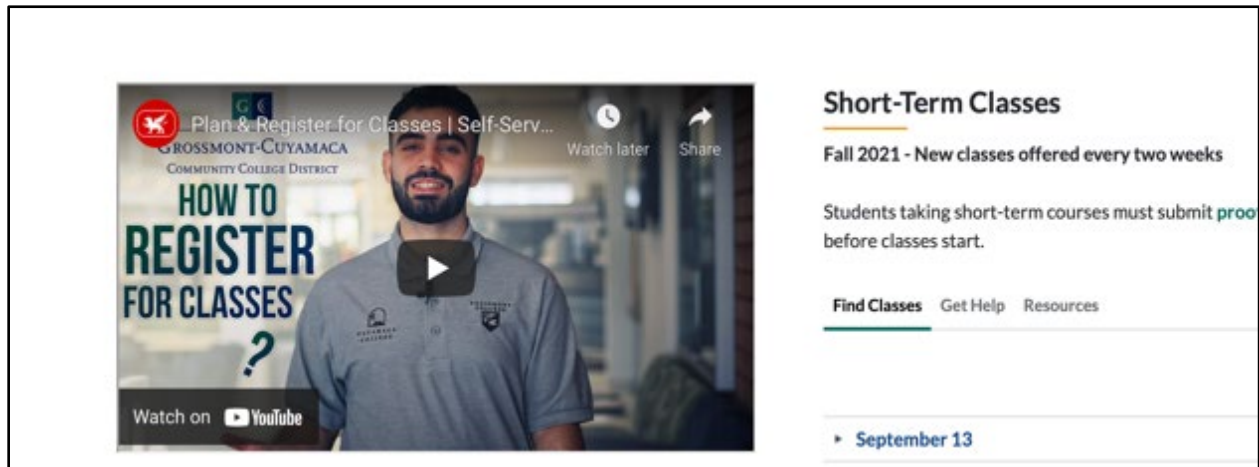
Steps to Enroll (from video):

1) Go to WebAdvisor
2) Login
   Suggest changing the language (WebAdvisor) to be more informative?

3) Click on **Search, Plan, Register, Waitlist, Schedule"
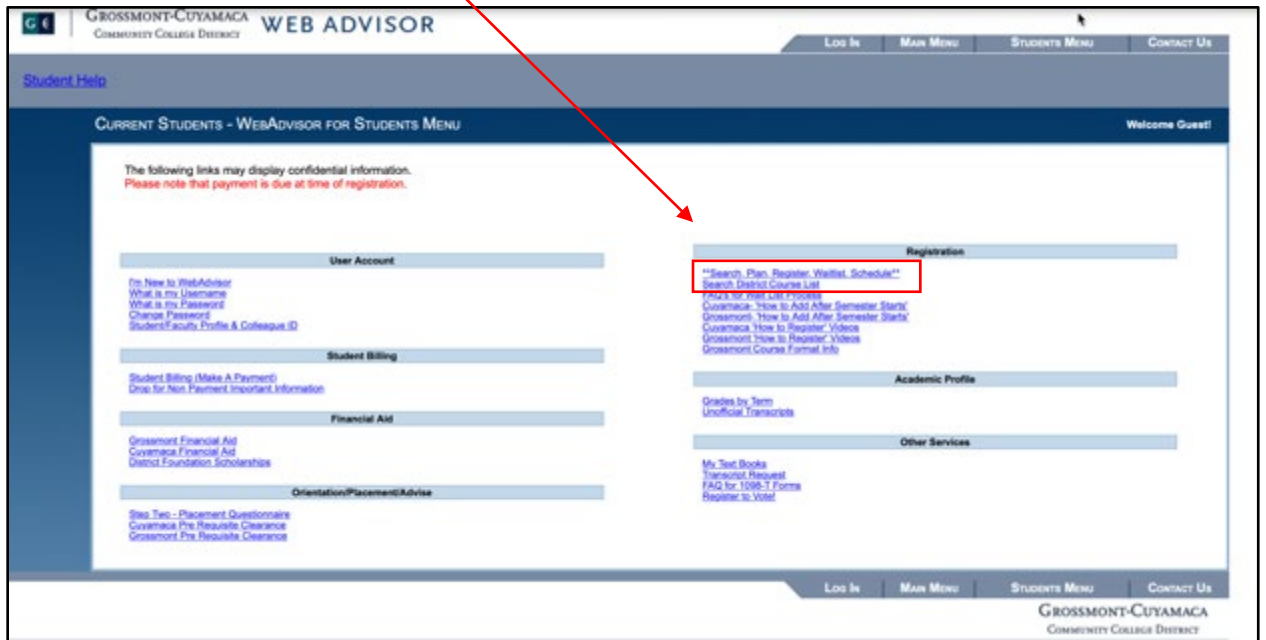
4) Click on **Plan and Enroll** (Student Planning & Registration)
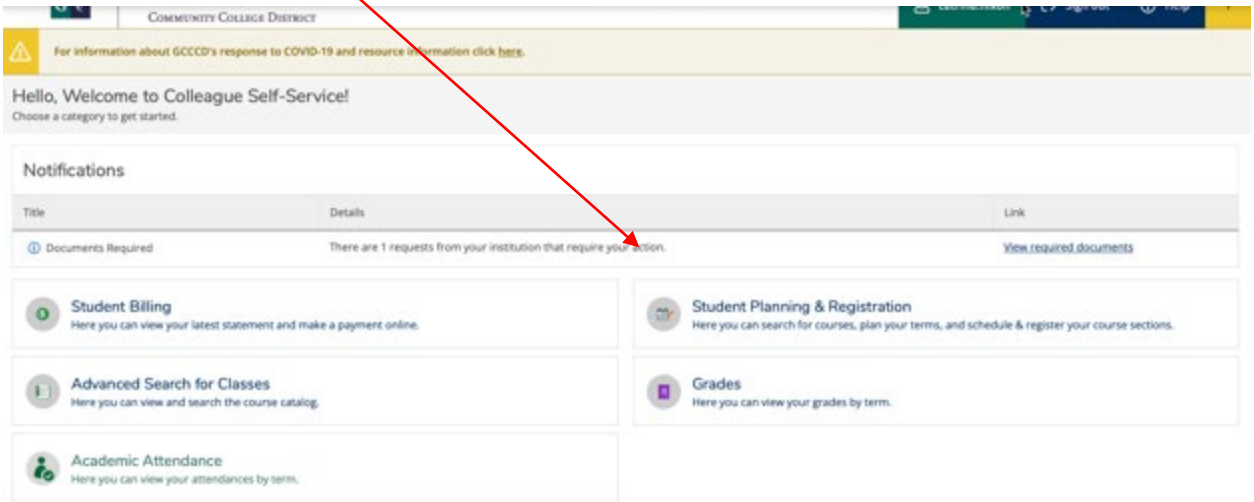
5) Search for courses, if you don't know subject abbreviation, you have to hunt a little bit!

Issue: Not picking on Culinary but entered CA in the search box (subject abbreviation), returned a list of courses but not subj/crse order. Math seems to be the same; checked a few others and all seem to be the same.

What is the sort order used?

6) Review courses and click **Add to Plan**, then select the semester in the pop-up box.
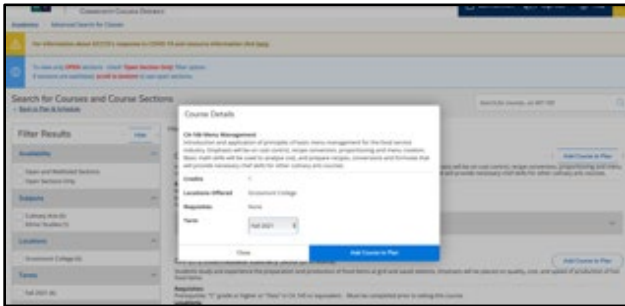
Pop up to tell me about required vaccination
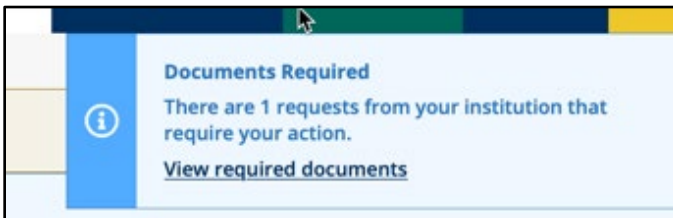
I've completed all of the steps above previously and feel like I'm just in the re-doing it all.

However, the next step is to click on **Back to Plan & Schedule** which is very small, I'm feeling like I'm making progress to registration!
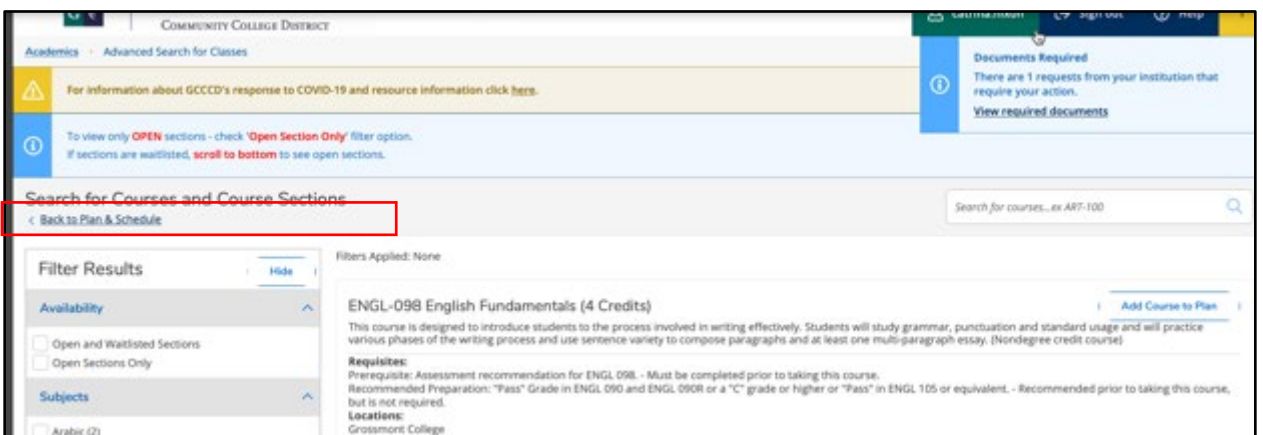
7) Clicked on **Back to Plan and Schedule**

Statement to contact A&R – who is that? Admissions & Records
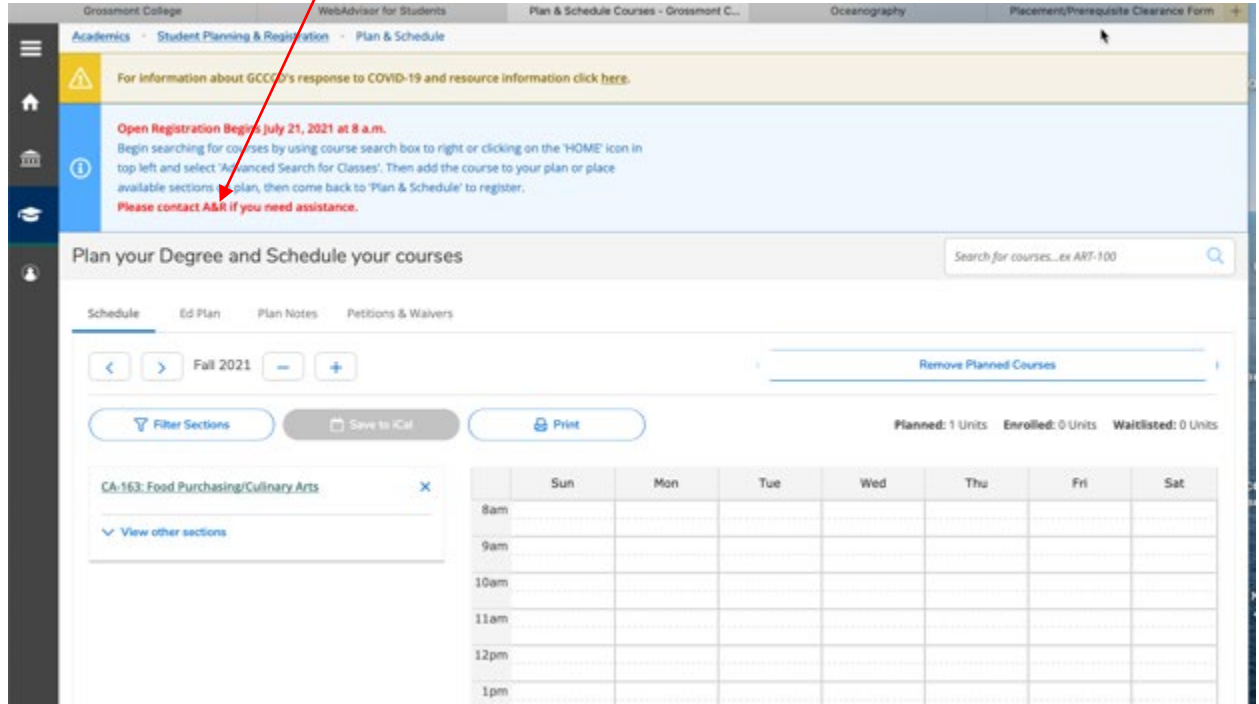
The course I previously selected displays on the left pane, I clicked **View other Sections** (there was only one) so I clicked Add Section.
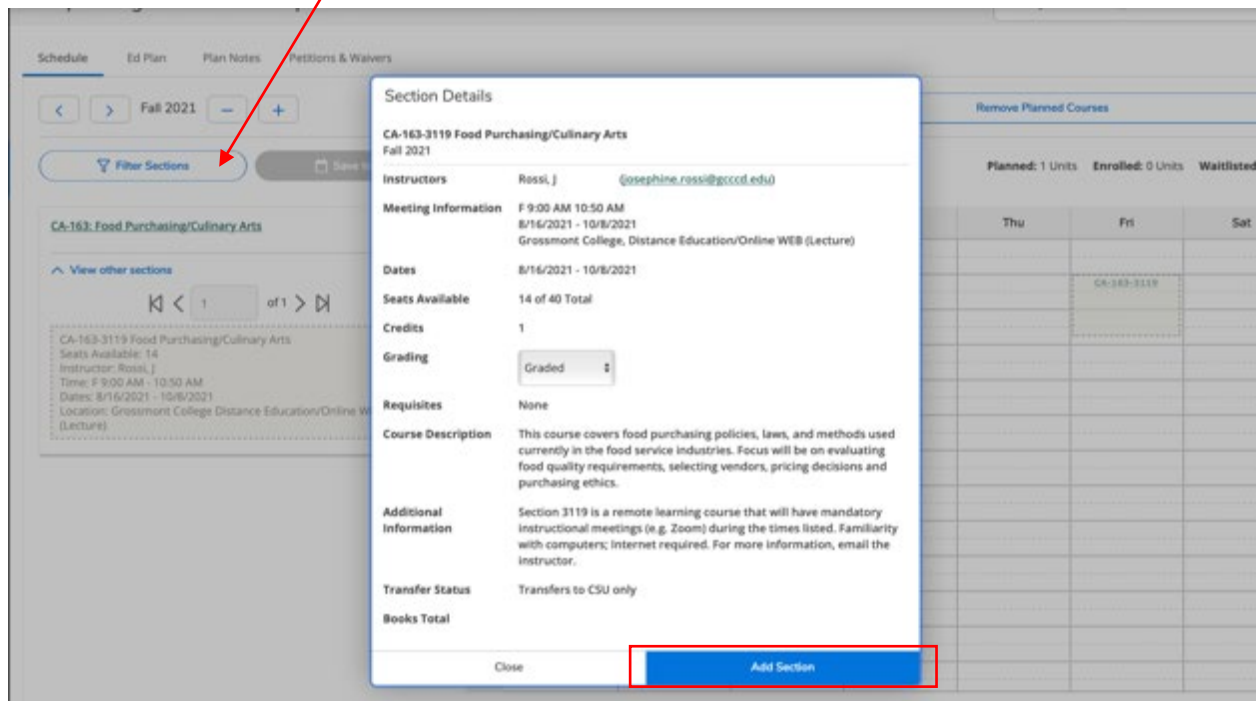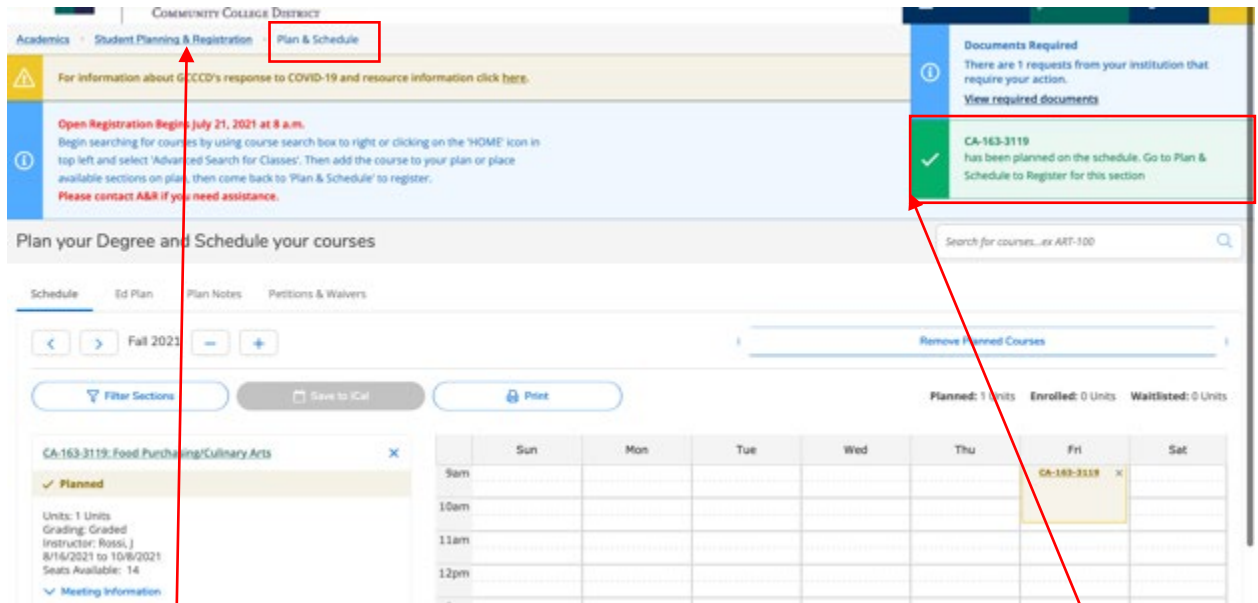
I can see the class selected for enrollment in the calendar view and a note to **"Go to Plan & Schedule to Register"** for this section but I think I'm already on that page. I click on **"Student Planning & Registration"** which returns to this same page.

FULL STOP: <u>I have no idea what to do now to actually register for a class.</u>

Video indicates click on **Student Planning and Registration**. Brings me back to same page, don't know what to do (watching video again)

Decide to go back to video. However, while looking for the How to Register video, found the video below for Butte College Self Service.
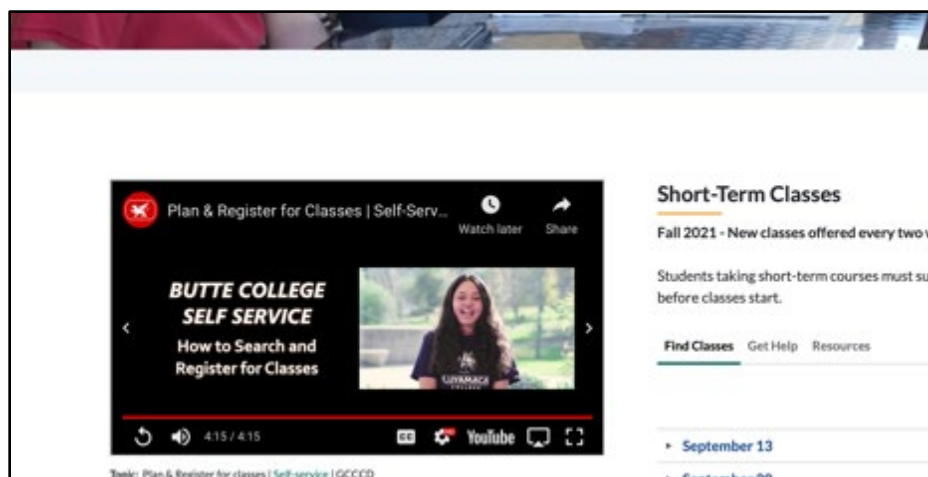
ISSUE: There is no REGISTER button because the class start date has passed but there is no message to the student indicating that I should select a different section.

Suggest adding message: "It's too late to enroll in this class, please go back to the Class Schedule for other options." There are other error messages that display such as prerequisite required or wait list.

Another 30 minutes has passed….going back through steps to find a class that hasn't started. Searched for Culinary again and choose CA-166 and can now see the Register button.

ISSUE: The catalog page needs to be "cleaned up" or in a numeric sort order; "planned" courses were showing before current courses in a random order – very confusing.
Suggest catalog be modified to sort in subject/course order and exclude "planned" courses.

Clicked on **Register**

I have FINALLY enrolled in one class!

Issue: There is no information/requirement regarding the payment due either in the **How to Register** video or on the page after completing enrollment.

Suggest that a pop up similar to the COVID message display.

I clicked on the **Financial Information** link on the left pane, then **Student Billing**:
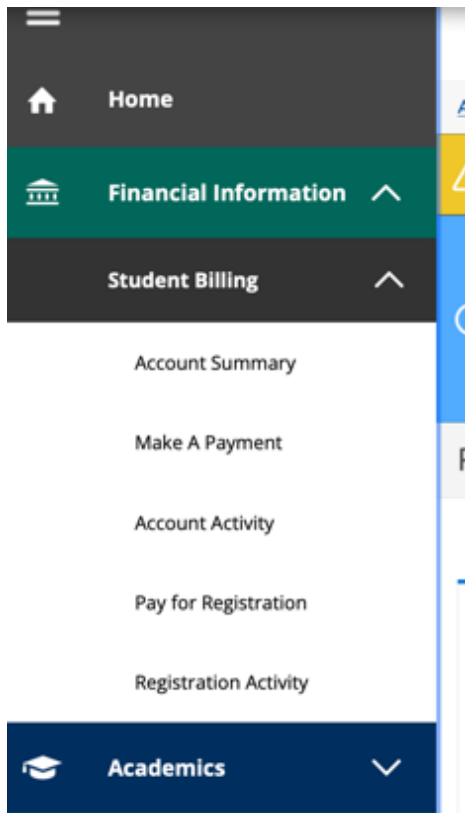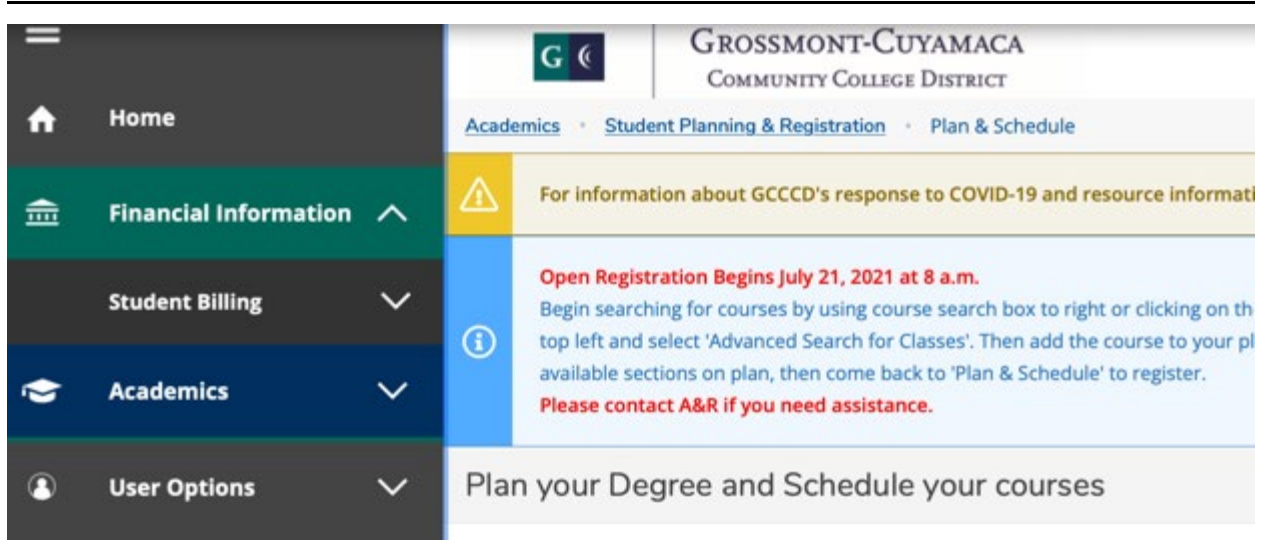
Selected **Account Activity**, then **Make Payment:**
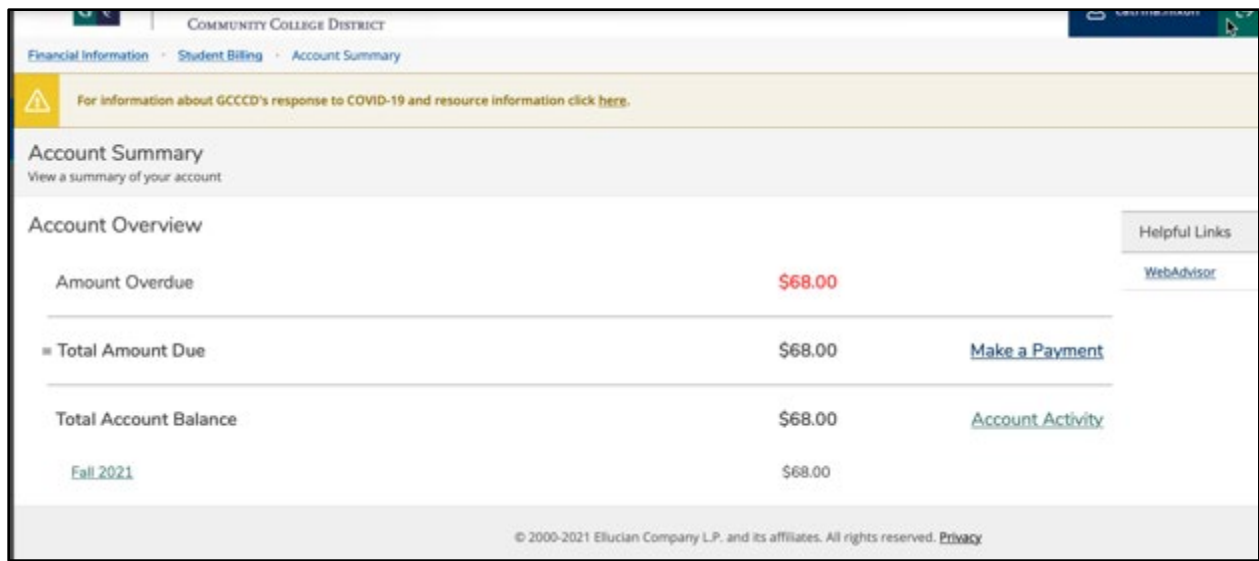
Selected **payment type**, standard online payment page.
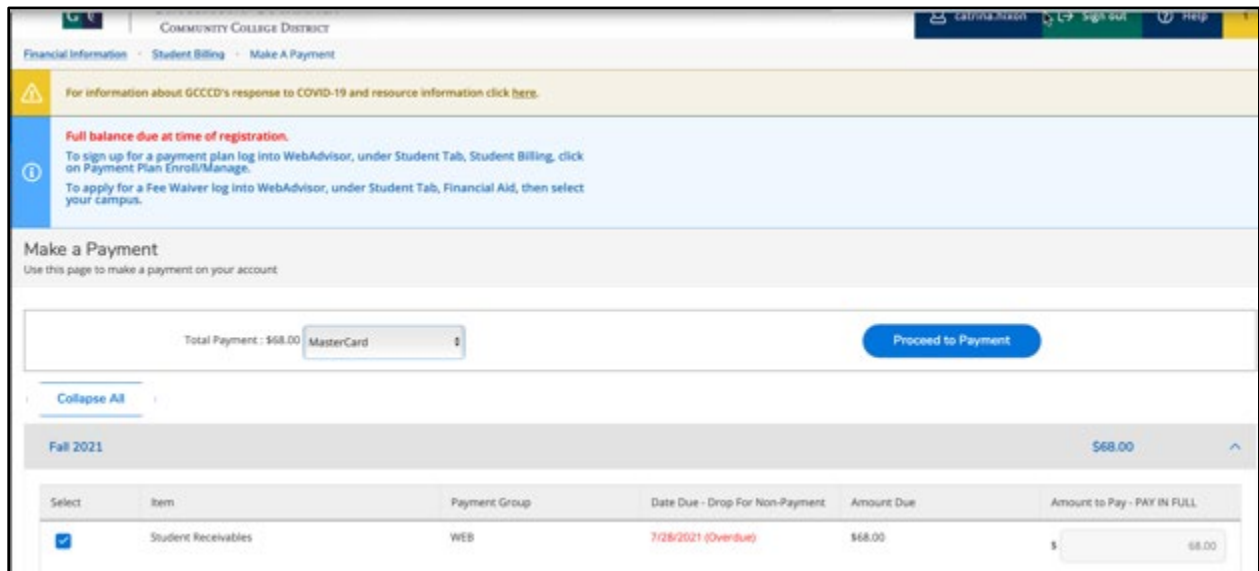
Other issues/concerns:

- Clearing prerequisites are done at the department level for some courses and a general form for other courses. If the student selects the general form, there is a drop down to select the department but only lists the departments which the form can be used. How would the student know how to clear the department specific requisites from this page? https://www.grossmont.edu/admissions/placement-prerequisite-clearance-form.php

- There are too many registration steps for a student who already knows the class number they wish to register. It would be very confusing for a new student who received an **Add Authorization**.
- Webpage not fully updated as new information is provided.
  When I couldn't find the previous **How to Register** video, I found this page:
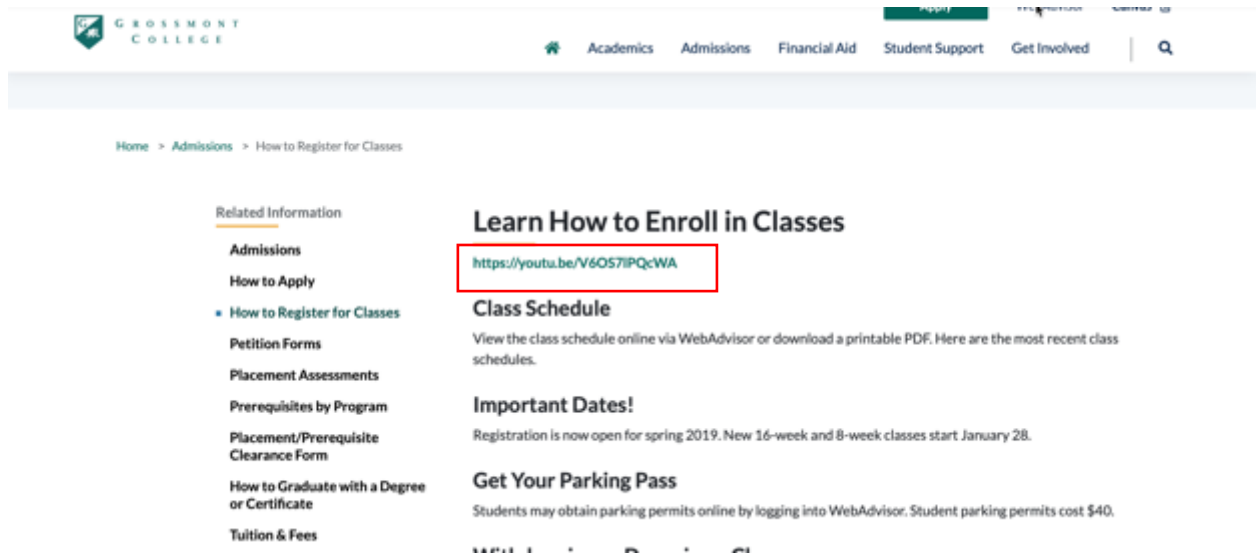
When I clicked on the **YouTube** link, this is what I found:
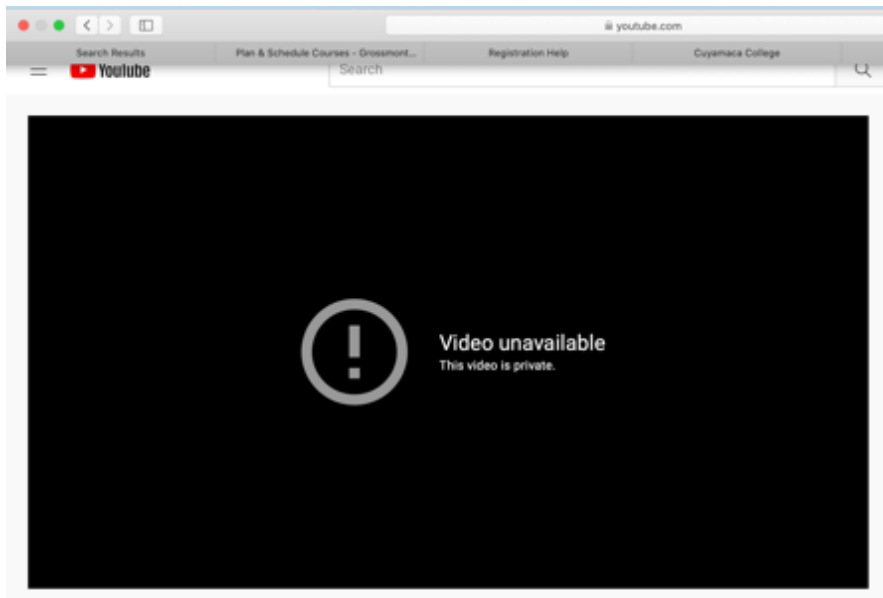
The Butte College video is another example.

Cuyamaca College

Followed same steps above to register for classes. For Cuyamaca, the course is Exercise Science.

Class Search results look different with the **ADD** button rather than **Add to Schedule.**

ISSUE: Classes that are not eligible to register have an "active" ADD button (class has ended).
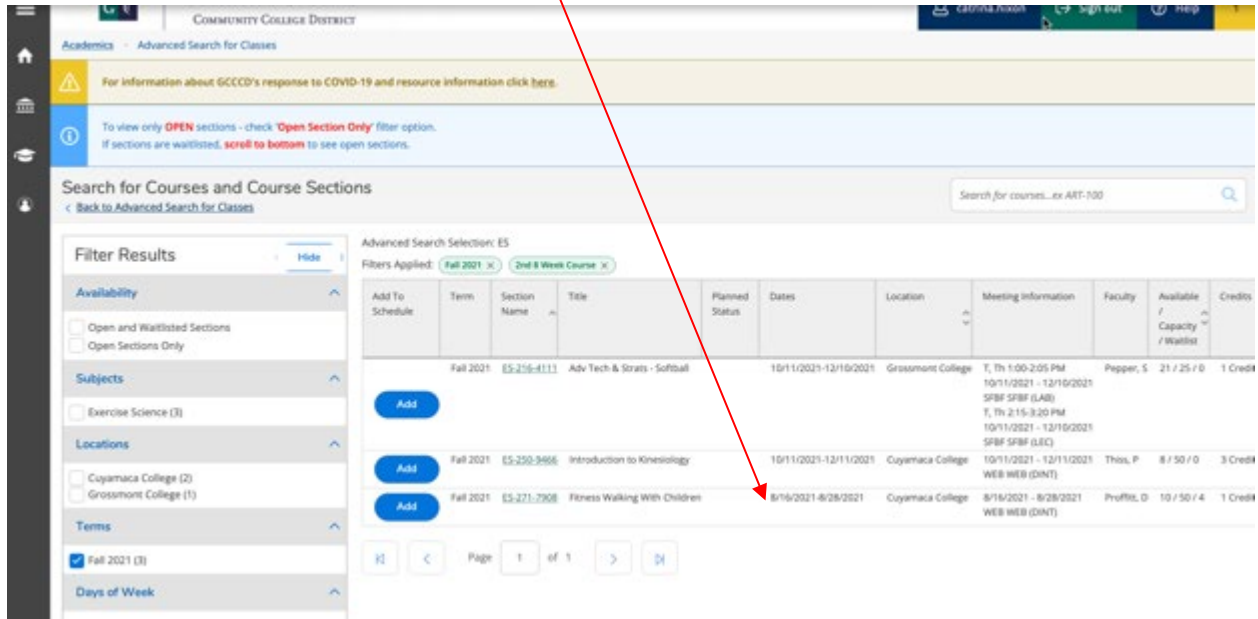
Clicked **Add** for ES-250-9466, received same pop up box to Add Section with class now showing as planned but, again, not sure why the **Registration** button does not display (I'm signed in and class hasn't started yet).

Since I've been through this a few times now, I clicked on the **HOME** icon, then selected **Student Planning & Registration**

Deflated…my PLANNED Cuyamaca course doesn't display, I see a tiny note on the bottom of the calendar regarding ES-250 and click on it.

I still don't know how to register for the class, call/email the instructor?

<mark>ISSUE</mark>: ES-250 is listed in the left pane, just as the other courses are but there is no indication to scroll (yes, people should know but don't). Could there be an arrow or text to indicate "more courses?"

Same process as Grossmont with the slight schedule view difference.

Prerequisite process is only via form:

FINAL THOUGHTS:

There are several ISSUES and suggested solutions throughout the document with the most significant problem being:
- o The lengthy process to register, and
- o The disorganization of the course listing display.
- It is very difficult to determine the steps to enroll in a class. It took me nearly two hours for one class.
- Students will give up ("maybe I'm not college material if I can't even enroll")
- Messaging is not consistent or non-existent (Example: Add deadline has passed).
- Course listing **must** be in some type of order; it's difficult to find the correct course since they are out of sequence. It requires more research to determine the first course in a sequence.

- The font for the instructions on the registration pages is too small, non-existent and, in certain cases, does not display (trying to enroll in a class where the add deadline has passed). It doesn't help the student figure out what to do next or why there may be a problem (in all cases).
- The Application for Admission process takes 48 hours, why? It may have taken longer if I did not contact the Admissions office for help. SDCCD is 30 minutes and both use CCCApply.
- Need language in the registration pages or an automated email to notify students that payment is required.
- I received follow up information from SDCCD when registering (see following pages). I received nothing from GCCCD.

October 8, 2021 – email from ▮▮▮▮▮▮▮

I received this email today since I registered yesterday for Mesa…nothing from Grossmont yet, will let you know if I get one.

Update: 10/11/21 – Nothing from GCCCD. I dropped my classes last night since they started today and nothing from GCCCD still.

Begin forwarded message:
From: studentsrvcs@sdccd.edu
Date: October 8, 2021 at 1:21:04 AM PDT
To: ▮▮▮▮▮▮▮▮▮▮
Subject: Confirmation of Classes - Fall

October 8, 2021

Dear ▮▮▮▮,

There was registration activity on your class schedule recently. Please log onto mySDCCD.edu to verify these changes on your Fall 2021 class schedule.

If you have recently added a class, all fees must be paid. **V**erify that you do not owe any fees by navigating to the "My Finances" area in mySDCCD, click the PAY NOW button and you should see a zero amount of fees owed at this time.

MESA COLLEGE

Complete Listing of:
Online Student Services

Admissions
Admissions Website

Admissions:
sdmesaadmissions@sdccd.edu
619-327-9194
619-388-2682

Residency:
sdmesaresidency@sdccd.edu

Veteran Affairs:

My Finances −

Total Charges Due:

Pay Now
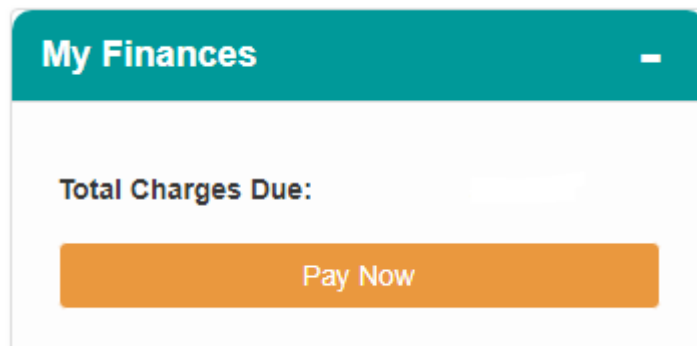
Veterans Website
sdmesavets@sdccd.edu
619-800-3850

Counseling Office
Counseling Website
mesacoun@sdccd.edu
619-800-4619
619-797-5009

Financial Aid Office
Financial Aid Website
mesaaid@sdccd.edu
619-388-2817

EOPS Office
EOPS Website
mesaeops@sdccd.edu
619.335.8607
619-388-2706

DSPS Office
DSPS Website
mesadsps@sdccd.edu
619-431-2780

CalWORKS
CalWORKS Website
mesacalworks@sdccd.edu
sveraste@sdccd.edu
619-388-2709

To prevent a registration hold on your record, please consider one of the following options:

Financial Aid: If you have not already done so, apply for Financial Aid. Students should apply for the 2021-22 FAFSA (Free Application for Federal Student Aid) or the CA Dream Act to see if they qualify for aid including the CCPG (California College Promise Grant), which can waive enrollment fees for California residents.

Payment Plans: Plans are an interest free option for students unable to pay their enrollment fees in full. Students **not** anticipating a Financial Aid award should sign up for a Payment Plan, make monthly installments, and pay off their balance over time.
Full details are available at
https://www.sdccd.edu/students/fees.aspx

Veteran Students: Please contact your Veterans Office for instructions on how to apply your benefits.

Pay with Credit Card: Credit Cards (Visa/MasterCard) at http://my.sdccd.edu, Click the 'College Student Dashboard', select 'My Finances' and 'Make a Payment' or click the "**Pay Now**" button.

Check / Cash Payments: Checks may be mailed to the Accounting Office listed below. Please email the college Accounting Office to notify them of this mailing. Cash payments may be made on campus (subject to Office hours and health restrictions.) Check the college website for Days and Hours.
City College: Room A-256 - 619-388-3458 cityacctg@sdccd.edu
Mesa College: Room I4-106 - 619-388-2704
mestuact@sdccd.edu
Miramar College: Room K1-205 - 619-388-7326
mmaracctg@sdccd.edu

NOTE: *It is always the student's responsibility to drop a class they are not attending. Drop the class by the DROP DEADLINE in order to receive a refund and no mark of "W", or drop by the WITHDRAWAL DEADLINE in order to receive a mark of "W" and not a letter grade (possibly "F".)*

Additional information can be found at Registration Information | San Diego Community College District (sdccd.edu)

Reminder: Health Service Fees are NOT waived for students with Financial Aid, or with a Community College Promise Grant (CCPG) and therefore MUST be paid by the student.

Sincerely,

Student Services

October 9, 2021 – Email ███████████████

Received email regarding legally mandated annual notification to students.

Begin forwarded message:

From: studentsrvcs@sdccd.edu
Date: October 9, 2021 at 5:46:31 AM PDT
To: ███████████████
Subject: SDCCD Notice of Disclosure

SAN DIEGO COMMUNITY COLLE

CITY COLLEGE • MESA COLLEGE • MIRAMAR COLLEGE • COLLEGE (

October 9, 2021

MESA COLLEGE

Complete Listing of:
Online Student Services

Admissions

Admissions Website

Dear ██████,

San Diego City, Mesa and Miramar Colleges and Continuing Education are required by law to inform you of the following information and regulations:

- **Student Consumer Information**:

Admissions:

sdmesaadmissions@sd
ccd.edu

619-327-9194

619-388-2682

This page provides you with access to information regarding general campus information, financial assistance, health and safety information, student right to know and gainful employment information.

- **Copyright Infringement Policies and Sanctions**:

Information regarding penalties for unauthorized distribution of copyrighted material, unauthorized peer-to-peer sharing and what constitutes unauthorized activity.

Residency:

sdmesaresidency@sdc
cd.edu

- **Campus Safety Report and Clery Act**:

Veteran Affairs:

Veterans Website

sdmesavets@sdccd.ed
u

619-800-3850

The San Diego Community College District Police Department publishes an annual safety report titled "Safe and Sound". This report also includes institutional policies concerning campus safety, campus safety statistics and student right to know information.

- **Title IX and Campus SaVE Act**:

Counseling Office

Counseling Website

mesacoun@sdccd.edu

619-800-4619

619-797-5009

The San Diego Community College District is committed to a safe and equitable learning environment for all students and employees. It does not discriminate on the basis of gender in its educational programs and employment. Any incident, including sex discrimination or harassment, but not limited to, sexual assault including rape, dating violence, domestic violence or stalking committed on district property, or at a district sponsored event or activity, should be reported to the designated Title IX Coordinator immediately.

- **Drug and Alcohol Abuse Prevention Program**:

Financial Aid Office

Financial Aid Website

Information related to the unlawful use, possession, or distribution of illicit drugs, the health risks related to the abuse of alcohol or drugs and the counseling and treatment programs available to students.

mesaaid@sdccd.edu

619-388-2817
EOPS Office

EOPS Website

mesaeops@sdccd.edu
619.335.8607

619-388-2706

DSPS Office

DSPS Website

mesadsps@sdccd.edu

619-431-2780
CalWORKS

CalWORKS Website

mesacalworks@sdccd.edu

sveraste@sdccd.edu

619-388-2709

- **Family Education Rights and Privacy Act** (FERPA):

Student rights for privacy regarding their educational records, access to education records, and policies for request for amendment of records.

For your convenience, most of this information is provided in the college catalog, class schedule, student handbook or accessible online via the links provided above. Upon request, you are entitled to a paper copy of the reports, reference materials, and documents cited on paper or online. Please submit requests for paper copies to your college's Office of Vice President, Student Services at:

City College:A-222

http://www.sdcity.edu/about/leadership/student-services/index.aspx

Mesa College:I-400 (4th Floor)

http://www.sdmesa.edu/student-services/index.shtml/

Miramar College: N-203
http://www.sdmiramar.edu/campus/studentservices

Continuing Education: Educational Cultural Complex – Rm. 104
http://www.sdce.edu/organization/about-us

Sincerely,

Student Services