

PASADENA UNIFIED SCHOOL DISTRICT
2021-2022 DEPARTMENT PLAN

Department Name: Office of Enrollment Services, Magnet and Community School Programs

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Department Purpose

What does the department do?

Enrollment, Permits, & Student Records

We provide services and resources to help families research, enroll, and register their children in the PUSD school that best meets students' needs and interests.

We develop and oversee fair, equitable, and transparent enrollment, registration, and permit processes.

We maintain and process student records and transcripts.

Community Schools

We integrate student supports.

We provide expanded learning time and opportunities.

We promote active parent and community engagement.

We engage in collaborative leadership and practices.

Magnet Schools

We provide services and resources to improve our school perceptions, culture, and practices.

Department Services

What is a general list of services that your department provides?

- Ensure proper district-wide registration and enrollment of students.
- Maintain district-wide student records and process records requests.
- Provide direct support for financial oversight and performance reporting for magnet and community school grants.

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Total Department Budget

What is your department's total budget?

Enrollment, Permits, & Student Records

\$434,290

Community Schools

Full Service Community Schools Grant Year 2 Award: \$500,000

CA Community Schools Partnership Program 2021-22: \$1,867,847.63

Magnet Schools

MSAP Grant Year 5 Award: \$2,679,688.00.

Prior Year Reflection

This section of the department plan reviews the intent of prior department plans and the successes/challenges encountered while implementing the planned actions. This portion of the plan summarizes key learnings that inform the planning for the current year.

Prior Year Intended Outcomes

What did your department plan set out to achieve during the prior year?

(1) Systems: Create/refine systems that equitably support our most vulnerable populations.

(2) Training/Education: Support staff/families with information needed to navigate the systems, make informed decisions, and meet deadlines.

(3) Communication: Increase the opportunity for two-way communication in order for families to make informed decisions regarding school placement before deadlines occur.

Prior Year Achievement

Did the department achieve what it had outlined? How do you know?

(1) 47% of families visited their school of residence before participating in Open Enrollment lotteries. 62% of families who participated in Open Enrollment lotteries toured 1 or more schools before applying. 85% of families who participated in Open Enrollment felt well-informed about lottery process. 94% of families who participated in Open Enrollment said that information was easily accessible from websites.

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- (2) Trainings were held.
- (3) Collaborative meetings were held.

Prior Year Successes, Challenges, and Learnings

What successes, challenges, and learnings should be highlighted from the prior year?

- **Successes:** Many systems were shifted online enabling access during distance learning and office closures.
- **Challenges:** Some systems, such as transcript payments and processing older records requests, remain impossible to continue in an online-only setting without new/additional resources (e.g. an online payment system). Extended permit windows due to the pandemic increased the volume of office calls/visits resulting in longer wait times for families.
- **Learnings:** Frequent communication in multiple modes can help increase awareness of enrollment processes and timelines. Most of our services can remain online as long as we build in supports for families who need additional assistance accessing online forms.

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Current Year Priorities

This section of the department plan provides a summary of the identified needs that are prioritized for informing the department plan's actions for the current year.

Data and Information Used for Plan Development

What data did you consider when developing this plan?

- Observation data of current successes and challenges in system functioning
- School enrollment data
- Open Enrollment participation data

Stakeholder Engagement/Input

What stakeholder engagement or information was used to inform this plan?

- Interviews of department staff as well as leads of other departments who support specialized enrollment (SPED, CWA & student Wellness, LADD),
- Open Enrollment survey

Key Data Findings/Information for This Plan

Based on data analysis and stakeholder information, what key data findings are considered in the development of this plan?

- 47% of families visited their school of residence before participating in Open Enrollment lotteries. 62% of families who participated in Open Enrollment lotteries toured 1 or more schools before applying.
- 85% of families who participated in Open Enrollment felt well-informed about the lottery process.
- 94% of families who participated in Open Enrollment said that information was easily accessible from websites.

Current Plan Priorities

Based on the key data findings, what needs emerged from your Department's root cause analysis, and which of these needs are given priority for this planning cycle?

- Provide a welcoming and accessible environment.
- Provide training to promote consistent implementation.
- Promote tours of schools of residence and other PUSD options.

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Current Year Planned Actions and Metrics

This section of the department plan provides a summary of the planned actions that address the identified priorities based on data analysis and stakeholder input. Metrics associated with monitoring and/or evaluating the effectiveness of the planned actions are summarized in this section.

What action could you take to address the identified needs of your department?

What would you be able to monitor throughout the year (quarterly or more than twice per year) to know that your actions are creating a change?

Theory Of Action

If we...	reallocate available funds to services and supplies that enhance communication
then...	we can provide additional outreach and improved services to families and staff
which will...	create a welcoming and accessible environment where families and staff will feel well-informed about PUSD's schools and programs.
If we...	provide differentiated training to site-based staff
then...	staff will understand processes, policies, and programs
which will...	promote consistent communication and implementation
If we...	encourage school tours
then...	more families will tour PUSD schools prior to participating in Open Enrollment
which will...	increase awareness of current school programs

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Priority 1: create a welcoming and accessible environment

[Action 1]

Reallocate available funds to services and supplies that enhance communication

Metrics

- a. budget expenditures for related technology, signage, and additional outreach

[Action 2]

Improve communications systems to promote improved accessibility and service

Metrics

- a. the percentage of surveyed families who report that information was easily accessible from the enrollment website
- b. the percentage of surveyed families who participated in Open Enrollment lotteries that felt well-informed about the lottery process

Priority 2: provide training to promote consistent implementation

[Action 1]

Provide differentiated training to site-based staff

Metrics

- a. the number of trained staff

Priority 3: promote tours of schools of residence and other PUSD options

[Action 1]

Encourage school tours

Metrics

- a. the percentage of families surveyed who visited their school of residence before applying to attend other PUSD schools
- b. the percentage of families surveyed who toured 1 or more schools before applying to participate in the lottery