

Response to Recommendation 6

1/25/08

Progress to Date

On-Line Orientation:

Matriculation services contracted with Cynosure New Media Corporation to develop and implement a new On-Line Orientation for students. This Orientation can be accessed anywhere there is an internet connection. This allows student access to the College Orientation which includes comprehensive information concerning the academic programs and services offered at West Los Angeles College. The Orientation combines Video, Text, Animation and Audio into an engaging and informative presentation that leverages the ease of being delivered on the Internet. Innovations of this particular Orientation include the development and incorporation of Student Learning Outcome and a credible means of measuring the success of these outcomes with a built in Knowledge-Gap Assessment. The Orientation will be presented in English and Spanish and will be accessible in accordance with the American Disabilities Act. Features presented include but are not limited to:

- * Database to track student progress
- * Email notification of Orientation completion to student
- * Follow-up feature that informs the student if they have not completed the Orientation
- * Interaction schedule of Classes
- * Time Management

Office of School Relations and Outreach

As an outgrowth of the Access to Success program, which was a student-based ambassador program, in fall 2007, the vice president of Student Services developed and initiated an Outreach Plan 2007-2008 and formed the Office of School Relations and Outreach, an entry point for prospective students. This is now a consistent and stabilized program, which also includes the California High School Exit Examination (CAHSEE) population.

The Office of School Relations and Outreach serves as the “front door” to West Los Angeles College. Specifically, this office promotes the college, recruits students, and develops relationships with campus and external constituents. Our overarching goal is to make West Los Angeles College a first-choice campus by expediting the transition process for new students.

The Office of School Relations and Outreach is responsible for:

- Outreach to the feeder high schools and the community
- Recruitment of new students
- Facilitating and supporting the con-current enrollment/jump start program
- Establishing relationships/partnerships with high school counselors, other college campuses, and community organizations.

An Outreach plan was developed, along with a master calendar, which provides systematic and consistent contact with students. The plan's major goal was to provide each feeder high school with an outreach representative, each week, which will be a resource to the school and to the students. Personalized information on academic majors, financial aid, and life on campus will also be provided to students along with a series of printed materials. So far, a college view book, inquiry card, recruitment brochure, and student services brochure have been created to help a student choose West.

Admissions & Records

The Admissions and Records Office is office is responsible for each student's personal and academic record. We take that responsibility very seriously. Our goal is to make sure each student is welcomed and is comfortable in coming into our office on a consistent basis. Our office has been recently renovated and is now more aesthetically pleasing to the student. We have upgraded our computer systems and currently working on a queuing system that will help improve our level of service and prevent students from waiting in long lines. In addition, each new student who comes to the Admissions and Records Office will be given a "Welcome Folder" which will assist them in keeping track of all their important documents.

The Admissions and Records Office is working diligently in streamlining our process and procedures to better serve the needs of our students. The student dismissal process has been changed to expedite notification of dismissed students to various programs on campus so they can quickly address student needs. We have incorporated the use of the National Student Clearinghouse to verify enrollment and the degree earned; lowering the need for official transcripts. The graduation process has been modified to include the student's ability to self-initiate graduation.

(Outreach *Plan 2007-2008* / *Office of School Relations and Outreach*. College View Book, Recruitment Brochure, Student Services Brochure)

- includes six outreach and support programs targeted to serve and assist low-income, first-generation college students and students with disabilities to progress through the academic pipeline, and more).
- Representatives from various areas of the college were available to respond to student interest and questions.
- Campus life activities – Associated Student Organization information, clubs
- Throughout the event, students enjoyed refreshments
- Access to a computerized "add and drop satellite" was instituted for student use.

Academic Hurdlers

The Academic Hurdlers program was designed under Matriculation's Follow-up component. The Hurdlers program is completely focused on student retention, persistence and completion of Academic and Vocational goals. The program was instituted in the Fall 07 semester and has engaged in numerous activities oriented toward student contact, counseling, and resource referral. These activities are on-going. The graphs represent data collected for Fall 07 to the present.

- * Student Need Checklist Assessment : Student Needs Assessment distributed all classes (still collecting cards)
- * Progress and Academic Probation Project Outreach
- * Early Alert Project Outreach
- * Exclusion Project Outreach

Matriculation Services

The Office of Matriculation Services has worked diligently since our last Accreditation review to enhance and improve services to students. Subsequent to the Accreditation report the following services have been implemented:
Purchase of Degree Audit System:

The Degree Audit system was funded by the college Matriculation program, but the development and implementation of the program is being handled by the LACCD Student Services Office. The Degree Audit program offers a computerized Student Educational Plan that can be accessed and managed by Counselors and students.

Matriculation Website

A new software program was purchased by Matriculation Services to develop and implement a new Website for Matriculation and the components of Matriculation to include Assessment and Orientation. We anticipate the Website completion before the Spring 08 term.

Queuing System

The Queuing system will support high volume student access areas where there is a need streamline delivery of services to students. The Queuing system will implement in the Admissions, Financial Aid, and Counseling Areas where there is a steady flow of student traffic. The Queuing system is designed to help alleviate and expedite "waiting in lines" and general confusion that student experience during peak registration periods.

New Marketing Brochures

- Recruitment Brochure
- College View Book
- Counseling Folder
- Admissions Welcome Folder
- Student Services brochure
- Transfer Brochure
- Student Policies and Procedures and Planner
- Student-Athletic Handbook

Westside College Fair

The Westside College Fair was a collaborative effort spear headed by the Los Angeles Unified School District, Local District Culver City Unified School District, Star Prep Academy and hosted by West Los Angeles College. Over 80 colleges and universities from across the country were present in addition to the nine community college district schools. Workshops were held throughout the day that included overviews of the UC, CSU, private and community colleges; financial aid, interviews and college essays, preparing for the SAT/ACT; in addition to Middle School 411-the right steps to college. This will be an annual event.

Website Enhancements

- Financial Aid – Implementation of 24/7 pod casting of financial aid.
- The college is rolling out a Frequently Asked Questions (FAQ) web-based system. FAQ topics offer a robust system for students to access twenty-four hours a day. The system will allow students to look up frequently asked questions and submit their own questions. The FAQ system will be available on the West webpage. The system filters questions by subject topic (such as Admissions and Records, Financial Aid, and Counseling) so that students can easily find answers to their questions. If their question is not answered by an existing FAQ on the website, the student has an opportunity to ask the question on the system. The system is real time and will automatically submit new questions to the FAQ administrator. Once answered, the question will be added to the FAQ system under the appropriate topic. The system allows students to rate the helpfulness of the Q&A. The system has the capability to assign multiple answering duties to multiple people and for the most frequently asked questions to be displayed. After the November 2007 roll out, we anticipate adding disciplines and other FAQ topics.

Welcome Week

Welcome Week

During the first week of the Fall 2007 semester, the Associated Student Organization and Student Activities Office sponsored a week-long Welcome Week Resource Fair for all students. The fair ran all week from 8 am to 8 pm Monday through Thursday and from 8 a.m. to 1 p.m. on Friday. The following was provided at the fair:

Tables with helpful information, including academic disciplines, individual faculty flyers and student services, for example, Extended Opportunity Programs & Services (EOPS), Financial Aid Honors,

During the first week of the Fall 2007 semester, the Associated Student Organization and Student Activities Office sponsored a week-long Welcome Week Resource Fair for all students. The fair ran all week from 8 am to 8 pm Monday through Thursday and from 8 am to 1 pm on Friday. The fair consisted of many tables for general, EOPS, Financial Aid, Honors, and TRIO information. (The Federal TRIO Programs are educational opportunity outreach programs designed to motivate and support students from disadvantaged backgrounds.) Faculty and student services programs displayed their flyers about their discipline/programs, answered questions, and encouraged students to get involved in campus. Tables and chairs were also set up for students to sit and look at the schedule of classes and the flyers that they collected. Students were given coffee and donuts in the morning, hotdogs, chips, cookies, and soda at lunchtime and popcorn in the afternoon. The atmosphere encouraged students to spend more time at West. The fair was a success thanks to the faculty, staff, administrators, and student volunteers who sat at the tables.

- CCC Apply System –This system was implemented in sp '06 and it facilitates one-line admission to all 110 California community colleges.
- [www.wlac.edu /services/index.html](http://www.wlac.edu/services/index.html) In recent years the College has also developed additional online support services including:

Student Services Websites

The site serves as a repository for valuable student services such as:

- 24/7 Online Student Help Desk
- Information about how to enroll in and add courses
- Access to the Online Writing Lab and online tutorial services
- Helpful hints for new online students
- Steps to success for new college students
- A direct link to the College Bookstore website where students can access information regarding required and recommended course

materials and purchase materials to be picked up on campus or shipped to their home or business

- Instructor resources

Online Library Resources

- Electronic access to the library catalog and periodical and research databases
- An e-book collection

Counseling Website

- Counselors and their contact information
- Online inquiry submission form
- Schedule a counseling appointment
- WLAC (West Los Angeles College) Course Equivalency System
- Online student transfer information system (ASSIST) link
- Associate Degree checklist
- California State University checklist
- University of California General Education checklists
- Counseling discussion board and chat room

Financial Aid Website

- Online application and forms
- Office location, hours and contact information
- How to Apply, Eligibility, Types of Aid
- Scholarships
- Board of Governors Grant (BOGG) Fee Waiver information
- Student Loans
- Grant Application Deadlines

Online Tutoring Services /H LRC

In spring 2007 we started offering online Writing Lab and Tutorial Services to students enrolled in pre-collegiate courses, English 21 and English 28. Online tutoring is delivered using the same online course management system as is used for our online classes ETUDES NG.

Steaming Lining of Student Service Processes

The following processes have been streamlined to be more effective:

- Dismissal Process

- Transcript Evaluation Process
- Athletic Eligibility
- Graduation Petition Process now includes two types, one through counseling and another that is self-initiated

Addition of baseball (fall 2007) to athletics. In the spring of 2008, West will add women's volleyball with women's soccer beginning in fall 2008.

Student Clearing House – Athletic Department, Financial Aid, Admissions use this system to verify course work and earned degrees.

Facility Remodeling

- Admissions & Records
- Financial Aid - prior to Sp '08 / annexing classroom A-12 107 to convert to a lobby area and computer workstations for FAS students.
- Student Services Lobby / student waiting area
- Health Center / painting
- Office of School Relations and Outreach