West Los Angeles College
Matriculation Services
2009-2010
Year End Report

THE MATRICULATION PROGRAM AT WEST LOS ANGELES COLLEGE
Similar to the other Categorical Programs has undergone significant budget cuts. In spite of the challenges the program has moved forward to continue to support student success in the Matriculation component areas to include: Admission, Counseling, Assessment, Orientation, Research, Follow-Up, Coordination and Training and Pre-requisites. Additional changes have taken place in Title 5 regulations that have directly impacted student matriculation.

Math and English:
Beginning Fall 09 to obtain an Associates Degree, students are required to complete English 101 and Math 125 with a grade of “C” or better. Students were apprised of this change through various means to include the SARS Call system, and Assessment Placement messages.

Pre-Requisites:
The Board of Governors continue to discuss a proposal to change the Title 5 regulations as it concerns the Community Colleges ability to require pre-requisites, co-requisites, and advisories on recommended course preparation. The proposal is intended to address the issue of lack of student preparation and subsequent low-level success in certain courses that currently do not have pre-requisite requirements. Concerns center on limited space in pre-requisite courses and similar issues that were previously addresses in the MALDEF suit. This issue is still in the “BOG discussion phase”.

Assessment:
The California Community College system has received two grants to conduct a feasibility study and pilot to examine Centralized Assessment as a way to address the financial and administrative difficulties associated with assessing and placing students in the curricular areas of Math, English, and English as a Second Language (ESL). The Community Colleges are primarily interested in:
- Creating a centralized assessment test utility that delivers the centrally selected testing via the internet.
- Developing a secure repository for CCC and K-12 testing instruments.
- Providing an Assessment Portal for CCC counselors to access testing instrument results and transcript data from K-12 in addition to CCC administered test data.

Results from the Centralized Assessment Delivery Project Study should be presented sometime in Fall 2010.
Matriculation Component Areas Report

**ADMISSION:**
This year the Matriculation Programs District-wide offset the cost for the CCCAPPLY software program that supports the Admission Application process for students. Additional funds were used to pay for hourly Registration Assistants during Peak Registration periods and supplies critical to the function of the Department. The SARS system is used to make calls to all students uprising them of various critical college concerns i.e.: scheduling or room changes etc.

**COUNSELING:**
The Matriculation program has underscored the Counseling Department efforts with the Student Records Accountability (SARS) system. The SARS system enables students to schedule counseling appointments online and in-person at the Student Entry Center.

Counseling Appointments:
- Drop In Appointments: 13,460
- Individual Counseling Appointments: 2,848

Transfer Center:
- Transfer Center Drop-In: 1,029

EOPS:
- Drop-In: 1,032
- Counseling Appointments: 651

Student Educational Plans:
- Total: 4,719 (Degree Works 1,044)

There are currently 24,690 Student Educational Plans in the ESEP database.

**ORIENTATION:**
The WLAC Online Orientation is a multi media presentation that is interactive in approach with a pre and post “knowledge gap Assessment” to ascertain students familiarity with college academic programs and student services. The Orientation is presented in Spanish as well and is fully ADA compliant. Students are exposed to various college programs and services that will allow them to navigate through their classes supported by college student services toward their educational goal. Students who are challenged by any aspect of the Orientation are offered an opportunity for one-on-one assistance with a Proctor or Counselor to provide guidance.

Students Oriented: Total: 3,239
**Matriculation Component Areas Report (Cont)**

**Assessment:**
The Assessment Center offers the Online ACT Compass English, English as a Second Language and Math Assessment to students who enrolled at WLAC as well as “Ability to Benefit testing” for students who do not have a High School diploma and are applying for Financial Aid. Assessment results represent raw scores in combination with multiple measures to create a placement into respective math and English courses. The College Assessment center in collaboration with the Outreach office provided assessment in English and Math to several of the feeder high schools to include: Los Angeles High, University High, Crenshaw, Culver City, Hamilton High, and Inglewood High Schools. Students who do not pass the “Ability to Benefit Test” are invited to a Matriculation ATB workshop on “Strategies for passing the ATB which includes referrals to the HLRC for tutorial assistance.

**Students Assessed:**
- English: 2,748
- Math: 2,897
- English as a Second Language: 181
- High Schools: 140

**Follow-Up:**
The new “Early Alert” system was implemented this year. The new system was the result of a coordinated effort on the part of the Matriculation Coordinators and District Information Technology Department to expand and improve student persistence, retention and success. The new Early Alert System was presented in several faculty departmental meetings to include: Academic Senate, Counseling Division, Joint Administrators and Faculty Meeting, and others. A PowerPoint presentation of the system was sent out to all full and time Faculty to introduce them to the new system and to provide training on how to use the system. As part of the Follow-Up component the SARS (Student Accountability and Records System) is used to remind students of scheduled appointments upcoming events and college announcements. “Student Planners” were purchased and given out to students two weeks before the beginning of the semester and thereafter.

**SARS Calls:**
- English Assessment Reminder Calls: 2,557
- Math Assessment Reminder Calls: 2,790
- ESL Assessment Reminder Calls: 187
- Counseling Reminder Calls: 1,044
- Transfer Event EOPS / Umoja: 575
- Admission Calls: 21,812
- Faculty Calls: 5,941

**Total SARS Calls: 35,557**

**Academic Probation:**
Each Semester students that fall into the Academic and Progress Probation category are sent letters indicating that they must see a Counselor.

**Total Number of Letters sent out: 312**
Career Exploration and Assessment:
The Matriculation Program developed a Virtual Career Center as part of the Matriculation website. This year the Virtual Career Center offered Career Workshops for undecided students. These workshops offered by Yamonte Cooper a Part-time Counselor at West, proved to be successful in providing students access to a variety of Career Assessments and opportunities for exploration and development of career interests.

Total Number of Students: 81
Workshops: 29
Discover Career Assessment: 52

Financial Aid Student Educational Planning Workshops:
Beginning Fall 09 Matriculation began offering Student Educational Planning Workshops (F.A.S.E.P.W.) Workshops for Financial Aid students. These workshops are facilitated by the Counselor and Counseling Assistants in the Assessment Center. Workshops are done in a group setting with the purpose of completing a one or two semester Individual Student Educational Plan. Students are encouraged to follow-up with an Individual Counseling Appointment in the Counseling Department for more individualized planning.

Financial Aid SEPS completed: 575
Total Number of Students: 575

Coordination and Training:
The Matriculation Advisory Committee consists of the Math, English and ESL Department Chairs, representatives from DSPS, Financial Aid, Counseling, EOPS/Care, Admissions, Assessment, ASO and Institutional Research. The committee continues to meet quarterly per academic year. The Committee has a Assessment Sub-Committee that each semester reviews the Assessment Instrument, process, and practice for possible changes to improve student outcomes.

Research:
This year Matriculation completed Content Review research with ACT Compass, Disproportionate Impact and Cut-Score Analysis and Review Studies through WLAC Institutional Research and is currently conducting a “point of service survey” for Assessment and Orientation with the Student Services Department.
Matriculation Program 2011 Plans

Change of Matriculation Calendar:
A recommendation from Jaime Martinez a former WLAC transfer student, Matriculation Proctor and Access to Success Student Ambassador was to rethink the Matriculation Process. In his view the Process could be improved by paralleling the Matriculation Process at the University level. We are giving careful consideration to scheduling the Matriculation Process between the Months of January and June for Fall with specific months i.e.: April and May for Assessment etc. for new and continuing students and September through December for the Spring semester. We plan to coordinate with Financial Aid and the Matriculation component areas such as Admission and Counseling for consideration of a new Matriculation calendar.

Expansion of SEP Workshops to Include Career Workshops:
Matricula formation hopes to expand the FASEP Workshops (if given additional space adjacent to the Assessment Center) where students can come for Career and Student Educational Plan Workshops.

Orientation to College Course:
A “College Success” course has been written by the Matriculation Coordinator to capture the interest of students who are new and or returning and need information concerning the Matriculation process, vocational and academic programs and student services. This course was written in response to low student retention and persistence rates. Research demonstrates the positive impact a College Orientation course such as “College Success” has on student persistence and overall success.

Expansion of Matriculation Visibility and Access to Students:
Matriculation is a difficult term generally misunderstood by the vast majority of the students who enter the college. It is imperative that Matriculation Services for students such as the College Orientation and Assessment becomes more visible to students to maximize student usage and participation. We are confident that with increased visibility through the College Website for Matriculation Services such as Assessment, Orientation and Counseling student outcome will improve.

Development of “New Student Life Connection Page” and enhancement of Matriculation “Virtual Career Center”:
Matriculation plans to develop and implement a web-based, interactive, Online “New Student Life Connections” page that will enhance student awareness of student support services for online and on-campus students, academic programs, services and personal development opportunities. Enhance Virtual Career Center and job information, links to success (help-line), referrals for “health and safety”, links to Student Educational Planning and Practice.

Counseling Follow-up:
The SARS Automated calling system automatically calls students to remind them of their Counseling appointment. As part of the retention effort, Matriculation plans to follow-up with students who miss Counseling appointments, Transfer, Student Educational Planning, or Career appointments with a personal phone call or email as part of the follow-up effort.
**Assessment Follow-up:**
Students who miss their Assessment Appointments will be emailed and called to schedule another appointment as part of the follow-up effort. To ensure that students are completing the Assessment Component to improve correct course placement and overall student success.

**Early Alert Follow-up:**
Before the semester begins and Early Alert Power-point training will be emailed to all faculty to enhance retention and persistence through out the semester. Weekly EARLY ALERT reminders will go out to faculty reminding them of their ability to use the system to follow-up with student progress.

**Pre-Requisites:**
Matriculation hopes to encourage course advisories for all courses that do not currently have Pre-Requisites to better assist students in their course selection and Student Educational Planning process.

**Screening for Students who have not assessed:**
In spite of the continuous effort to encourage students to take the Assessment Test, students continue to delay taking the Assessment Tests. Matriculation Hopes to collaborate with the office of Admissions and Records along with teaching faculty to get the word out on the need for students to complete the Assessment test.