Program Review Part 1:
Reflection and Assessment

Fall 2010

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MODULE 1. DEPARTMENT PURPOSE

Describe the purpose of the Office Program Service
The purpose of the Matriculation program is to provide access for students to the academic and vocational programs offered by the college. The program is designed to ensure the academic success of students as they matriculate through the key Matriculation component areas of: Admission, Orientation, Assessment, Counseling and Follow-up.

Describe how the stated purpose aligns with the college mission statement
The purpose of the Matriculation program is to provide access for students to the academic and vocational programs offered by the college. The program is designed to ensure the academic success of students as they matriculate through the key Matriculation component areas of: Admission, Orientation, Assessment, Counseling and Follow-up.

MODULE 2. RESPONSE TO PRIOR RECOMMENDATIONS

How has the Office addressed the recommendations from the previous program review
Prior recommendations were addressed in the previous program review.

What has the Office done regarding implementation of accreditation recommendations
Matriculation services has responded to the Accreditation Recommendation Six by implementing the following programs under the Student Services Goal Areas: (Matriculation Year End Report 2009-2010)

Goal 2: Career Education Workshops- Career Exploration and Matriculation Virtual Career Center:162

Goal 3: Early Alert System: New Online web-based Instructor referral system for students "at risk" to academic and student support services and SARS Online (Student Accountability and Records System) Automated Call system used for notifications and appointment reminder: 35,557 calls to students.

Goal 4: Financial Aid Student Educational Workshops have been implemented to provide SEPS for students applying for Financial Aid to support educational process: 913 students

Goal 5: ACT Compass web-based Assessment of English, Math and English as a Second Language Skill level. The Assessment Placement directs students to courses where they will
benefit by the instruction and are most likely to succeed. Appointments for Assessment are available Online. Assessment information is available Online: 3,680 approx

Goal 6: Online Orientation to introduce students to College Academic and Student Support Programs: 3,239 students

**MODULE 3. EFFECTIVENESS: ENROLLMENT TRENDS**

*Describe the trends in Enrollment and FTES*

The Enrollment trends by "Instructional Delivery and Mode of Instructional Delivery" indicate that the Online student population is increasing steadily and that more support will be needed from Matriculation to ensure the online students academic success. The Matriculation program has diligently supported a computerized environment as an "access" point for all of the key component areas of the Matriculation program. The Admission program uses CCAPPLY to allow students Online access to admission. The College Orientation is Online, Counseling is available Online, ACT Compass Assessment is web-based, Follow-up on student progress through the web-based Instructor site is online for easy e-mail access to students. The Matriculation program will continue to work closely with the Distance Learning office to develop more student support resources for Online students. Currently, ACT Compass is expanding its remote Assessment testing sites which will assist Distance Learning students who need Assessment testing to take the Assessment test in a location that is closer to where they live, subsequently offering more opportunities to take course for transfer and the Associates degree.

*Describe the trend in section counts and average class size*

Given the data on "Section Count and Average Class Size by Instructional Delivery" the data reveals that the Online program is progressing faster than comparative instructional programs. The Matriculation program plans to continue to enhance online Matriculation Services delivery methods currently used to "reach" these students in an effort to significantly begin to engage in their academic progress, success and attainment of their educational goal. The "New Student Life Connections" web page will assist with this effort if implemented.

**MODULE 4. EFFECTIVENESS: STUDENTS AND STUDENT SUCCESS**

*Based on the demographic trends in enrollment what are the implications for your Office*

The "Student Demographic Trends" indicate that although the female population is larger, there is a slight increase in the male student population. The Matriculation program continues to define itself through "student image projection" as culturally diverse and multi-ethnic. This data underscores the current effort to provide publications and digital Online material in Spanish and English. Some of this is already available to students. Spanish translation is featured in the : WLAC Schedule of classes Matriculation Instructions, the College Online Orientation, and the Assessment test that is not translated into Spanish but offers a English as a Second Language Assessment that was developed for students whose native language is not English.

*Describe the trends in Success Rates and Retention Rates*

As previously mentioned, the Matriculation Program has the challenge and opportunity to expand in Matriculation support services to Online students. It is expected that through this effort the success rates of the Online student population will improve. The retention rates of the ACT program demonstrate the positive impact of students working as a learning community. The data demands that Matriculation expand the the information given to students through the Online Orientation to include the benefits of learning in a "community" and to encourage students to develop communities to support their learning process. It appear feasible to communicate to students that some of the characteristics of being in a community albeit "learning" will be beneficial to their overall success and acquisition of their educational goal using the Matriculation Online Orientation as a vehicle and the planned for "New student" web-
based Matriculation page called "New Student Life Connections" as a pivotal point for reaching students.

Describe the trends in degrees and certificates awarded
The data suggests that improvements can be made in the area of student acquisition of the Associate Degree and or transfer. Matriculation strives to provide the support network that ensures academic success for students through the Matriculation component areas of Admission, Orientation, Assessment and Follow-up. However, it seems evident that the missing link is somewhere between the academic or personal aspects of the student experience. The problem is not knowing as an institution what the problem may be in time to assist the student toward success. Hopefully, the Early Alert system and the "New Student Life Connections" page to be posted on the WLAC web site will be a mechanism that pulls together the Academic and Student Services support that is available to students in a new way. This new approach will bring the Academic and Student Services Divisions of the college together to work holistically with the student.

MODULE 5. STAFFING TRENDS
List the current staffing levels
Matriculation Program:
Coordinator: Patricia Banday: .1 FTEF
Student Services Assistant: Marty Turner: .1 FTEF
Student Services Aide: Ana Chang: .1 FTEF
Student Workers: 4

Are staffing levels adequate to fulfill the purpose of the Office
Before the budget cuts the Assessment Center was staffed with an evening proctor. It would be helpful to backfill this position when feasible.

MODULE 6. EFFECTIVENESS: FUNCTIONS AND SERVICES
Who is served by the program?
Since the Matriculation Program offers services to students through funding, personnel, supplies, software support, etc., for the Admissions, Assessment, and Counseling departments, the Matriculation program serves all students of the college.

List the functions and services provided by the Office
Matriculation offers support through the following areas:
Admission: CCAPPY, SARS CALL, Registration assistant relief, supplies
Counseling: SARS Online appointments, SARS CALL reminders, Career Workshops,
Career Discover Assessment, Degree Works Student Educational Planning, Electronic Student Educational Plan, Early Alert, Matriculation / Financial Aid Student Educational Workshops
Orientation: Matriculation manages Online Orientation program, Orientation to High Schools and Community
Assessment: Matriculation manages Web-Based Assessment Center, Assessment for all students, Assessment for Feeder High Schools and Community groups.
SARS: Matriculation manages the SARS (Student Accountability and Records System) for all appointments, automated Call, and student services tracking for the college student services departments and some academic faculty.

What outreach activities has your department hosted or was engaged in
The Matriculation program has provided Admission, Assessment, Counseling and Orientation to several community groups such as: Cedar Sinai, Los Angeles Police Department, Sheriff
Department, Crystal Stairs, Young Black Scholars etc and feeder high schools to include: L.A. High, Dorsey, Crenshaw, Hamilton, Venice, Inglewood, Westchester, Culver City and more.

Describe the technological advances that have been implemented
Matriculation services are supported entirely Online or web-based:
Assessment: ACT Compass -Web-based
Orientation: Web-Based Online program
Counseling: Online Counseling provided by Counseling Department
Follow-up: Web-based Online program used by Instructors to contact students at risk of failing and refer them to student support services or for academic assistance.

MODULE 7. EFFECTIVENESS: SURVEY RESULTS
The Matriculation faculty and staff directly manage the Assessment, Orientation and Financial Aid Student Educational Workshop programs at the college, these programs were evaluated. Assessment and Orientation: Evaluated by Survey Monkey: 100 students surveyed. Results show more than 80% of all students surveyed strongly agreed and agreed that they were satisfied with the services they received in all areas to include: Hours of operation, receiving help that was needed, knowledgeable staff, helpful information, written information that was clear courtesy of staff cleanliness of office.

Financial Aid SEP Workshops: Over 913 student surveyed more than 90% answered yes : they were satisfied and yes : their questions were answered adequately. Orientation "Knowledge Gap Report": Of all students completing the Orientation there was no less than a 23% knowledge increase in all areas of the College Academic Programs and Vocational Programs, Transfer Center, Student Success Services and Student Study Services, Campus Life, College Success, Student Conduct and Safety

Describe the results of relevant surveys
Discuss the implications of the survey results for the program
It seems apparent that we are on the right track in terms of technological and personal expansion in our services to students. We are constantly working toward excellence in our interaction with students and in terms of meeting our own Student Learning Outcome goals.

MODULE 8. STUDENT LEARNING OUTCOMES
What are the assessment plans for the services of the Office?
To continue to use the Survey Monkey and Student Educational Planning Survey, as well as Online College Orientation Report to monitor short-falls and gage progress. As the Early Alert system becomes more widely used web-focus reports will be used to monitor progress with Instructor referral of "at risk students" to academic and student service support programs and also monitor progress of academic and student support service department response to referral.

Based on SLO assessments what changes have the faculty and staff made or do they plan to make?
The Matriculation program staff will continue to evaluate survey findings in an effort to create new programs and services, as well as new ways and means of serving students. The effort will include the improvement and expansion of services to students so that the learning experience at WLAC provides each student with the quality education that will support critical thinking, quantitative reasoning, self awareness, interpersonal skills, civic responsibility, technical competence, cultural diversity, ethics and aesthetics. We are hopeful that with the new Student Services Building the presentation of the services we offer will also improve for example; better heating and air conditioning for an improved environment for students and staffing, and an
increased number of computers and a larger space will increase Assessment capacity and Orientation capacity.

Will these planned changes necessitate a Resource Request?
no

MODULE 9. DEPARTMENTAL ENGAGEMENT
What interdepartmental collaboration has your Office been involved in during the past six years?
The Matriculation program is by design interdepartmental. Collaborations occur among the Counseling, Admission, Assessment and Orientation departments as well as other student services areas such as: ASO, Financial Aid, DSPS, EOPS/CARE, TRIO Workforce, as well as academic programs, departments and committees though out the college to include: Student Services Council, Joint Administrators Committee, Division Chairs etc..

What has your Office done since the last review to establish connections with schools institutions organizations businesses?
The Matriculation program continues to provide Admission, Assessment, Orientation, and Counseling Services to Community based organizations such as: Young Black Scholars, Los Angeles Police Department (POP) program, L.A. Sheriff Department, Cedars Sinai and Crystal Stairs. Feeder High Schools such as: Hamilton, L.A. High, Venice, Dorsey, Crenshaw, Inglewood, Westchester, and others are also given these services

MODULE 10. PROFESSIONAL DEVELOPMENT
List the 2 most significant professional development activities engaged in by each regular full time member in your program
Professional Development Activities:
Ana Chang:
Attended the: Los Angeles Community Colleges Categorical Programs Conference.
Attended the: California Community Colleges State Assessment Association Conference
Marty Turner:
Attended the: 2009Technological Education Conference
Attended the: Umoja 2010 Regional Conference
Patricia Banday:
Attended: 2009Technological Education Conference
Attended: California State Chancellors Office Conference for Categorical Programs: Matriculation Directors

Are there areas of unmet professional development needs?
The Matriculation Staff and Faculty have been encouraged to look for conferences to enhance Professional Development.

MODULE 11. PROGRAMS, CLUBS, ORGANIZATIONS AND SPECIAL ACTIVITIES FOR STUDENTS
Does the Office sponsor a student club or activity?
No

List any awards honors scholarships or other notable accomplishments of students in the program
None

MODULE 12. ENVIRONMENTAL SCAN
**What are the emerging trends in technology?**
The emerging trends in technology indicate that the Matriculation program needs to stay current with cutting edge developments. We are sensing students becoming more interested in fulfilling their needs "immediately". There is little patience and tolerance for long waits, and long papers to fill out. For this reason the program is always looking for ways to expedite student application in whatever process has them engaged, without compromise to the integrity of the end goal. This means that the Matriculation program has to conduct business with and for students as effectively, efficiently, and expeditiously as possible, using technology as our resource.

**What are the emerging trends in the community?**
The trends in the community are the same. There is less time to waste, as time equates with monetary resources. Given the state of the world, the nation, the state, students are focused on acquiring the skills, degree or transfer to obtain a higher level degree, to acquire work, wealth and the resources to support a balanced life.

**MODULE 13. CONTINUOUS QUALITY IMPROVEMENT**

*Describe the improvements in program practice you have implemented as a result of program review*

The Program Review process has created a better understanding for "what needs to be done" in Matriculation Services to support the college effort in ensuring student academic success and life transformation. The program has expanded its contacts with students to include all avenues such as texting. The program has developed group Financial Aid workshops to reach a larger population of students needing Student Educational Planning. The Program expanded the Virtual Career Center to include "brown bag" Career workshops during lunch. The program has expanded its "Student Call" hotline email to answer student questions and concerns on a daily basis. The Early Alert system was implemented to get a better handle on the high risk students and to begin to follow-up in a meaningful way through academic and student service support programs and increased engagement between the Instructor and the student.

*Describe how you have assessed the appropriate improvements in student achievement and learning that have occurred as a result of the improved program practice*

The Student Educational Workshops allowed us to provide an additional 913 Student Educational Plans to students. The Career Workshops expanded the Matriculation Virtual Career Center and were surveyed for effectiveness. The results indicated that the students had an increased clarity on the Career process and information on careers in general. The Early Alert System provides a bridge between academic and student services around the topic of the high risk student, forcing all groups including the student to engage, communicate and problem solve for student success.

**MODULE 14. GRANTS**

*Has the Office applied for any grants in the last 2 years*

No

**MODULE 15. PART 1 AND PART 2 COMPLETION**

*List faculty and staff who participated in this Program Review*

Patricia Banday
Marty Turner
Ana Chang

*Program Manager* Patricia Banday- Coordinator of Matriculation Services
Program Review Part 2:  
Linking Planning to Budget  
Fall 2010  
Goal: 1 New Student Life Connection Page  
Goal Number 1 Goal Priority 1  

MODULE 1. BASIC INFORMATION  
Goal Initiation Year 2011  
To design, 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 and services, personal development opportunities, career and job information, links to success (help-line), referrals for " health and safety", links to Student Educational Planning and Practice.  

Provide a brief description of the Goal  
Responsible Persons Patricia Banday  
Goal Status New Goal Timeline Off  

MODULE 2. STATEMENT OF NEED BASED ON REFLECTION AND ASSESSMENT IN PART 1  
The problem of connecting with students, students gaining access to important information, bridging academic and student services "support" is difficult. This Goal of the New Student Life page is to enhance Student access for Online students and On-campus students to access information that is necessary to their success as a student. The design of this page will demonstrate the "blending of the academic and student support programs and services" with the student, and can serve as providing valuable resources to the holistic development and imminent transformation of the student.  

What issues, problems or opportunities identified in your Program Review Part I. Will this Goal address?  

What SLO assessment / reflection will this Goal Address?  
The "New Student Life Connections" page will be expressive of diversity. It will engage the student in critical thinking and elicit communication. It will provide opportunities for the student to be exposed to quantitative reasoning and technical competence through program planning with counting units, grade points and more. Self- awareness will happen when the student begins to look at his/her educational path or journey. Realization of his/her "civic" responsibility, as a result of being gifted with the opportunity to learn as part of the "New Student Connections - Why we are here" page will move the student swiftly toward a deeper meaning and appreciation for the educational experience and a stronger student ethic and identity.  

MODULE 3. ALIGNMENT WITH COLLEGE STRATEGIC PLAN  
X Goal - Access  
X Goal - Student Learning  
X Goal - Transfer  
Goal - Career Technical Education  
X Goal - Foundation Skills Program  
Goal - Campus Infrastructure  
Goal - Diversified Modes of Instruction
Program Review Part 2:
Linking Planning to Budget
Fall 2010
Planning Actions and Resource Requests

Module 4. Basic Information
Planning Actions
Action Number: 1  Action Priority: 1  Action Initiation Year: 2010-2011
Provide a brief description of this action. Include the critical steps required to accomplish this action:

Consultation with the Information Technology Department and College Graphic Design artist and Web-Master on web-page development.

Action Status: New  Start Date: 11/2010  End Date: 6/2011
Responsible Person: Patricia Banday

MODULE 5. STATEMENT OF NEED
To develop an interactive dynamic web page that is student focused in application and cut

What are the expected results and measurable outcomes of the Action

Module 6. Alignment with Planning Goal
With which Planning Goal does this Action align?
Goal Number: 1  Goal Name: "New Student Life Connections Page"

MODULE 7. REQUIRED RESOURCE FOR THE ACTION (BASED ON RESOURCE REQUEST FOR)
No
Are additional resources needed

Planning Resource Request

MODULE 8. BASIC INFORMATION
RR Name: Web-Consultation  RR Initiation Year: 2011-2012
Responsible Persons: Patricia Banday
RR Number: 1  RR Priority: 1
11/5/2010
Matriculation Services

What are the proposed funding sources for this request? (Mark all that apply)
Desirable
New

Program 100: No  Perkins: No  Grant: No  Bond: No  Categorical: No  Don't Know: No  Other: No

RR Importance  RR Status

Provide a brief description of the Resource Request RR
Perhaps the need to hire a Professional expert for page design and development.
MODULE 9. IMPACT

What other Division, Department, or Program(s) does this request impact?

Name of Division, Program or Office

Impact will be:
Time Facilities Money Staff
Information Technology
College Graphic Designer

Division/department/unit included in planning?
No
No
Off

MODULE 10. FUNDING FOR RESOURCE REQUEST FOR 2011-2012 FISCAL YEAR

Provide all costs associated with request 2011-2012 Estimate

One-Time Ongoing
TOTAL: $3,000 $0

Please provide any additional information that was not covered above
I do not know if the development of this page will require additional IT hourly or consultation. This is an estimate of possible Professional Expert Cost of 40 hours at $75.00 per hour to equal $3,000.00