Program Overview - Program Mission

Program Mission

Describe the purpose of the program:

PROGRAM MISSION:

The mission of the Matriculation Program is to provide access for students to mandated components identified through California legislation AB 17 as core services that must be provided to students enrolled in Credit and Non-Credit courses. These mandated components are: Admission, Counseling, Assessment, Orientation, Follow-up along with institutional components in research and coordination and training. The intention is to enhance and insure Student Success. It has been the effort of the Matriculation Program at WLAC to develop and implement programs that serve this intention.

Respondent: Patricia Banday-Matriculation Coordinator

Validation Review

Data Evaluation:

Objectives:

<table>
<thead>
<tr>
<th>Objective</th>
<th>Begins</th>
<th>Ends</th>
<th>Priority</th>
<th>Status</th>
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<tbody>
<tr>
<td>Enhance and update Orientation Component</td>
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<td>Jun, 2010</td>
<td>Medium</td>
<td>In-Progress</td>
<td>2007</td>
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<td>View/Modify</td>
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<td>Expansion of WLAC Matriculation Satellite Online Career Center</td>
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<td>2007</td>
<td>View/Modify</td>
</tr>
</tbody>
</table>

Program Overview - Overview

Response to Demand

Location, days/hours:

The Office of Matriculation Services is located in the Assessment Center. Matriculation / Assessment services Office Hours: 8:00am-5:00pm and Testing Hours: 9:00am-8:00pm.

Matriculation provides services to students in the Admissions, Counseling, Assessment and Follow-up and Research. The Assessment / Orientation Components currently serve approx. 4,000 students per year. The Follow-up Component serves approx 2,000 students.Additional students are served through the Counseling and Admission component areas through the assistance of Matriculation funding. Matriculation developed, implemented and manages the Electronic Student Educational Plan that currently hosts approx 13,000 Student Educational Plans. Matriculation also provides funding and manages the SARS Software program for programs in the Student Service areas with student contacts to include: Trio, EGPS, DSPS, Workforce Development, Counseling, Transfer Center and Assessment.

Respondent: Dr. Patricia G. Banday - Coordinator of Matriculation Services

Services offered during last cycle:

Service Offered | On-GOING | Date Added | Date Deleted |
|----------------|----------|------------|-------------|

No Service(s) Added.

Number of Participants Served

Given the data, describe the trends in Ethnicity, Age and Gender. What are the implications for your program?

The 2007-2008 data for WLAC shows an increase in non-Credit course participation. The persistence and retention rates indicate that nearly half of our students fall to persist past the fall semester and more than half fail Math and English. The data also shows that the vast majority of students are receiving Assessment and Orientation services, but the data does not show the sustainability of these services. The 2006-2007 data for WLAC indicates that more than half of the population served is of African American, female, and under age 20. The persistence and retention rates indicate that nearly half of our students fail to persist past the fall semester and more than half fail Math and English. The data also shows that the vast majority of students are receiving Assessment and Orientation services, but the
Student Achievements

Given the data, describe the trends in Access, Success, and Persistence. What are the implications for your program(s)?

Matriculation Services attempts to address the needs of the student persistence and retention through each of the component areas. Assessment in English and Math are critical to appropriate placement into English and Math courses to help students persist and succeed. Orientation services are provided directly following the Assessment to ensure that students have a comprehensive understanding of the college efforts to address the needs of the student persistence and retention through each of the component areas. Assessment in English and Math are critical to appropriate placement into English and Math courses to help students persist and succeed. Orientation services are provided directly following the Assessment to ensure that students have a comprehensive understanding of the college efforts to address the needs of the student persistence and retention through each of the component areas. Embedded in the Orientation are "Student Learning Outcomes" referred to as "Stop Gap Questions" that monitor the students understanding of the provided information and progress toward the Student Learning Outcome goals. Students are also asked as part of the Orientation to make an appointment to see a Counselor by using the SARS Online Counseling Appointment link embedded in the Orientation. Students must schedule a Counseling appointment before exiting the Orientation in order to successfully complete the Orientation. Additional links are also provided such as: Financial Aid and other student service areas. We are finding that the economy and the educational system are placing students at a clear disadvantage in terms of the ability to matriculate successfully through college. The Matriculation Student Services Need Survey indicates an increased demand for more support in the areas of child care, money for books, money for gas to afford driving to and from school and additional educational resources to "fill in the gaps" in an attempt to make up for a poor educational history.

Validation Review

Data Evaluation:

Comments:
Please add a response to "Response to Demand" section. Add the matriculation services (currently under Number of Participants Served) to Response to Demand. Confirm the accuracy of the closing time under Response to Demand.

OBJECTIVES:

<table>
<thead>
<tr>
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<td>Medium</td>
<td>In-Progress</td>
<td>2007</td>
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External Validation - Advisory Board

Advisory Board

Members Names, Representation:

<table>
<thead>
<tr>
<th>Advisory Board Member Name</th>
<th>Company/Affiliation</th>
<th>Title</th>
<th>Meet Once Every</th>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Member</th>
<th>Affiliation</th>
<th>Title</th>
<th>Meeting Frequency</th>
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</thead>
<tbody>
<tr>
<td>Mary Jane Mc Master</td>
<td>Math- Chair</td>
<td>Month</td>
<td>Remove</td>
</tr>
<tr>
<td>Diana Baxter</td>
<td>Admissions-Director</td>
<td>Month</td>
<td>Remove</td>
</tr>
<tr>
<td>Chuck Amaungo</td>
<td>Financial Aid Counselor</td>
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</tr>
<tr>
<td>Anthony Gamble</td>
<td>Transfer Center Director</td>
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<td>Remove</td>
</tr>
<tr>
<td>Betty Jacobs</td>
<td>English Dept-Chair</td>
<td>Month</td>
<td>Remove</td>
</tr>
<tr>
<td>Jackie Manheim</td>
<td>Admission Dept.</td>
<td>Month</td>
<td>Remove</td>
</tr>
<tr>
<td>Alma Naved Acosta</td>
<td>EOPS/CARE Counselor</td>
<td>Month</td>
<td>Remove</td>
</tr>
<tr>
<td>Karen Quiltschau</td>
<td>ESL Dept. Chair</td>
<td>Month</td>
<td>Remove</td>
</tr>
<tr>
<td>Nancy Sanders</td>
<td>ESL Dept-Chair</td>
<td>Month</td>
<td>Remove</td>
</tr>
<tr>
<td>Jack Wailes</td>
<td>ASO student</td>
<td>Month</td>
<td>Remove</td>
</tr>
</tbody>
</table>

Respondent: Patricia Banday- Coordinator of Matriculation Services

Meetings

List the Date and Membership of your Advisory Board:

<table>
<thead>
<tr>
<th>Dates (mm/dd/yyyy)</th>
<th># Members</th>
<th>Members Attending</th>
</tr>
</thead>
</table>

No Meetings Added

Reminder: Keep copies of your Minutes for audit purposes.
Recommendations

What have been the major recommendations resulting from your advisory board meetings? Of those recommendations, which have been acted upon, and what is your plan of action with regard to other recommendations discussed?

Recommended:
1. Supplement Assessment Placement Messages with new information to increase participation in Supplemental Learning and Personal Development classes through the Math and English Labs in the HLRC and Counseling Department.
This recommendation will be implemented into the APMS system.
2. Ask that A-12-105 classroom be used as a a space for College Orientation services to include an Online Career Services Center for Career Resource Materials. This recommendation was submitted as a request to the President of Student Services for review. This recommendation has not been acted upon.

Save

Validation Review

Data Evaluation: Return to Unit for Review
Comments:
Turn the Recommendation into an Objective.

OBJECTIVES:
No Objectives Submitted.

External Validation - Program Accreditation

Response to Demand (Operational Program Review)

Is this program subject to approval/accreditation by specialized state, regional, or national accrediting agencies?
No

What is the program's accreditation status?
Matriculation is a result of AB 3 and AB 1542, AB 107 which established a prescribed set of services and operations to be provided for students enrolled in Credit and Non-Credit courses throughout the California Community Colleges. The program is closely monitored by the California State Chancellor's Office with specific program instructions and guidelines. The Coordinator of Matriculation and the Matriculation Advisory Board manage the program components and budget.

Respondent: Patricia Banday - Coordinator of Matriculation

Recommendations

Indicate recommendation of the most recent accreditation evaluation of the program and corrective actions taken or planned. The most recent accreditation report and all additional pertinent documentation and explanations should be available on site for consultant review.

N/A

Save

Validation Review

Data Evaluation: Comments:

OBJECTIVES:
No Objectives Submitted.

SLOs - Program SLOs

Resources
Curriculum Committee webpage with Institutional and Program SLOs listed
42 single course assessments by West faculty
SLO Tutorial on Janet Fulks' Bakersfield CC website
Core Competencies Alignment

How do the department’s course and program SLOs address West’s Core Competencies?

Each of WLAC Core Competencies listed are intentionally designed to address the "whole students" of the 21st century. The WLAC student needs to build upon those competencies to compete in a global economy and survive. Literacy, quantitative reasoning, the ability to communicate, to think critically, and be technologically current are necessary survival skills in the world today and in the future. The Matriculation program is designed to assist the student in the "skill acquisition process" streamlining and maximizing the process eliminating stumbling blocks and barriers and at the same time creating safe and efficient passage through the process to the educational goal albeit, transfer, AA degree, or Vocational Certificate.

Respondent: Patricia Banday-Coordinator of Matriculation Services

Assessment

Describe what has been done in developing and conducting assessment of student learning outcomes. Describe any changes implemented as a result of your findings from the assessment of student learning outcomes.

The Matriculation Department has embedded a pre-post Student Learning Outcome measure in the College Orientation. This measurement indicates the areas that the student has successfully learned and the areas he/she has not. Also embedded in the Orientation are a series of "student ambassador questions" that the student participant is asked to answer that serve to reveal those areas of information "learned" and those areas that have not been learned. This Assessment is done on an individual basis ans students are asked to go back into the section where they were not successful and retrieve the correct information as an additional avenue to teach the information.

Validation Review

Data Evaluation: Return to Unit for Review

Comments:

There are no SLOs listed. Please add the SLOs. Also under Assessment, correct spelling of "and" and "avenue" in the last sentence. Currently they are spelled "ans" and "avenue."

No Objectives Submitted.

Program Effectiveness - Surveys

Student Satisfaction Survey

No Survey(s) Added.

Discuss and analyze Student Satisfaction Survey results and what program changes will be implemented in response to the survey data.

Students were asked to rate each point of service area to include all areas in the Matriculation Program: Admissions: Assessment, Orientation, and Counseling. Students were asked to rate each area as: excellent, good fair or poor. The vast majority of students rated each of the service areas as "good." Students made notations in the comment section of the survey detailing specific concerns and suggestions for improvement. Some of the responses include:

"Admissions: Need more than two windows for helping students; Counseling: More counselors and more money for books; Assessment Students should be able to take the Assessment test twice a semester; Orientation takes too long. (excerpts from S.S.Survey) See Supplemental Section for Survey.

Respondent: Patricia Banday- Matriculation Coordinator
Discuss and analyze Faculty/Staff Program Assessment Survey results and what program changes will be implemented in response to the survey data.

Results from the Student Services Survey were given to the Vice-President of Student Services and disseminated to the Departments for their review and consideration. Each department has the opportunity to review “Student Comments” and make changes if necessary to improve services. In response to a few comments made by students asking for improvement in the Orientation; Matriculation has added "Student Q and A sessions" to provide students with more personal contact in resolving their questions and concerns. These sessions are held daily and are conducted by recent WLAC Student graduates that are now Student Ambassadors in the Academic Hurdlers Program. Student Survey results are available through the Student Services Division.

Data Evaluation:

Comments:

OBJECTIVES:

No Objectives Submitted.

Program Outreach

What standing committees does your program maintain? What are their charges and membership?

Matriculation Advisory Committee:
As a oversight committee to monitor program progress and advise. Matriculation Assessment Sub-committee:
Oversees and manages Assessment process and reviews Placement: scores, messages and operation within the college.

What intra-college collaboration has your program been involved in during the past six years?

Matriculation has interfaced with the Academic Senate, the English and Math departments and all student service programs to include: EOPS, TRIO, Workforce Development, Child Development, Transfer Center, Counseling, Title 1, and other programs.

What has your program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?

The Matriculation Program has interfaced with the various programs such as the "Sheriff Dept" and schools over the years. During 2005-07 Matriculation provided an "Access to Success program" that provided access to college Matriculation Services including onsite Assessment services to seven feeder High Schools.

Respondent: Patricia Banday, Matriculation Services

Validation Review

OBJECTIVES:

No Objectives Submitted.

Professional Development

What professional development activities have you participated in this year?

Professional Development

<table>
<thead>
<tr>
<th>Name &amp; Status</th>
<th>Activities (mark all that apply)</th>
<th>Comments</th>
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<td>- Conferences</td>
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<td>- Off-Campus Presentations</td>
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<tr>
<td></td>
<td>- On-Campus Presentations</td>
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<td></td>
<td>- Professional Organization (Specify)</td>
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<tr>
<td></td>
<td>- Publications</td>
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</table>

Data Evaluation:

Comments:

OBJECTIVES:

No Objectives Submitted.
Professional Development Needs

Are there areas of unmet professional development needs among faculty in this program? Please explain a proposed plan of action for addressing this need and any resources needed to achieve this development.

Due to budgetary constraints some of the conference need is unmet.

Respondent: Patricia Banday

Validation Review

Data Evaluation:

Comments:
Please add a list of what conferences, professional development workshops, etc. individuals attended. List only those that are routine.

OBJECTIVES:

No Objectives Submitted.

Resources - Personnel

Certificated Administrator, Faculty

<table>
<thead>
<tr>
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<th>Job Title</th>
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No Administrator/Faculty Added.

Classified Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anna Chang</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marty Turner</td>
<td>Student Services Assistant</td>
<td>1.0</td>
</tr>
<tr>
<td>Elizabeth Martinez</td>
<td>Student Services Aide-Counseling</td>
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Student Workers

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<tr>
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<th>Hours/Week</th>
<th>FTE</th>
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<tbody>
<tr>
<td>Alan Caravante</td>
<td>CGCA</td>
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<td>Jaime Martinez</td>
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<td>Leonore Diaz</td>
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<tr>
<td>Jack Waites</td>
<td>Sub-Relf Proctor</td>
<td>30-40 hrs</td>
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</table>

Projections

Projected Retirements:

None

Are available faculty and classified staff adequate to support the program?
We are in the planning to fill the vacant proctor positions at some point.

Respondent: Patricia Banday-Matriculation Coordinator

Validation Review

Data Evaluation:

Comments:
Please add yourself as faculty in the area. Also, correct error under Projections "ar" should be "at."

OBJECTIVES:

No Objectives Submitted.
Facilities

Is space currently assigned to program adequate to support the needs of the service area? Please explain?

The Matriculation Advisory Committee has recommended using the A-12-105 adjacent classroom as a space for Orientation/Career Development Services for students.

Does the program regularly utilize general campus facilities? Are they available and adequate?

Assessment:
When a larger population than what the Assessment Center can accommodate needs to be assessed; we will ask to use the Library 2nd floor and other computer labs on campus.

Respondent: Patricia Banday-Matriculation Coordinator

Validation Review

Data Evaluation: [Return to Unit for Review]
Comments: Please add that the new facility will address this need.

OBJECTIVES:

No Objectives Submitted.

Resources - Planning

Past Unit Plan Objectives

What is the status of the objectives in the 2007 unit plan. Areas will evaluate the objectives included in the unit plan for 2007 in a grid with following measures: completed, in progress, deleted. Please explain outcome.

Based on your evaluation, what objectives or initiatives would you develop to improve this measure?

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Service Area Planning Assumptions

In the space below, please list the planning assumptions that will guide your program during the next 6 year period. Include assumptions for at least the following areas:

- Expected demand
- Anticipated funding trends
- Anticipated pedagogical trends
- Anticipated technological trends
- Anticipated trends in student needs and/or demographics
- Relevant Advisory Group recommendations

Given the replacement of Matriculation Services to the new site:
Expected demand: has shaped our request for a larger lab with 50 computer stations.
Anticipated technological trends: This will drive the Assessment capacity and progress in testing.
Anticipated trends in student needs: This has driven Matriculation services to become more: user friendly, online and web-based.
Anticipated funding trends: This has always shaped the outcome of the services we are able to provide.
Relevant Advisory Group: This group has always provided insight and direction to the Matriculation plan for the college.

Respondent: Patricia Banday- Coordinator of Matriculation Services

Self-Assessment of Challenges Facing Program

Please present the program’s analysis of the challenges it will face over the next 6 years in light of the measures of program effectiveness, progress toward past goals, and new planning assumptions.

The challenges Matriculation faces are larger than the college. The current economic trends and subsequent income challenges our students face and will face as our economy heals, has the strongest influence over student retention, persistence and ability to succeed. We do not know if our state or federal economy will be able to support the lives of these students who are attempting to gather the tools to transfer, gain an AA degree, or Vocational Certificate. This remains to be seen. Students are coming in very stressed and almost frantic about how to “cope” and many don’t make it through the semester.
Resources - Resource Request

No Resources Submitted.

Supplemental Material

Supplemental Materials:

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<thead>
<tr>
<th>File Name</th>
<th>Description</th>
<th>Uploaded</th>
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<th>Delete</th>
</tr>
</thead>
</table>

Final Summary

Summary

Based on your program review, summarize

Program Strengths - What is your program doing well?

Matriculation is doing very well in the Area of Student Services to include: Admission, Assessment, Counseling, Orientation and Follow-up. The Counseling component has done a good job of completing Student Educational Plans and will undergo additional changes with the new "Degree Audit" program that once implemented will capture more SEP information and will provide more educational planning services to students.

Program Weaknesses - What areas can your program improve?

Matriculation has been working with the LACCD office to create a system that can accurately gather the MIS DATA that reports Counseling and Follow-up services. The District MIS department is meeting with a sub-committee of the District Matriculation Committee to design a format for capturing this data. We hope this will happen soon. Until this time WLAC Matriculation has continued to track services and data on students through the SARS system which is not linked with the District. The MIS Matriculation data that is currently reported by the LACCD to the State Chancellors' office in incomplete.

Discuss anything else you would like to share about your program that has not been addressed.

Matriculation has always attempted to provide excellent service to students and is always looking for strategies to provide greater access and success for students. We have developed and are currently implementing "Student Question and Answer" sessions once a day with the Academic Hurdler Ambassadors in the Assessment Center. Additionally, we hope to enhance the Academic Hurdler Student Call question and answer email service to students with a "live chat feature" to create a more personal response to student needs.

Respondent: Patricia Banday-Coordinator of Matriculation Services

Validation Review

Data Evaluation: Accepted

Dean’s Review and Recommendations:
Please review the comments throughout the document. An objective and and SLOs are needed in addition to minor edits/additional information. Thank you.

Student Services Council Review

Submit Program Review

Program Review has been completed for this Unit.