

**WEST LOS ANGELES COLLEGE**  
**MATRICULATION PROGRAM-FOLLOW-UP COMPONENT**  
**ACADEMIC HURDLERS PROGRAM**  
**FALL 2007**

The Academic Hurdlers Program was developed and implemented by the Matriculation Program Fall 07 term as an effort extending from the Follow-up Component of the West Los Angeles College Matriculation Plan. The program consisting of the Student Needs Assessment, Resource and Referral Triage Center, Progress and Academic Probation Intervention and follow-up activities will continue into the Spring 2008 term.

**ACADEMIC HURDLER: STUDENT NEEDS ASSESSMENT**

**CLASSROOM DISTRIBUTION:**

Student Check-list Need Assessments were distributed to all Full and Part-time Teaching Faculty. The check list was designed to capture student need in the following areas: Academic Counseling, Financial Aid, Food, Child Care, Housing, Time Management/Study Skills, Tutoring Services, Finding Work, Health Care Physical and Psychological, Money for Books, Transportation and Student data: Student ID, Name, Contact Number, Email address and Birth date. (See attachment A).

**Process:**

Students were given the Needs Assessment in class. Instructors distributed the Assessment cards and then asked students to read the card and answer the questions on the back of the card. Instructors also informed students that if they had previously completed a Needs Assessment in another class, should they not complete an additional Assessment. The students were then given an opportunity to complete the short assessment within the class session.

**Need Assessment Context:**

To initiate the Assessment Process, students were given three questions on the "Students Needs Assessment" to contemplate for purposes of providing a context from which to effectively approach the Need Assessment. Students were asked the following:

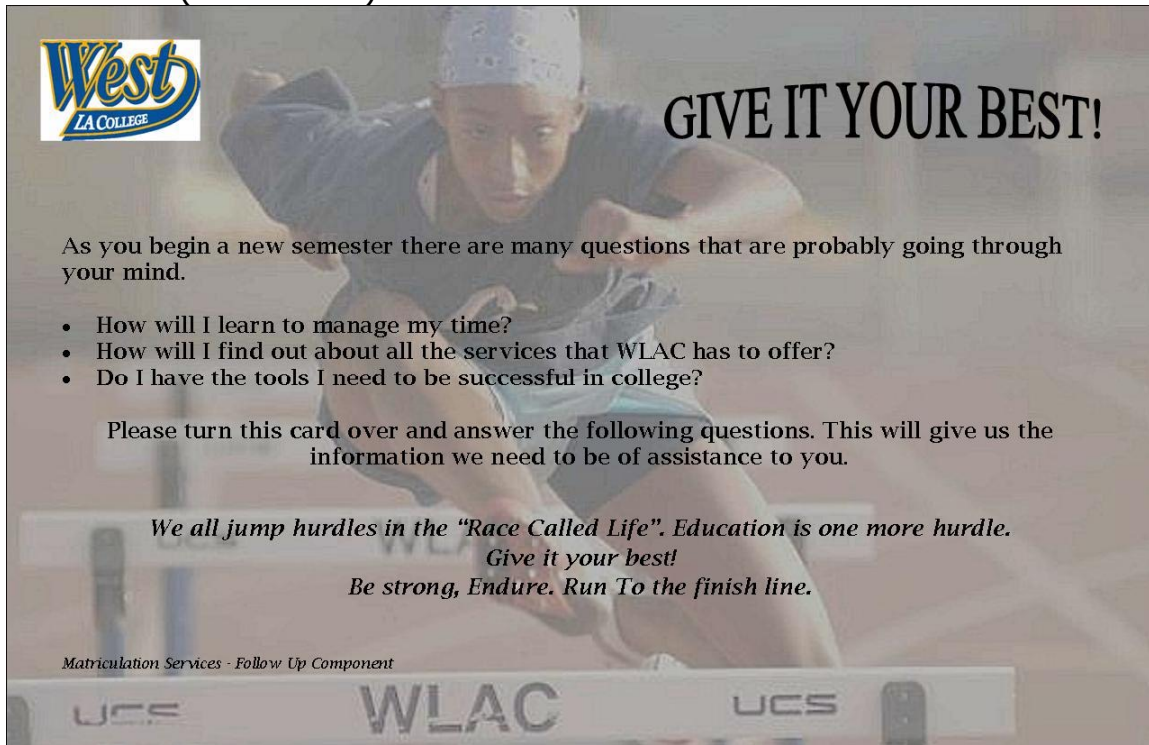
As you begin the new semester, there are many questions that are probably going through your mind.


- \* How do I manage my time?
- \* How will I find out about all the services that WLAC has to offer
- \* Do I have the tools to be successful in college

Students were then asked to "turn the card over and to answer the following questions. This will give us the information we need to be of more assistance to you."

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Attachment "A" (Front View)





**GIVE IT YOUR BEST!**

As you begin a new semester there are many questions that are probably going through your mind.

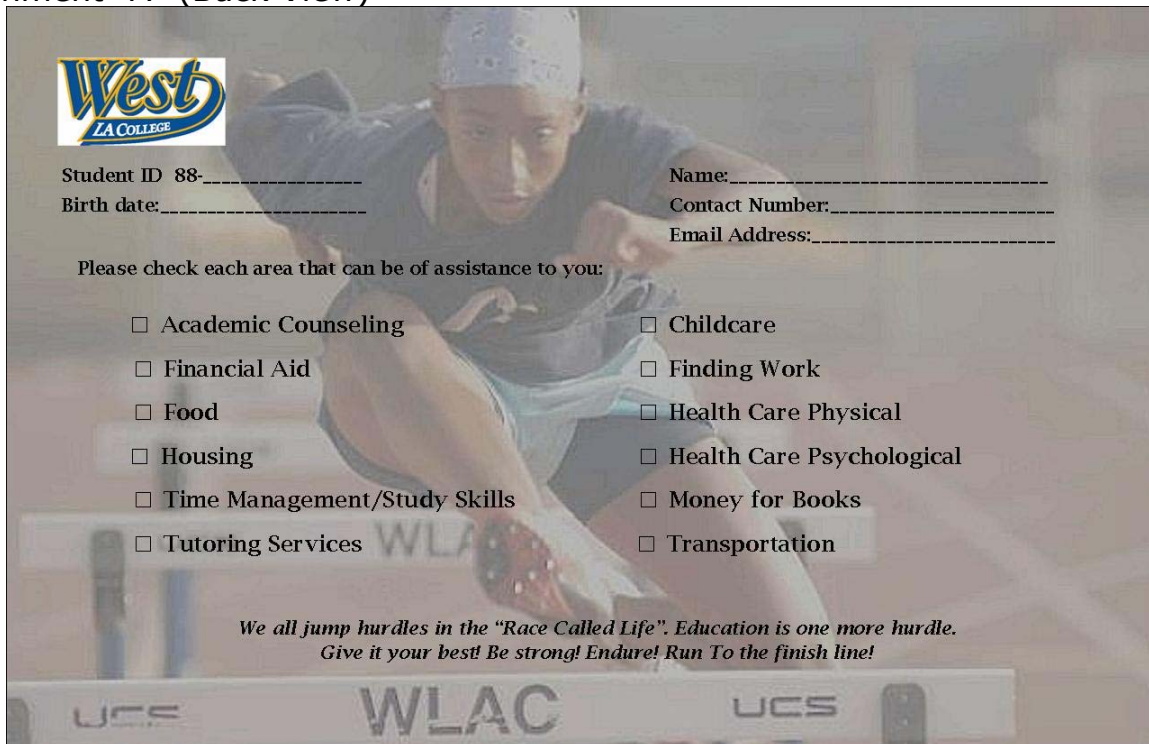
- How will I learn to manage my time?
- How will I find out about all the services that WLAC has to offer?
- Do I have the tools I need to be successful in college?


Please turn this card over and answer the following questions. This will give us the information we need to be of assistance to you.

*We all jump hurdles in the "Race Called Life". Education is one more hurdle.  
Give it your best!  
Be strong, Endure. Run To the finish line.*

Matriculation Services - Follow Up Component

Attachment "A" (Back View)





Student ID 88-\_\_\_\_\_ Name:\_\_\_\_\_

Birth date:\_\_\_\_\_ Contact Number:\_\_\_\_\_

Email Address:\_\_\_\_\_

Please check each area that can be of assistance to you:

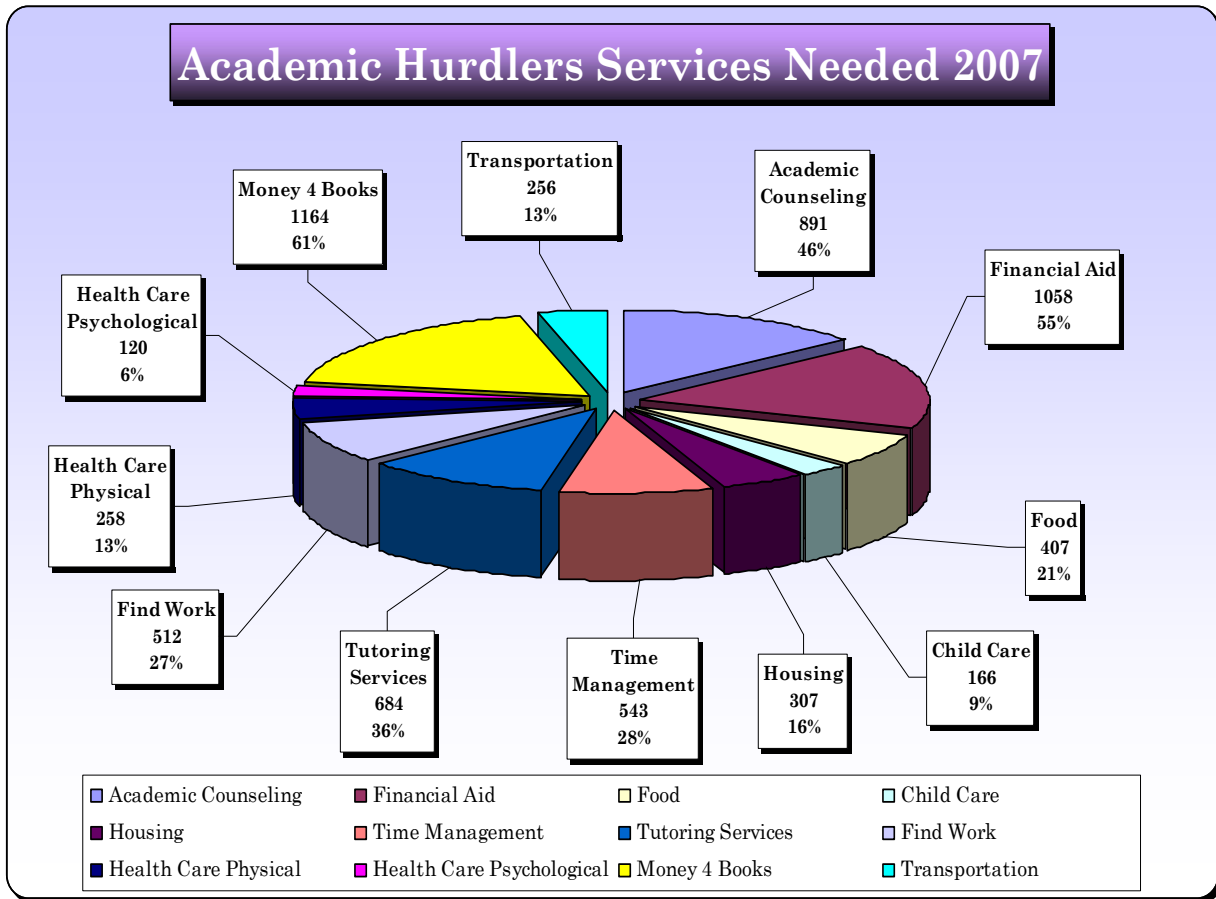
<input type="checkbox"/> Academic Counseling	<input type="checkbox"/> Childcare
<input type="checkbox"/> Financial Aid	<input type="checkbox"/> Finding Work
<input type="checkbox"/> Food	<input type="checkbox"/> Health Care Physical
<input type="checkbox"/> Housing	<input type="checkbox"/> Health Care Psychological
<input type="checkbox"/> Time Management/Study Skills	<input type="checkbox"/> Money for Books
<input type="checkbox"/> Tutoring Services	<input type="checkbox"/> Transportation

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**Needs Assessment Results:**

We received over 1900 cards back from WLAC Faculty. The following graph delineates the distribution of needs as reported by students in the following areas.



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**ACADEMIC HURDLERS TRIAGE:**

During the time the Student Need Assessment cards were being distributed in the classroom, the Academic Hurdlers Program was becoming more apparent to students. As a proactive immediate response the Academic Hurdlers Rescue and Relief Center Triage station was set up. The RRC Triage was managed by two Student Ambassadors. The Ambassadors identified the necessary materials for distribution as consistent with the Hurdlers Needs Assessment and provided information to students in the following areas: Academic Counseling, Financial Aid, Food, Housing, Time Management / Study Skills, Tutoring Services, Child Care, Finding Work, Student Physical and Health Psychological, Money for Books, and Transportation. Student data was captured to provide follow-up services to the student. This data includes: Student ID, Name, Contact Number, Email address and Birth date. (See attachment A).



**TRIAGE PROCESS:**

An Academic Hurdler Triage Station was set-up and entitled the "Student Resource and Relief Center". The SRR Center was identified with a beautiful banner featuring a student athlete jumping over a hurdle. Notification for students to drop-by the center for assistance was made available on the College Electronic Board visible to students as they enter the college and through a bulletin emailed to all faculty requesting classroom announcement be made. Student Ambassador's provided Triage services to students Monday through Friday at the hours when students were outside of classes in the largest numbers primarily between 11:00 am and 2:30 pm. Students were asked to sign-in and

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then were given the opportunity to ask questions. In response, the Student Ambassadors offered resource and referral information to the students.

**Qualitative Data:**

At the SRR Triage Center, students were given an opportunity to detail their concerns and suggestions on the Student Need Assessment form. The following table details the major categories of concern written in by students.

Comments	Comments
Class environment conducive to learning	Lower prices on books
Better seats	Healthy Food
Better food	More honors program
In-n-Out truck	Math tutors
Discount on public transportation	Healthier Food
More money for books	More used books
More information on Transferring	Better Parking
Math Tutors	Textbook prices are INSANE
Psych Counseling	Library book made available
More services for Disabled students	More used books
Finding Work- in field chooser	Tutoring in Spanish
Better Food	Financial Aid on time
Finding Work in Orange County area	Library research facilities
Better food than lunch truck and bookstore	Time management Information
Cannot do anything w/out social security	Money for books
Lower prices on books	Chicano Studies
Better Students Desk	Chairs
Less disorganized financial aid office	Need to take Finance 001 Intro, its not available
More food choices	Computer access
Mobile In-n-Out truck	Later library hours
Financial Aid with other offers	In-n-Out truck
Later hours for library to be open	Geography Lab tutoring
Parking closer to classes	Need to take Finance 001 Intro, its not available
Better Healthier food on campus	Vending machines are always broken
Food - need more choices	Cafeteria with long hours

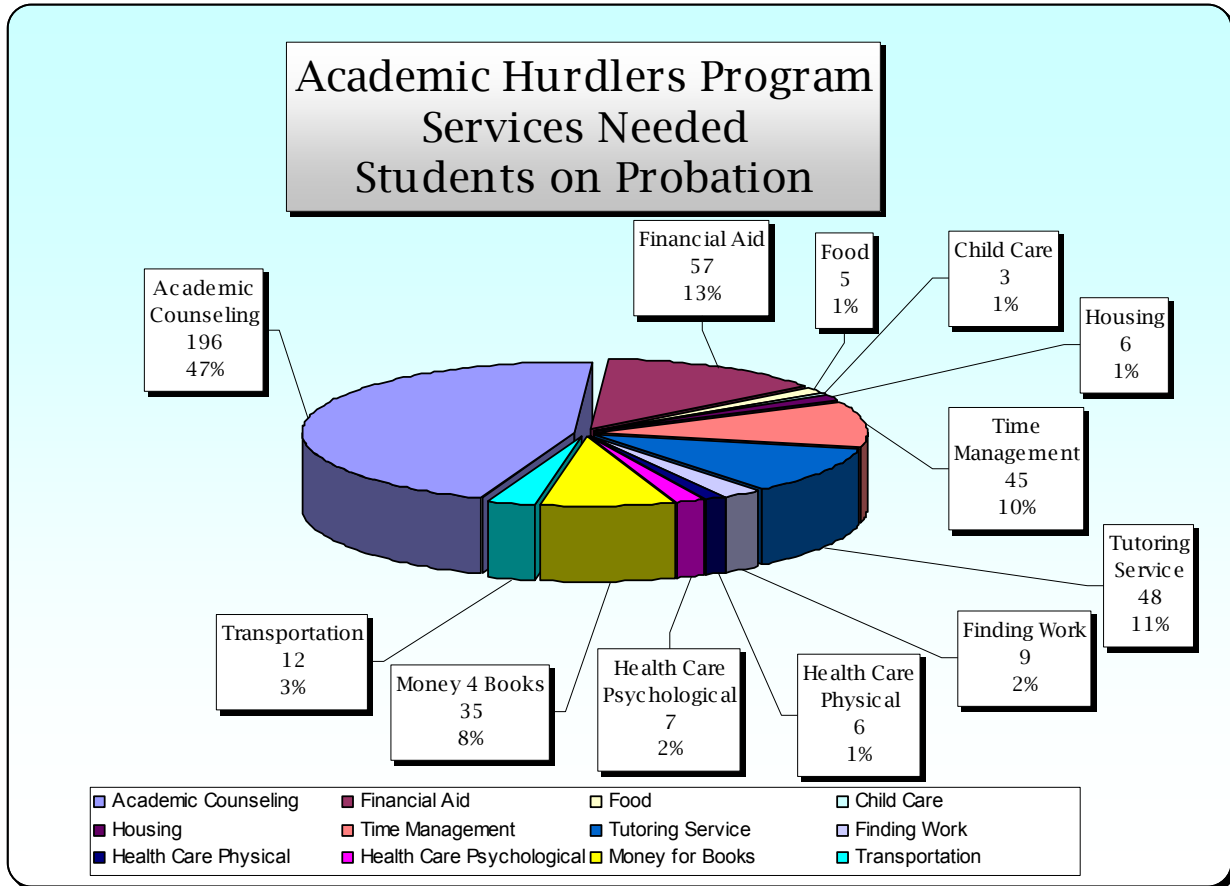
**ACADEMIC HURDLER: STUDENTS ON ACADEMIC / PROGRESS PROBATION AND COLLEGE DISMISSAL**

Each year the District office sends mailing labels for students on Academic / Progress Probation and College Dismissal. Matriculation Services was able to use these labels to send the students an "invitation" to come to the Matriculation Program office for assistance with their academic future. Additionally a SARS call went out to these students requesting that they report to the Matriculation Services Program for advisement and assistance.

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**SARS CALL MESSAGE:**

A SARS Call message was sent out to all students on Probation asking that they come into the Matriculation Office for an appointment. These students met with the Student Ambassadors for intake and discussion about initial concerns. Subsequent to the intake the student Ambassador scheduled the student for an individual Counseling appointment.



**Summary:**

The following data represents "student need" as reported by students through the classroom "Need Assessment" Resource, Relief Triage Center and Academic Progress Probation Prevention Project. Each department listed was given the student data that is essential to the students they serve. Our largest need was in the area of Academic Counseling where nearly all students needed an "individual Counseling appointment". These students were personally called by the Academic Hurdler Ambassadors and a Counseling appointment was scheduled by the Ambassador with the student. All other departments were given their list of students to make direct contact from their departments.

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- Counseling: 1087 Students called from Matriculation Services and Counseling appointment were scheduled.
- Financial Aid: 1115 Students (List given to Financial Aid)
- Child Care: 169 Students (List given to Child Development Center)
- Health Services Physical: 264 Students (List given to the Health Center Services)
- Health Services Psychological: 127 Students(List given to the Health Center Services)
- Employment Finding Work: 521 Students (List given to Workforce Development Services)
- Books: 1199 Students (List given to Financial Aid Department Services)
- Food: 412 Students (List given to Financial Aid Department Services)
- Transportation : 268 Students (List given to Financial Aid Department Services)
- Time Management: 588 Students (List given to Counseling / Matriculation Department Services)
- Housing: 313 Students (List given to Counseling / Matriculation Department Services)
- Tutoring Services: 732 Students (List given to the Learning Resources Center Services)

The Academic Hurdlers Program has revealed significant information that has served as the driving force behind the implementation of creative strategies to ensure student persistence, retention and academic success. We are confident that the scope of the program will broaden with experience addressing student's needs in a consistent and meaningful way.