

**Standard II.C.3.**

*The institution assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services to students regardless of service location or delivery method.*

**Evidence of Meeting the Standard:**

West Los Angeles College has refined and expanded its use of technology to serve students.<sup>1</sup> Many student services are available online, as well as on campus. Students also have the ability to make appointments online for on-campus services,<sup>2</sup> and students can use email to request that a course taken outside the Los Angeles Community College District be accepted as meeting a pre-requisite.<sup>3</sup> The student services website includes an online concierge that records questions submitted by students. Student Services will use these questions as the basis for an FAQ to be posted on the College website.<sup>4</sup>

In addition, the EOP&S Office offers an app that gives students one-touch calling to EOP&S Resources. Through the app, students can access the interactive EOP&S Events Calendar and MyStatus At-A-Glance. Students can also receive crucial push notifications and interact with the EOP&S community through the Forum.<sup>5</sup>

To increase access to student services, the College has expanded its counseling hours through hiring staff, increasing evening and weekend hours, and increasing online counseling.<sup>6</sup> Other services, such as Financial Aid, also offer increased evening and weekend hours at the start of each semester.<sup>7</sup>

To better direct students to the appropriate services, the College has created a Welcome Desk on the second floor of the Student Services Building, where Registration, Financial Aid, and the Business Office are housed.<sup>8</sup> In addition, the College staffs information kiosk booths during peak times at the beginning of each semester.<sup>9</sup>

The College has increased its access to matriculation services for high school students through customized high school visits, Spring field trips, a High School Counselor day, Mini Days, JumpStart, and Upward Bound.<sup>10</sup>

Each semester, the College Public Relations Office publishes an attractive magazine-style brochure with information about services available to students.<sup>11</sup> WestWeek, a weekly newsletter produced by the College's Public Relations Office, provides timely information to students throughout the academic year.<sup>12</sup>

**Analysis and Evaluation:**

As a result of offering services online, in person, and through extended evening hours, West Los Angeles College has been able to serve more students.<sup>13</sup> Students have equitable access to appropriate, comprehensive, and reliable services regardless of service location or delivery method.

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<sup>1</sup> Qless system usage reports:

<https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/QLess%20Usage%20Rep%2013-15.xlsx>  
Online Counseling Service <http://www.wlac.edu/Counseling/index.aspx>

Online searchable class schedule <http://webapps.wlac.edu/>

<sup>2</sup> Hyperlinked list of services online: <https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/Updated%20Directory%20of%20Online%20Student%20Services.docx>

<sup>3</sup> Pre-requisite clearance process: <http://www.wlac.edu/sssp/PreRequisites-CoRequisites.aspx>

<sup>4</sup> Table of Questions, <https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/wlac%20concierge%20questions.csv>

<sup>5</sup> EOPS App <https://itunes.apple.com/us/app/west-la-college-eops/id726603557?mt=8>

<sup>6</sup> Hiring Doc C1121: [https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/C1121-%20A\\_R%20Eval%20Tech0001.pdf](https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/C1121-%20A_R%20Eval%20Tech0001.pdf)

<sup>7</sup> Screen Shot of Extended Hours for Student Services

<https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/IIC3%20Screen%20Shot%20Student%20Services%20Hours.pdf>

<sup>8</sup> Student Success and Support Program Plan

<http://www.wlac.edu/WLAC/media/documents/sssp/SSSPcommittee/SSSP-Plan-2014-2015.pdf>

<sup>9</sup> Email to Spring 2015 volunteers:

<https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/WelcomeWeekSpring2015email.pdf>

Spring 2015 Welcome Week schedule: <https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/Spring%202015%20WW%20Schedule.pdf>

<sup>10</sup> Reports on the HS activities <http://www.wlac.edu/high-school/index.aspx>

JumpStart [www.wlac.edu/jumpstart/](http://www.wlac.edu/jumpstart/)

Upward Bound [www.wlac.edu/ccp/upward-bound.aspx](http://www.wlac.edu/ccp/upward-bound.aspx)

<sup>11</sup> Welcome Week Magazine, Spring 2015: <https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/2015SpringWWMagazine-email.pdf>

<sup>12</sup> Current edition of WestWeek Newsletter <http://www.wlac.edu/events/>

<sup>13</sup> SAP ATTENDANCE REPORTS:

<https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/SAP%20Workshop%2014JUL2015.pdf>

<https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/SAP%20Workshop%2017JUN2015.pdf>

<https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/SAP%20Workshop%2021JAN2015.pdf>

<https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/SAP%20Workshop%203AUG2015.pdf>

<https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/SAP%20Workshop%209SEPT2014.pdf>

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<https://myetudes.org/access/content/group/e6197708-6906-419f-0095-8fccee851002/Standard%20II/Evidence/documents/SAP%20Workshop.%202MAR2015.pdf>  
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