STUDENT SUCCESS & SUPPORT PROGRAM (MATRICULATION)

The Success & Support Program (SS&SP) (formerly Matriculation) is a process that enhances student access to the California Community Colleges and promotes and sustains the efforts of credit students to be successful in their educational endeavors. The goals of Student Success & Support Program are to ensure that all students complete their college courses, persist to the next academic term, and achieve their educational objectives through the assistance of the student-direct components of the Student Success & Support Program (formerly Matriculation) process: admissions, orientation, assessment and testing, counseling, and student follow-up.

SB 1456

SB 1456 is the first step to begin implementation of Student Success Task Force recommendations 2.2 (mandated services), 3.2 (BOG Fee Waiver conditions), and 8.2 (Student Support Initiative). This bill provides a policy framework that targets funding to the core matriculation services of orientation, assessment, counseling and advising, and development of education plans. The bill re-names the Matriculation program as the Student Success and Support Program.

The purpose of the Student Success and Support Program (SS&SP) Plan (Credit Students) is for the college to plan and document how SSSP services will be provided to credit students. The goal of the Student Success and Support Program is to increase student access and success by providing students with core SSSP services, including (1) orientation, (2) assessment and placement, and (3) counseling, advising, and other education planning services, and the support services necessary to assist them in achieving their educational goal and declared course of study.

More specifically, colleges are to:
- Provide at least an abbreviated SEP to all entering students with a priority focus on students who enroll to earn degrees, career technical certificates, transfer preparation, or career advancement.
- Provide orientation, assessment and placement, and counseling, advising, and other education planning services to all first-time students.
- Provide students with any assistance needed to define their course of study and develop a comprehensive SEP by the end of the third term but no later than completion of 15 units.
- Provide follow-up services, especially to students identified as at-risk (students enrolled in basic skills courses, students who have not identified an education goal and course of study, or students on academic or progress probation.)
IMPLEMENTATION OF SB 1456

Beginning Fall 2012, WLAC Matriculation program (now SS&SP) has consistently worked toward the implementation of SB 1456 mandates along with our eight other colleges within the Los Angeles Community College District. SB 1456 mandates briefly cover four areas: Orientation, Assessment, Counseling and Follow-up. Colleges are being asked to provide Orientation, Assessment and an Abbreviated Student Educational Plan to every new and returning student applicants. Additionally, Colleges are being asked to provide every continuing student (with 15 units or more) a Comprehensive Student Educational Plan. Follow-up is required for students on academic and/or progress probation.

The following outlines the SS&SP implementation activities to date. The State Chancellor’s Office is still in the process of working through SB 1456 mandates with the 112 California Community Colleges. The Los Angeles Community Colleges are also working on the development of LACCD Board rules that would align with the state mandates. Everything is still shifting as the colleges, districts and the state embrace the development of the SS&SP. The following list represents some of the programs and activities WLAC SS&SP has implemented in response to the SB1456 mandates over the 2013-2014 academic year. The Student Success and Support Advisory Committee met once a month during the year to discuss, advise and direct program operations as articulated in the SS&SP program review plans for the next year and carried out under the supervision of the Dean and Vice-President of Student Services.

INFORMATION WORKSHOPS

Objective: To notify students of the forthcoming enforcement of SB 1456 priority registration mandates and the implications for students on academic or progress probation or in excess of 100 units.

All students were notified through SARS Call and email message concerning SB 1456 and the impact on Priority Registration.

Students on Academic and or Progress probation or in excess of 100 units were notified through SARS Call and email message concerning loss of their registration priority due to the new SB 1456 mandates. These students were sent a link to a probation video to watch and were asked to attend a probation workshop facilitated by a WLAC Counselor offered online and in-person to students. The workshops are offered continuously twice a week in the SS&SP Assessment Center SSB 420.
WHAT FLAVOR IS YOUR MAJOR SS&SP PROFESSIONAL DEVELOPMENT WORKSHOPS

Objective: To assist Undecided continuing students with the process of determining a major / course of study or career plan. Workshops are offered each semester and are aligned with the course of study transfer and CTE programs offered at WLAC.

SARS calls and email messages were sent out to over 3000 undecided students inviting them to attend the Counselor led SS&SP professional development workshops. Faculty were invited to participate and to invite their classes to attend.

WEST EXPRESSWAY

Objective: To provide new and returning students with immediate access to Orientation, Assessment and an Abbreviated Student Educational Plan. To assist students with the process of identifying an educational goal and course of study or major.

West Expressway is an online system that assists students through the matriculation process from Orientation to Assessment and Student Educational Planning with a Counselor. The system introduces students to and gives them access to application for Financial Aid, educational and pre-assessment planning. The system also assists students through referral to O’Net and Career Cafe online Career assessment and planning process to assist them in the identification of an educational goal and academic major.

APPEALS PROCESS

An appeal process was developed in collaboration with the Admissions and Counseling Divisions to assist students with an “appeal” concerning the matriculation or priority registration process. This process is currently available to students online and in-person through the Admissions office.

FOLLOW-UP

An ongoing effort done with the help of SS&SP Counselors and Career Guidance Assistants to follow-up with students who are at-risk. This includes the following:

- Students who apply to college and do not begin the matriculation process.
- Students who begin the matriculation process and do not complete Orientation, Assessment or Counseling.
- Students who are on academic or progress probation and have lost their priority registration.
- As well as assisting students through the West Expressway by providing: a welcome and connection to a counselor, navigation through the college Orientation, facilitating an understanding of the Assessment practice, process and placement, putting into context placement results, mapping out the first one-to two semesters in an Abbreviated Student Educational Plan with a Counselor.
SB 1456 CAMPAIGN

Objective: To advertise to students the policy changes resulting from SB 1456 and their need to go through Orientation, Assessment and the development of an Abbreviated Student Educational Plan with a Counselors. Also, to apprise continuing students of their need to maintain “good academic standing” 2.0 gpa or higher.

SS&SP ADVERTISEMENT ACTIVITIES

Objective: To get the word out on SB1456 to students, faculty, staff and community. SS&SP Webpage/Schedule of Classes / Student Success and Support Bulletins, Flyers etc.: The WLAC Matriculation page was changed to reflect the state mandated name change from Matriculation to Student Success & Support Program. All other published information was and continues to change as LACCD Board rules and State regulations are sorted out.

Admissions: New Welcome letter developed and “SOAR” cards given to Faculty and new/returning students at the Admissions window and through CCAPPLY.

Kiosks: Over the course 2 sessions for a total of eight weeks Career Guidance Counselors Assistants supervising (6) Six SS&SP kiosks were strategically placed in key areas around the campus to attract and invite students and faculty to ask questions about SB 1456 and the changes to priority registration.

FACULTY & STAFF PRESENTATION

SB 1456 presentations have been made to several college committees such as: Academic Senate, Enrollment management, College council, Student Services Council and others. SS&SP disseminated (4) four SS&SP bulletins for faculty, staff, administration and ASO students.

ATD/Student Success Kick-off:

The SS&SP program has consistently supported the ATD Kick-off events by providing student participant data collection, and West Expressway workshops at each event.

ASO: The SS&SP program staff has attended two ASO meetings disseminating information concerning SS&SP development at WLAC soliciting feedback and input from the student leadership. Currently SS&SP is engaged in developing more collaboration with ASO for Fall 2014.
BUDGET

The SS&SP program received a total allocation of $563,149. Funds were spent to cover the cost of services in the areas of: Orientation, Assessment, Counseling, and Follow-up.

Personnel: 93% of allocation
- Counselors, Student Services Assistant, Student Services Aid
- Career Guidance Assistance
- Assessment Assistance (Proctors, Student Workers)
- Technology Assistance

Supplies/Equipment Maintenance/Travel: 7% of allocation

STUDENT SUCCESS & SUPPORT PROGRAM DATA: JULY 1, 2013-JUNE 5, 2014

Completed Orientation: 4,450
Completed Assessment: 2,800
Completed ASEP: 2,598 Expressway

Student Follow-up:
SARS Calls: 25,668
Personal Email Messages: 10,297
Student Contacts via personal calls: 10,297
All Workshops: 500 participants
Student Surveys are offered to students as part of the West Expressway process as a way to continue to evaluate and improve the system of delivery of services to students.

**SURVEY INFORMATION**

**SURVEY MONKEY**

1,524 participants: Surveying Expressway Assessment Services the overall assessment reveals that students are satisfied with the assistance they receive.

Question pool:

**I received the help I needed:**
- Strongly Agree: 69.88%
- Agree: 27.95%
- Disagree: 0.75%
- Strongly Disagree: 0.20%

**The staff was knowledgeable:**
- Strongly Agree: 70.28%
- Agree: 27.14%
- Disagree: 1.09%
- Strongly Disagree: 0.27%

**The office hours are convenient:**
- Strongly Agree: 59.40%
- Agree: 35.23%
- Disagree: 2.51%
- Strongly Disagree: 0.68%

**The information provided was helpful:**
- Strongly Agree: 68.11%
- Agree: 29.86%
- Disagree: 0.61%
- Strongly Disagree: 0.14%

**Written information was clear and easy to read:**
- Strongly Agree: 69.13%
- Agree: 28.49%
- Disagree: 1.29%
- Strongly Disagree: 0.20%

**The staff was courteous and helpful:**
- Strongly Agree: 72.80%
- Agree: 25.37%
- Disagree: 0.81%
- Strongly Disagree: 0.34%

**The office was comfortable and clean:**
- Strongly Agree: 72.02%
- Agree: 26.69%
- Disagree: 0.54%
- Strongly Disagree: 0.07%
WEST EXPRESSWAY SURVEY

195 responses (on a Scale of 1-5). The average of the 195 responses came in at about 4.3 which would indicate that students are being helped by the West Expressway.

5= Strongly Agree (helpful/prepared/satisfied)
4= Agree (helpful/prepared/satisfied)
3= Neutral (helpful/prepared/satisfied)
2= Disagree (helpful/prepared/satisfied)
1= Strongly Disagree (helpful/prepared/satisfied)

How helpful was the West Expressway series of presentations to you?
*Average score: 4.3*

After completing the Expressway how prepared are you for achieving your goals at West?
*Average score: 4.3*

What are one or two ways we could improve the West Expressway?
*Have more math classes open during the summer and provide assessment online.*

How satisfied are you with the information presented in the West Expressway?
*Average score: 4.2*

How would you rate the quality of the presentation in the West Expressway?
*Average score: 4.2*

What was the most / and or least favorite part of the West Expressway?
*My least favorite part is the time it takes. It was helpful and very informative, I enjoyed the educational planning and career sections.*