



## Matriculation Service Program

The Matriculation program has made significant progress since the year 2000. The Matriculation Program historically has operated with both Credit and Non-Credit Matriculation funding. Serving all students at West Los Angeles College, the Matriculation program has developed, implemented and accomplished the following:

### *Historical Perspective*

Upon taking on the responsibility as Coordinator of Matriculation Services at West Los Angeles College the program was minimal at best. Essentially students were being tested two to three days a week. Assessment results were not available for three or more days. Orientation was given once a week during the day and one evening. Very few students were being assessed. The college had made a decision to buy Compass Computerized Assessment Test and set up a computer Lab, however nothing had been implemented. Additionally, The English, Math, nor ESL Assessment tests had not been validated.

### 2001-2002

#### *Admissions*

- Steps to Matriculation – Information Signs  
Large Signs that give clear directions through each of the Matriculation Components.
- Directions Signs  
These signs explain the steps student needs to follow to matriculate.
- SARS Computerized Assessment Appointment Center  
This program allows students to make appointment on the computer and not in the Admissions line. Total appointment – 7945

#### *Assessment*

- Instituted Computerized Assessment – Total 4684 Assessments
- Instituted Block Schedule
- Instituted Walk In Appointments

#### *Orientation*

- Developed and implemented Computerized Power Point Orientation – 1522 Computerized Orientations
- Collected and Tabulated Group Orientation Data – 820 Group Orientations
- Collected and tabulated Student Orientation Data – 2342 Students Oriented
- Orientation Videos in the lobby of A-13
- Developed Orientation Database

***Counseling***

- Developed a Data Base for Student Educational Plans – Total 2066 students.
- Installed Discover on 60% of the computers in the Assessment Center.
- Enhanced the SARS Computerized Counseling Appointment System.

***Pre/Co Requisites***

- Pre/Co Requisites were established for English / ESL and Math
- Blocking System – to screen for Pre-requisites.
- New Pre/Co requisite Challenge Petitions were developed and implemented.

***Follow-UP***

- Purchased SARS Call to follow up Early Alert System – 400 students contacted
- Call to TRIO LATIN WORKSHOP – 154 calls
- Distance Learning Reminder – 61 Calls
- EOP&S Progress Report – 365 Calls
- TRIO Email Account Update – 154 Calls
- TRIO Work Shop – 134 Calls

***Research***

- ESL, ENL validations for COMPASS Testing
- Effectiveness of WLAC Matriculation components through qualitative and quantitative research.

***Coordination and Training***

- Problems in Advisory Committee
- Development of restructuring

**2002-2003**

***Admissions***

- Computer Assessment Appointment increase – 10,136 Appointments

***Assessment***

- Student contacts increase
- English 3,000 Assessment Test
- Math 3,000 Assessment Test
- Discover 4
- Walk In increase – 1053
- DSP&S increase – 46
- ATB increase – 101
- ESL increase – 237

***Orientation***

- The College Orientation was previously offered intermittently by the Counseling Department a few times during the week to groups of students. This was changed by the current program staff to allow student's access to the Orientation more readily. The College Orientation is offered in video, computerized, and on-line version. Orientation is offered on a walk-in basis and at peak periods in group appointments. Every student is given the Orientation before and after Assessment.
- Developed Computerized Walk-In Orientations
- Group Orientations/ SEP'S
- TRIO increase – 157
- EOP&S increase – 743
- PACE increase – 450
- Computer Orientation – 1961

***Counseling***

- Walk In increase – 3719
- Appointments increase – 4631

***Pre/Co Requisites***

- Identified Pre-Requisite courses
- Standardized process of enforcement
- Developed management system thru English and Math Department chairs

***Follow-UP***

- Early Alert increase – 674
- SARS Call Student Contacts
  - Distance learning contacts – 61
  - Paralegal contacts – 182
  - EOP&S contacts – 743
  - Counseling contacts – 1215
  - Transfer contacts – 1984
  - Matriculation contacts – 78

***Coordination and Training***

- Established student Equity Advisory Committee.
- Matriculation Plan: The College Credit and Non- Credit Matriculation Plans were approved in 1998. The Credit Matriculation Plan was updated in 2002/2003. The Non-Credit Matriculation Plan is currently being revised.
- Catalog/Schedule/College Publications: A “Red book” indicating discrepancies in college publications was produced and submitted to the Office of Academic Affairs / Academic Senate President and College Administration.

2003-2004***Admissions***

- Purchased a Cannon copier to assist with Department Operational needs
- SARS GRID installed in Student Entry Center
- Students made over 7615 appointment for Assessment using SARS TRAK

***Assessment***

- Detailed Testing Techniques and instructions offered to the students before the test is administered
- Written instruction and computer instructions developed and implemented
- Assessment Appointments
  - English increase – 3478
  - Math increase – 3585
  - DSP&S increase – 42
  - Discover increase – 112
  - ATB increase – 102
  - ESL increase – 296

***Orientation***

- Developed and Implemented On-Line Orientation with Quiz that can be e-mailed /mailed or faxed back to the Matriculation office.
- Orientation Quiz that every student completes following the Assessment and must complete before given Assessment Results are given.
- Individual increase – 2429
- Trio increase – 154
- EOP&S increase – 741
- PACE increase – 600

***Counseling***

- Developed and implemented the first Electronic Student Educational Program in the LACCD.
- The SEP is used by all counselors and is installed at every student's services program on the campus. Provides counselors with consistent database maintaining educational plans.
- Automated drop in appointment allows counselors to see list of students waiting
- Counseling Student Contacts
  - Walk-Ins increase – 6599
  - Appointment increase – 3174

***Pre/Co Requisites***

- Identified Pre-Requisite courses
- Standardized process of enforcement
- Developed management system thru English and Math Department chairs

***Follow-UP***

- Call Program increase – 2800
- Early Alert increase – 451

***Coordination and Training***

- Established student Equity Advisory Committee.

**2004-2005**

The current staff has worked very hard to develop and implement Computerized and On-Line Assessment, Computerized Assessment and Counseling Appointments through the SARS Grid/Track program, and Call through SARS, computerized and On-Line Orientations, and instant Assessment results. This hard work with the continuous support of the Information Technology Department has enabled Matriculation to offer a seamless, streamline, One-Stop program that allows students to go through enrollment, Assessment, Orientation, Counseling, and register the same day. Some of great accomplishments this year have been in the area of Off-Site Assessment. Through the development and implementation of Off –Site Assessment and Orientation we have been able to provide Matriculation college services to officers of Los Angeles Sheriff Department and other Safety Personnel and their families. Additionally Matriculation has developed the first computerized On-line Course Equivalency and On-line Orientation and Orientation Quiz.

**2005-Present**

During this time Matriculation has made significant strides in each of the key component areas: Admissions, Orientation, Counseling, Assessment, Follow-up and Research.

Beginning Fall 2005 we began to implement strategies for greater avenues for students to access Matriculation Services through the development of the “Access to Success” program. This program was designed to provide enhanced Matriculation services to all potential, returning, and continuing students. We extended services to more than seven of our local feeder high schools to include: Dorsey High, Crenshaw High, Westchester High, Whitney Young High, Culver City High, Venice High, Los Angeles High School and several of the Inglewood District schools.

Student Learning Outcomes for the Matriculation Program were developed as part of an overall college effort. These Outcomes assisted in the redevelopment of the Online Orientation to create an alignment with desired student outcomes.

All of the Matriculation programs in the Los Angeles Community College District purchased the “Degree Audit Program”. This program was purchased to enhance Counseling and Student Educational planning services for students.

Our most recent developments have been in the area of Follow-up.

Matriculation developed and Implement “The Academic Hurdler Student Persistence and Retention program”. This program has proven to be highly effective in identifying student needs and alerting Student Services Department to these needs. Additionally, this program has fostered our research efforts so that Matriculation continuously conducts Student Satisfaction and Need Assessment surveys each year. Conducting this research enables Matriculation to keep “its ear to the heartbeat” of our students and to plan effectively for the coming year.

We plan next year to expand our efforts to reach our “Undecided Students” through program planning and development in the areas of Career and Personal Development.