



LOS ANGELES HARBOR COLLEGE
2010 – 2016 STUDENT SERVICES PROGRAM REVIEW
Updated January 2012

DEPARTMENT: **Matriculation**
DEPARTMENT HEAD: **Elizabeth Colocho**

PART I: MISSION

1. Describe the department/program function and purpose.

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 matriculation 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 matriculation process: admissions, orientation, assessment testing, counseling, and student follow-up.

The Matriculation Coordinator provides assistance in the areas of prerequisites, assessment, and matriculation plan review, in addition to administering the matriculation budget: allocations, recycling funds, and special project grants and contracts.

2. Previous goals and objectives.

List the department goals, objectives and activities for the last academic year. Discuss the attainment level of activity implementation and its relationship to meeting student or program need by ranking the activity implementation as *needs met*, *needs unmet*, or *needs partially met*. Briefly explain why an activity was *unmet* or *only partially met*.

Goal # 1: To ensure maintenance of efficient <u>processing of admissions application, registration, and record retrieval.</u>
Objective: Facilitate student workers/peer advisors (depending on State Matriculation funding) to assist students with the process of the online admissions application and the online registration for classes to promote and ensure academic success for all incoming students.
Person Responsible: Matriculation Coordinator, Dean of Admissions, IT Department, classified and unclassified support staff.
Timeline: Complete <input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> On-going
Activities for Attainment of Objective: <ul style="list-style-type: none"> ▪ Continue collaboration with Admissions, Matriculation, Research, and Information Technology staff to improve the online application and registration processes. Needs met. ▪ Maintain the Counseling Interview report filing system, which was moved to the Information Desk in the new Student Services and Administration Building. Currently, the Counseling secretary retrieves the students' transcripts from other Districts in Papervision for the counselors. In 2006, the Counselors were trained to retrieve transcripts in Papervision. Needs met. ▪ Provide training to the student workers and peer advisors regarding the online admissions application and the online registration processes. Needs met. ▪ Make sure that the online prerequisite feature is functioning along with the online registration system, so that students will be able to register without bypassing the prerequisites. Needs met.
Student Learning Outcomes or Service Area Learning Outcomes: Students will have the following learning outcomes as a result of participating in activities linked to this objective: <ul style="list-style-type: none"> ▪ As a result of collaborating with Admissions, Research, and District IT and due to the move to the online admissions application and the online registration students will be more satisfied with the online application and registration system. ▪ As a result of getting the students' transcripts from other Districts in Papervision, counselors are able to counsel students in a more efficient manner and help students to succeed in meeting their graduation and transfer goals. ▪ As a result of training student workers and peer advisors in the online admissions application and the online registration processes, students will receive better services from the college. ▪ As a result of assigning the Online Prerequisite system to the Matriculation Unit, the students will be notified on time of their illegal enrollment in classes that need a prerequisite course.
Degree of Goal & Objective Attainment: <i>The online admissions application and the online registration system are functional. The counseling interview report filing system has been moved to the Information Desk area in the new Student Services & Administration Building to be managed by the secretary. The student workers and peer advisors are trained each semester. As of June 30, 2006 funds were redirected to cover the "A" shift SS Aide position in the Assessment Center. The online prerequisite check has been improved electronically and the Matriculation Unit is committed to prevent students from staying in courses in which they have not met prerequisites and to be excluded administratively in a timely manner.</i>
Goal # 2: To provide computer hardware and software services and student workers to support the <u>online admissions application and the online registration for classes.</u>

<p>Objective: Increase the number of computers in the lobby of the Student Services Building and the Welcome Center to facilitate the process of the online admissions application and the online registration for classes to promote and ensure academic success for all incoming students.</p>
<p>Person Responsible: Matriculation Coordinator, Dean of Admissions, IT Department, classified and unclassified support staff.</p>
<p>Timeline: <input type="checkbox"/> Complete <input checked="" type="checkbox"/> Incomplete <input type="checkbox"/> On-going</p>
<p>Activities for Attainment of Objective:</p> <ul style="list-style-type: none"> ▪ Collaborate with the on campus IT department to search for used functional computers to increase the number of computers in the lobby of the Student Services building and the Welcome Center to accommodate the influx of new students with the online admissions application process, as well as with the online registration for classes for new, continuing and returning students. Needs unmet. <i>The plan was to use the computers that were in the new Assessment Center in the Student Services and Administration Building, but the computers were moved to another location. We need to meet with IT and see if there are other used computers we can move to the lobby of the SSA building and the Welcome Center.</i> ▪ Collaborate with the Financial Aid Office Work Study program to provide student workers for Spring and Fall preregistration to assist the student population with their online admissions application and registration for classes. Needs partially met. <i>Financial Aid Office has not been able to assign students to this area.</i>
<p>Student Learning Outcomes or Service Area Learning Outcomes: Students will have the following learning outcomes as a result of participating in activities linked to this objective:</p> <ul style="list-style-type: none"> ▪ As a result of collaborating with the on campus IT department students will be able to have access to more computers on campus and students will be satisfied with the online application and registration systems. ▪ As a result of collaborating with the Financial Aid Office Work Study Program the student population will get personalized services to smooth the access to the online services.
<p>Degree of Goal & Objective Attainment: The college has moved to the online admissions application and the online registration processes. In order to accommodate the student population to meet their computer access to complete these processes on campus, we need to increase the number of computers in the lobby of the Student Services building and the Welcome Center. It is necessary to provide student workers for Spring and Fall preregistration to assist the student population with computer assistance and questions regarding the completion of the admissions and registration processes.</p>
<p>Goal #3: To increase the retention, graduation, transfer and success rates of all incoming matriculating students by participating in the Orientation process.</p>
<p>Objective: Provide nonexempt students and potential students, on a timely basis, information concerning college procedures and course scheduling, academic expectations, financial aid and other student services available, etc.</p>
<p>Person Responsible: Matriculation Coordinator, Counseling Chair, certificated, classified and unclassified staff.</p>
<p>Timeline: <input type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> On-going</p>
<p>Activities for Attainment of Objective:</p> <ul style="list-style-type: none"> ▪ Offer all incoming matriculating students access to the online orientation services and be able to keep track of who has viewed it. Needs met. ▪ Provide the L.A. Harbor College folder with written materials regarding financial aid, schedule of classes, college catalog, student handbook, CSU and UC general education

<p>requirement sheets, list of student support services handout, graduation Plan “A” and “B”, EOP&S brochure, etc. Needs partially met. As a result of budget cuts we have not been able to purchase all of the materials we would like to provide for the students.</p> <ul style="list-style-type: none"> ▪ Maintain data in SARS to accurately report students who have been through an orientation. Needs met.
<p><i>Student Learning Outcomes or Service Area Learning Outcomes:</i> Students will have the following learning outcomes as a result of participating in activities linked to this objective:</p> <ul style="list-style-type: none"> ▪ As a result of an online orientation, students will be able to demonstrate an understanding of the college process, student services provided as well as increase the chances of graduating and transferring to a four year institution. ▪ As a result of the access to written materials regarding the orientation process, students will become more aware of the student support services available on campus. ▪ As a result of using SARS-Suite system students will be included in research reports for student accountability and for yearly state funding.
<p><i>Degree of Goal & Objective Attainment:</i> The online orientation was implemented in July 2007. It has a multiple choice quiz at the end and once it is completed the students print proof of completion. Student records will be updated in the database for accountability and future funding.</p>
<p><i>Goal #4:</i> To ensure that nonexempt students, students on probation, and students enrolled in pre-collegiate basic skills courses participate in counseling to receive assistance in declaring a major and declare a specific educational goal.</p>
<p><i>Objective:</i> Provide quality individualized academic, personal counseling services, and advisement for non-exempt students.</p>
<p><i>Person Responsible:</i> Matriculation Coordinator, Counseling Chair, Counselors.</p>
<p><i>Timeline:</i> <input type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> On-going</p>
<p><i>Activities for Attainment of Objective:</i></p> <ul style="list-style-type: none"> ▪ Offer both day and evening academic, career, and personal counseling appointments. (Due to Matriculation budget cuts, the hourly counseling allocation was reduced. There is a need to hire hourly counselors to help during Fall, Winter, Spring and Summer registration as well as to counsel students referred through the Early Alert system.) Needs unmet. Due to 52% cuts in the Matriculation budget, there are no funds for hourly counseling to help during Spring and Fall registration as well as to counsel students referred through the Early Alert system. ▪ Collaborate with Counselor Chair and Counselors in collecting data of student contacts during counseling appointments, Drop-In counseling sign ups, and Student Educational plans for state reports. (The process of imputing the data is tedious and time consuming. Need to hire a student worker full-time to fulfill this goal. However, with the SARS-Suite program, data will be automatically collected by the system and would be able to generate reports.) Needs partially met. A Student Education plan database was implemented in 2007 and the Assessment staff keeps it up monthly. The SARS-Suite automatically collects students’ attendance for counseling and assessment appointments and reports can be generated by reason code, etc. ▪ Provide financial support to purchase computerized counseling appointment system SARS-Suite to better serve students and better utilize counselor’s time, as well as to track student data for state reports and funding. Still in the process of collecting the money and setting up the system to implement it. Need to purchase the SARS-Suite \$51,344.44 + \$9800 for servers and computer equipment. Needs Met. The SARS-Suite was purchased in 2007 however there are license annual fees of \$ 5,640.00. Due to the Matriculation

budget cuts of 52% these fees will have to be paid by the general fund this year.

- Provide counseling to nonexempt students to ensure they declare a specific educational goal and a major by the second semester. (Need to hire a full-time Career Guidance counselor.) Needs unmet. The full-time Career Guidance Counselor was not one of the hiring priorities for the college in Fall 2010.
- Make academic counseling available to all students, by counselors or appropriately trained advisors. (Advisement or counseling is practiced only by counselors or by appropriately trained instructors/advisors. There is a need to hire at least one or two more hourly counselors to help meet the needs.) Needs partially met. There are no funds to support this effort.
- Ensure that every nonexempt matriculating student has an electronic or written Student Educational Plan (SEP) on file by the end of each semester. Needs partially met. There are no funds to support this effort.

Student Learning Outcomes or Service Area Learning Outcomes:

Students will have the following learning outcomes as a result of participating in activities linked to this objective:

- As a result of offering specialized evening counseling appointments, non exempt matriculating students will successfully achieve their educational goals. Students on academic probation, without a major and without a career goal, will have more evening counseling appointments available; therefore, they will be able to improve their academic status, and show satisfactory academic progress towards academic goals.
- As a result of collecting student data for state funding, the college might receive higher budget allocation and students will get more specialized academic, career, and personal counseling.
- As a result of a computerized counseling appointment system, students are able to make their own counseling appointments.
- As a result of not hiring a full time Career Counselor, students still wait between one to two weeks to make an appointment to discuss their major and educational goals.
- As a result of not having enough hourly counseling funds, students will still wait about a week to schedule a counseling appointment with an academic counselor. Counseling faculty is still insufficient to meet the students' demands for one on one session to develop an SEP.

Degree of Goal & Objective Attainment:

- Due to 52% cuts in the Matriculation budget, there are no funds for hourly counseling to help during Spring and Fall registration as well as to counsel students referred through the Early Alert system. Counseling appointments and drop-in contacts are scheduled and monitored on SARS-Suite to better serve students and for accountability purposes. The Web Counseling Appointment Scheduling System e-SARS was implemented in July 2007. The SARS-Suite program is functional and Counselors are using the Notepad feature to enter student's counseling notes. The hard copies of the Counseling Interview reports were moved to the Counseling Office and it is currently managed by the secretary.

Goal #5: To ensure that the academic progress of each nonexempt matriculating student is regularly monitored to detect early signs of academic difficulty.

Objective: Provide advisement and referral to specialized student support services or curriculum offerings.

Person Responsible: *Matriculation Coordinator, Counseling, classified and unclassified staff.*

Timeline: Complete Incomplete On-going

<p>Activities for Attainment of Objective:</p> <ul style="list-style-type: none"> ▪ Continue collaborating with faculty to ensure their participation in the Online Early Alert system implemented in the Spring of 2009. Needs partially met. Briefly explain why an activity was <i>unmet</i> or <i>only partially met</i>. We need to start working on Phase II with District IT and Matriculation District wide Coordinators to ensure that the faculty gets feed-back from referrals to the Online Early Alert Program. ▪ Maintain a follow-up system to reach students before the deadline to drop classes. (Lack of funds, clerical support, and outdated student telephone numbers in the student information system has impeded this objective. There is a need to somehow ask each student to update his/her telephone number every semester if we want to use the calling at home system for student's retention.) Needs unmet. We are unable to reach every student to update either their telephone number or e-mail address. There is a District wide project to provide each student a District e-mail address in 2011. ▪ Provide specialized counseling sessions to day and evening students who are having academic difficulty and are referred by faculty for early intervention. (The depleted Matriculation funds have prevented the hiring of hourly counselors to serve evening students and to cover day Drop In counseling while tenure counselors take unpaid days.) Needs partially met. Due to 52% cuts in the Matriculation budget, there are no funds for hourly counseling to help students while tenure counselors take unpaid days.
<p>Student Learning Outcomes or Service Area Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ As a result of faculty participating in the Online Early Alert System, students will be informed of their academic difficulties, and receive specialized counseling services. Students will receive tutoring, counseling, book grants, financial aid, and other referrals to prevent students from dropping classes. ▪ As a result of hiring hourly specialized counselors, students will be counseled on their academic difficulties and take advantage of the student support services available to them. ▪ As a result of finalizing Phase II of the Online Early Alert system, students and faculty will benefit from the referrals.
<p>Degree of Goal & Objective Attainment: The Matriculation Services Office will continue to use the new Online Early Alert System. The faculty have the option to mail or email the Early Alert messages to students in a timely manner to increase student retention. The District Matriculation Advisory Committee will work with District IT to complete Phase II of the Online Early Alert System.</p>
<p>Goal #6: To ensure that written procedures exists by which students may challenge any violation of the provisions of Title V Regulations (Section 55202f).</p>
<p>Objective: Provide forms and instructions to challenge any violation of Title V regulations, prerequisites, co-requisites, Matriculation Refusal forms, etc.</p>
<p>Person Responsible: <i>Matriculation Coordinator, Matriculation Advisory Committee, Department Chairs, VP of Student Services.</i></p>
<p>Timeline: <input type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> On-going</p>
<p>Activities for Attainment of Objective:</p> <ul style="list-style-type: none"> ▪ Maintain current policies on Prerequisites according to the Prerequisite Task Force, regarding the System Update on Proposed Change to Title 5 Regulations (Section 55003).
<p>Student Learning Outcomes or Service Area Learning Outcomes:</p> <ul style="list-style-type: none"> ▪ As a result of providing clear, specific and up to date reasons to students for challenging prerequisites, co-requisites, or refusing Matriculation Services, students will feel more comfortable with the support services at the college. Needs met.

Degree of Goal & Objective Attainment:

The Matriculation Coordinator has met with the Matriculation Advisory Committee and they have approved the pertinent forms, so that students can be provided with updated written materials.

2.2 Discuss in detail the barriers to completing the above goals.

- 1) The limited state allocation funds impede the ability of hiring hourly counselors and classified staff to meet the demands of all incoming nonexempt matriculating students.
- 2) The depletion of the Matriculation allocation has caused a decrease in evening and Saturday assessment sessions.
- 3) The assessment/placement cost per student is about \$5.00 and the student population is increasing but the funds are decreasing.
- 4) The college budget deficit restricts the college's capacity to provide additional resources to fully meet the needs of non-exempt matriculating students. (There used to be general funds allocated each year for proctoring and student workers to support the Assessment Center's operations).
- 5) The current MIS system within the LACCD is cumbersome to work with and does not accurately reflect the SEP contacts. Per the CCC Chancellor's Office, Matriculation allocation is not calculated based on SEP's now, but there is a need to collect accurate data for future funding.
- 6) Matriculation Coordinator does not have direct access to SAP or BW to efficiently manage the Matriculation budget.
- 7) The Matriculation Coordinator is only assigned to work for Matriculation 50% of her assignment, which is not sufficient time to keep up with coordination, let alone with assessment, prerequisite, retention, monitoring/tracking data issues, follow-up, etc.
- 8) Matriculation funds are barely sufficient to pay salaries for 2 classified positions and 1.0 Matriculation Coordinator/Counselor. There has been some discussion as to move the APMS consultant contract/salary to the general fund due to lack of Matriculation funds.
- 9) Overall, Matriculation services have been decreased due to a 52% cut of Matriculation funds; consequently, retention and follow-up have been neglected. There is no retention or a follow-up system in place to retain most of the drop-out students.

3. Recent college and state developments.

3.1 List recent college and state developments which significantly impact the unit's ability to provide services to students.

Budgetary problems in the state have impeded the smooth flow of Matriculation Services to new incoming matriculating students at the College, especially, with placement offerings at different times of the day. Currently, there are no placement/assessment offerings at the high schools due to inadequate and poor LAUSD computer resources. This service could be provided if there were more assessment personnel and software resources available. Students are not receiving the Student Planner, the Matriculation folder, Matriculation hand-outs, etc. due to lack of funds.

3.2 Describe the positive and negative impacts of these developments on the unit.

Positive: Since there are two permanent employees in the Assessment Center, paid by Matriculation funds, we are still offering Walk In testing sessions twice a week.

Negative: Due to state financial crisis, students are not receiving Matriculation publications: student planner and the Matriculation folders. Morale is poor due to resource limitations.

4. Describe the unit's active participation in the college's mission.

The Matriculation unit fully supports the college's mission through the Matriculation process which meets the needs of all incoming matriculating students. The Matriculation unit makes every effort to provide students with assessment/placements on a daily basis so that they can meet their educational goals and succeed in college. The Matriculation unit collaborates in providing matriculation services to the basic skills and non-credit English as a second language student population. The Matriculation Coordinator participates in several committees such as the academic senate, student services, Basic Essential Skills, counseling, Title V, Student Success, etc.

PART II: NEED

1. Describe Current and Needed Staffing

- 1.1 List the number of full-time (filled & unfilled positions) and part-time faculty, full-time (filled and unfilled positions) and part-time classified staff, unclassified (student workers) and managers in the program/department.

(The Matriculation Coordinator is now serving as Chair of the Counseling Department and the full salary is charged to the general program.)

.50 Counselor (career counselor)

1 full-time 'A' shift Student Services Assistant

1 full-time 'A' shift Student Services Aide

2 (20 hour Student Workers for Assessment Center, laid off in 2010)

1 (10 hour student worker for the Assessment Center, just for spring 2013 registration)

- 1.2 Identify the ratio of students to faculty/staff.

Counselor Ratio: 1:2456, (Recommended ratio of counselors to matriculating students by the Standard Statewide Academic Senate of the California Community College Chancellors Office is 1:900. The Harbor college student population has grown to 11,054 in the Fall 2010.

- 1.3 Faculty, staff and student survey results and their significance to the program.

The "Assessment Center Point-Of-Service Survey of Summer 2009" Results are posted on the Matriculation website: <http://www.lahc.edu/research/AsmtPOSSurv9-09FINAL.pdf>

- 1.4 Do you have any additional staffing needs? Please explain.

There is a need for additional staff in order to fully accomplish the matriculation services. So far, the assessment component is met about only 80%. The need to work on retention, and follow-up, is imperative to retain the freshman students and to assist them to go thru the math and English sequences in an accelerated way to graduate or transfer them in a timely manner. We must address these issues and remediate the problem. In order to accomplish this, the following staff is needed:

3 hourly counselors (Projected Expense: \$ 60,000)

1 full-time CGCA (Projected Expense: \$25,000)

1 full-time counselor for retention (Projected Expense: \$ 80,000)

2. Describe the impact of the program's service offerings on other departments.

The Matriculation Unit collaborates with Admissions, Counseling, Information Desk, Financial Aid, Nursing, Research, Math and English Departments, Athletics, Extension Program, Basic Skills, Pathway Programs, Title V and other relevant grant programs, and high schools by providing assessment/placement to all matriculating students and to non-credit English as Second Language students to help them meet their educational needs. The unit also works with the Online Early Alert process to assist students with counseling and referrals in order to prevent students from dropping classes.

3. Course Outline and Syllabi (where applicable)

Review all course outlines and syllabi to ensure currency (no more than 1 year old) and relevance. Updated outlines must be approved by the campus Curriculum Committee.

Not Applicable.

4. Is the program information for the department consistent, current, accurate and accessible?

DEC MIS	<input checked="" type="checkbox"/> Consistent	<input type="checkbox"/> Current	<input type="checkbox"/> Accurate	<input checked="" type="checkbox"/> Accessible
Schedule of Classes	<input checked="" type="checkbox"/> Consistent	<input checked="" type="checkbox"/> Current	<input checked="" type="checkbox"/> Accurate	<input checked="" type="checkbox"/> Accessible
Catalog	<input checked="" type="checkbox"/> Consistent	<input checked="" type="checkbox"/> Current	<input checked="" type="checkbox"/> Accurate	<input checked="" type="checkbox"/> Accessible
Brochures (flyers*)	<input type="checkbox"/> Consistent	<input type="checkbox"/> Current	<input type="checkbox"/> Accurate	<input checked="" type="checkbox"/> Accessible
*Flyers and the Orientation folders were revised and updated in Fall 2010.				
Website**	<input type="checkbox"/> Consistent	<input type="checkbox"/> Current	<input type="checkbox"/> Accurate	<input type="checkbox"/> Accessible

** Website is complete and it is revised each semester.

Note: The Matriculation Newsletter is issued each year. The Matriculation Plan is updated every year.

The Student Planner and Handbook is not issued by Matriculation due to lack of funds.

PART III: QUALITY

1. Improvement of Student Learning Outcomes and Delivery of Student Services (address all applicable topics):

Departmental and individual activities toward improving services and contributing to professional community. (List participation in staff development, conference attendance/participation, and academic preparation/training during the past 5 years).

Department Head: (1) Prepare Credit and Non-Credit Matriculation Plans, (2) Prepare Declaration of Unused Funds, (3) Prepare Credit and Non-Credit Expenditure Reports, (4) Manage the Credit and Non-Credit Matriculation budgets, (5) Prepare the Matriculation Newsletter, (6) Revise Power Point Orientation, (7) Prepare Student Worker Training Pamphlet, (9) Active participation in the Matriculation Advisory committee on Campus, (10) Active participation in the District and State Matriculation Committees, (11) Active participation in the Matriculation Professional Association Conference, (12) Active participation in the Assessment Association, (13) Active participation in the ACT-COMPASS Workshops and trainings, (14) Active participation in the CSU, UC, and Private Universities Counselors conferences, (15)

Active participation in the Latina Leadership Network Conference, (16) Active participation in the LA Harbor Counseling Committee, (17) Active participation in the LA Harbor College Academic Senate, (18) Active participation in the Title V advisory Committee. (19) Active participation in the Student Services Senior Staff Committee, SARS Committee. (20) Active participation in the Accreditation Committee, Standard IIIA. (21) Active participation in the District SIS new system. (22) Active participation in the District Online Early Alert and SIS modernization task force.

Other Faculty/Staff Activities and Involvements: (1) The Student Services Assistant participates on LA Harbor's campus committees, (2) Assessment Conference and training, (3) Active participation in ACT-COMPASS workshops and updates, (4) Active participation in the Title V advisory committee. Active participation in the SIS District Modernization project for Assessment and counseling.

1.1.1. Describe how these activities have enriched and been implemented into the department's services and have resulted in campus, district or state enrichment.

- (1) Credit and Non-Credit Matriculation funds are adequately used to supplement the admissions, assessment, counseling, orientation, and follow up services provided to all new incoming matriculating and non-credit ESL students.
- (2) The Matriculation Newsletter provides faculty and students with up to date information on Matriculation issues. The active participation of the .50 Matriculation Coordinator in conferences related to Matriculation issues and assessment has improved the organization of the Assessment Center and the assessment/placement/orientation services to all incoming matriculating students, faculty and staff.
- (3) The active participation of the .50 Counselor in counseling conferences has enhanced the counseling services provided to all matriculating students.
- (4) The L.A.H.C. faculty and staff are more familiar with Matriculation services because of the active and continuous involvement of the Matriculation Coordinator on on-campus committees.

1.2. Students typically served by the department/program.

Student Count: 10,205 Fall 2011 http://www.lahc.edu/research/factbook10.html	
Data Element: L.A.H.C. Research	Category/Percentage: PT FT
Ethnic Breakdown: Asian 13.6% African American 15.5% Hispanic 52.3% White 16.9% Other 1.7%	
Other: http://albacore.laccd.edu/decftp/mis/D0403_MATR_3.8htm#SM04 Fall 2011: Orientation Services provided: 5,456 Assessment Services provided 5,456 Counseling/Advisement services provided: 5,446 Student Education Plan services provided : 1,161	

<u>Early Alert Program Referrals by Reason</u>	
Absences: 51	
Academic Counseling: 7	
Financial Aid: 1	
Meet with Instructor: 115	
Missing Assignments: 110	
Personal Counseling: 6	
Reading Lab/Center: 3	
Supplemental Instructions: 7	
Tutoring: 3	
Writing Lab/Center: 10	

1.2.1. Describe how the unit addresses the multicultural/diverse student body and disabled populations in the curriculum and/or services.

Matriculation services: admissions application, orientation, assessment, counseling, and follow-up have been designed to meet the multicultural needs of the diverse L.A. Harbor college student population. The Assessment Center provides special accommodations for individual and group testing sessions, as well as, adaptive furniture and visual aiding computer program (zoom text) for testing. All materials given to Non-Credit ESL students are in Spanish, when applicable.

1.3. Describe active participation of flexible and alternative delivery systems (i.e., online applications/regulation, distance learning, web-based counseling):

The Admissions application is online. The assessment calendar and the Matriculation Webpage are online to assist students with their assessment needs. ACT-COMPASS English, Math and English as a Second Language assessment are computerized. The counselors have access to the web to check Articulation agreements between colleges UC and CSU systems, ASSIST, College Source, and Eureka. Assessment and Counseling appointments are being scheduled on SARS-Suite and eSARS where students can make their own appointments. The Catalog and the Schedule of classes are posted on the L.A. Harbor College website. The Counseling Division and the Matriculation Coordinator worked together to supply the FAQs Custom software with frequently asked questions to assist students with college related questions. The Personal Development 20 and 17 were developed online in 2007.

1.4. Describe any outside classroom learning experiences for students (field trips, field work, community service, etc.):

Transfer University day field trips, Transfer Fairs, Campus tours, UCLA TAP and STOMP conference for students. PowerPoint Orientation slide show and the Online Orientation, Teaching Academy of LAUSD on Campus.

1.5. List the results of the most current student satisfaction survey on your program:

. The “Assessment Center Point-Of-Service Survey of Summer 2009” Results are posted on the Matriculation website: <http://www.lahc.edu/research/AsmtPOSSurv9-09FINAL.pdf>

2.1. Describe the involvement/inclusion of part-time faculty in departmental and college activities:

Part-time counselors are encouraged to attend UC, CSU and private university conferences, orientations, College Transfer Fairs, teach Personal Development and Career Planning classes, and participate in the Matriculation Advisory Committee.

- 2.2. Describe the involvement/inclusion of departmental classified staff (if any) in departmental and college activities.

The Student Services Assistant is part of the Assessment Cut Scores Subcommittee and the Matriculation Advisory Committee. In addition, she is also attending the SIS Modernization Workgroup at the District Office. The Student Services Aide participates in Procurement workshops and trainings and is serving in the Matriculation Advisory Committee.

- 2.3. Describe intra- and inter-departmental activities and collaborations between faculty and staff:

Faculty/staff and coordinator actively participate in: Academic Senate, Counseling Department meetings, Task force on Assessment, Orientation, IT, Admissions & Records, Student Services Senior Staff, Budget and Payroll departments, Nursing Department, Math and English Departments, Financial Aid, EOPS, and SPS. The Matriculation Coordinator leads the Matriculation Advisory Committee on campus and attends district-wide and Region 7 Matriculation meetings. She is attending the MIS formula workgroup at the CCCCO to assist with the new legislation on funding for Matriculation.

- 2.4. Describe the methods used to promote respect for diversity and tolerance of differences among faculty, staff and students.

- (1) Matriculation Newsletters
- (2) Matriculation Coordinator and staff participate in shared governance activities.
- (3) Bilingual English and Spanish Counselors and classified staff
- (4) Materials in Spanish
- (5) Special accommodations for DSP students

- 2.5. Describe the department's efforts to increase communication and collaboration between student services and instruction.

- (1) Participation in Academic Senate
- (2) Participation in Facility Planning meetings
- (3) Participation in Student Services Senior Staff Committee (which includes managers of the Student Services Division)
- (4) Participation in the Counseling Department meetings
- (5) Participation in Student Services Cluster meetings
- (5) Participation in SLOs and Accreditation meetings

- 2.6. List the results of the current student survey regarding the department staff's availability and helpfulness.

The "Assessment Center Point-Of-Service Survey of Summer 2009" Results are posted on the Matriculation website: <http://www.lahc.edu/research/AsmtPOSSurv9-09FINAL.pdf>

3. Facilities Renewal

- 3.1. Adequacy and accessibility of departmental facilities with respect to size, layout and location.

The Assessment Center Lab moved to the new Student Services and Administration building in 2008. It has 40 computers in the main lab and 2 computers in a private room to serve the disabled students. The reception area has two cubicles, one for the Student Services Aide and one for a seasonal Student Worker. The Student Services Assistant occupies one of the private offices in the Center. Note: The Recruiter was moved to the office that was occupied by the SS Aide in the SSA 218 in the fall 2012. This space is needed for the SS Aide who works with programming of SARS Suite and does the bookkeeping of the Matriculation non-credit and Credit budgets.

3.2. Current condition of departmental facilities.

The Assessment Center Lab is located in the Student Services and Administration Building, Room 120. There is a capacity for 40 students per testing session. In the Assessment Center Office Room 118, there is room for files, supplies, and forms. The Assessment staff has its own working space in Room 118.

3.3. Identify any safety or hazardous conditions in your departmental facilities.

The setup of the computers and desks in the Assessment Center Lab is not ADA compliant as there is no sufficient room between desks in some areas.

3.4. Describe recent significant facility changes and their effect on departmental operations, if applicable.

We moved to the new Student Services and Administration Building with adequate facilities. However, blinds or one way film are needed for privacy and confidentiality purposes in the Student Services Assistant Office and on the door that opens in the back of the Assessment Lab.

3.5. Identify proposed modifications to facilities (within the next 5 years) and rationale for those changes.

Place blinds or one way film in doors and windows in the computer lab.

3.6. List the results of the student survey on the condition of the facilities.

The "Assessment Center Point-Of-Service Survey of Summer 2009" Results are posted on the Matriculation website: <http://www.lahc.edu/research/AsmtPOSSurv9-09FINAL.pdf>

4. Technology

4.1. Departmental utilization of technology (i.e., computers, equipment, etc.) in the delivery of instruction, in or outside of the classroom, and/or services in the department.

4.1.1. Types of technology used and where (i.e., labs, classroom, and offices).

Assessment Center:

40 Dell Computers with flat monitors (2 of which have Zoom Text)

2 Dell Computers with flat monitors in the Private Room (Storage room)

3 portable projectors (1 needs to be connected from the ceiling in the main Assessment Lab)

1 ceiling projector

1 projector screen

Office use (staff):

4 computers for data collection and staff use

1 copy machine

4 Printers (One discarded due to malfunctioning)

Information Desk:

2 Dell computers with flat monitor to schedule assessment and counseling appointments in SARS Suite

3 Dell computer with flat monitor to handle Drop-In counseling contacts for Counselor's use

Appointment Center:

4 Dell computers with flat monitors for students to sign-in for Drop-In counseling services.

Matriculation Services:

1 Dell computer with flat monitor for the use of the Matriculation Coordinator

1 HP Color LaserJet 2600n for the use of the Matriculation Coordinator

5 Dell laptops (1 is obsolete and it will be discarded)

Admissions & Records Office:

1 copy machine. Note: The copy machine was replaced by a new one when we moved to the new Student Services Building)

5 computers. (Note: These computers were replaced by new ones when we moved to the new Student Services Building)

4.1.2. Numbers of faculty, staff, and student users.

4 Certificated Faculty, the Matriculation Coordinator and 3 counselors

2 classified staff at the Assessment Center

6 Student workers who help at the Info. Desk and appointment center

All incoming new matriculating students who take assessment and orientation at the Assessment Center Lab.

4.1.3. Provision of staff training in technology applications.

LAHC IT Department trainings, LACCD staff training of technology applications (examples: SAP/BW training), ACT-COMPASS trainings, APMS trainings.

4.1.4. Appropriateness of technology to departmental mission/function.

All technology purchases are reviewed by the Information Technology Department to meet the mission and function of the Assessment Center Lab and the College.

4.1.5. Accessibility of computer workstations, hardware and software for individuals with disabilities.

There are two computer workstations, hardware and software for individuals with disabilities in the Assessment Center Lab.

4.2. Describe proposed technology-based instructional and services delivery in your department/program, both hardware and software.

10 new computers with up-to-date operating system to be placed in the Lobby of the Student Services Building to assist students with their computer needs to apply for admissions and to register online for classes.

4.2.1. Identify required employee training to meet these plans.

The Matriculation Coordinator and Counseling faculty will train Student Workers to help students with their computer needs to apply for admissions and to register for classes.

4.2.2. Describe the campus upgrades required to achieve these plans.

1) Appropriate services to support new technology and software and upgrades
2) Increase number of support staff in the IT department to dedicate one staff member for technical support specifically for the Assessment Center Lab, the Welcome Center and the computers requested for the Lobby of the Student Services Building.

4.3. List the results of the student survey on the quality and condition of department technology (if students use department technology).

The "Assessment Center Point-Of-Service Survey of Summer 2009" Results are posted on the Matriculation website: <http://www.lahc.edu/research/AsmtPOSSurv9-09FINAL.pdf>

5. Equipment & Supplies

5.1. Current condition of the department's major equipment inventory.

Fair-Good.

5.2. Need and rationale for any major new equipment (a cost must be included):

N/A (The Assessment Center was relocated to the new Student Services and Administration Building in January 2010 and the equipment and computers are new.)

5.3. Need and rationale for any new supplies (a cost must be included):

As part of Matriculation, students are supposed to receive handouts such as transfer information, catalog and schedule of the college, Matriculation folder and financial aid brochure. We are experiencing budget problems and therefore cannot afford to provide the Matriculation folders, which are \$1.16 each. As of today, we are expecting the general fund to pick up this expense.

5.4. List the results of the student survey on the department equipment (if students use department equipment)

The "Assessment Center Point-Of-Service Survey of Summer 2009" Results are posted on the Matriculation website: <http://www.lahc.edu/research/AsmtPOSSurv9-09FINAL.pdf>

5.5. Describe any equipment/supply deficits (financial, A & I, etc.) hindering the functioning of the department.

Matriculation funds have been slashed drastically by 52% and it is hard to budget testing supplies, especially testing units, for the new incoming matriculating students. The student population for the Fall 2010 rose to 11,054, which includes new, returning and continuing students. The cost per student for testing in Math and English, plus hand outs, folder, and proctoring is about \$10.43.

6. External Funding Sources

6.1. List and describe any state/federal grants received (i.e., TRIO, VTEA, Block Grant, and PFE)

Credit Matriculation:	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
	\$419,127	\$438,886	\$228,282	\$230,310	\$227,345	\$ 229,331
Non-Credit Matriculation:	2007-2008	2008-2009	2009-2010	2010-2011	2011-2012	2012-2013
	\$29,484	\$29,804	\$13,618	\$13,619	\$13,619	\$ 13,619

6.1.1. Describe the amount awarded and items purchased.

Credit Matriculation funds were used to supplement testing, orientation, counseling, follow-up and retention of all matriculating students in 2007-2012.

Non Credit Matriculation funds were used to supplement testing, orientation, counseling, follow up, and retention for all non-credit ESL and basic skills students in 2007-2012.

6.2. List and describe any private-sector grants and donations received (i.e., Advisory Board members):

Not Applicable.

6.2.1. Describe the amount awarded and items purchased.

Not Applicable.

7. Community Interaction

7.1. List any current or proposed community outreach programs.

- 1) Outreach to feeder high schools
- 2) Outreach to L.A. Harbor Extension Programs for Non-Credit ESL students.
- 3) Outreach to Adult schools, Continuation Schools, Local Community Organizations, Recovering Homes, Shelters, Terminal Island Prison
- 4) Outreach to the Lomita and Wilmington chambers of Commerce.
- 5) Outreach to the Parole Department.

7.1.1. Describe these programs.

The Matriculation Coordinator visits the ESL non-credit classes in the Extension Programs at Los Angeles Harbor College. The L.A. Harbor Recruiter is the person in charge of doing the outreach for the other agencies listed on 7.1. One of the counselors was visiting the Terminal Island Prison. The program was faced out.

7.2. List any current or proposed industry and school partnerships.

The Energy and Teacher Pathway Programs. The Port of Los Angeles.

7.2.1. Describe these partnerships.

With the need to increase the graduation rate in the college, the administration is working with these programs to graduate employees by the year 2020.

PART IV: FEASIBILITY

1. Current Department Budget (**2011-12**)

	Non-Credit Matriculation	Credit Matriculation
1000	3,628	61,319
2000	0	97,540
3000	550	63,574
4000	6,300	1,755
5000	3,140	3,157
6000	1	0
TOTAL	13,619	227,345

2. Proposed Department Budget for the next fiscal Year **2012-2013**
(budget should remain stable with little increase)

	Non-Credit Matriculation	Credit Matriculation
1000	3,949	51,319
2000	5,565	106,089
3000	682	38,680
4000	0	26,839
5000	3,422	6,374
6000	1	29
TOTAL	13,619	229,331

3. Rationale and justification for any augmentations, including staffing increases.

Not Applicable.

PART V: COMPLIANCE

1. List any current program-specific compliance requirements (if any), with state and/or national agencies, and any other outside agencies.

Title V Regulations and State Matriculation Regulations. The new Student Success Act of 2012.

2. Describe the unit's method or plans of complying with state and federal mandates and Title V regulations.

Please refer back to PART I, which details the Matriculation process operations. (It includes Admissions application, assessment, orientation, counseling, follow-up, retention, and research)

PART VI: FIVE-YEAR PLAN

List measurable departmental goals and objectives for the next 5 years (based on the College's mission statement and strategic plan), and the unit's plan for completing these goals and objectives. Include proposed timelines, budget, if needed, and persons responsible.

Goal #1: To ensure maintenance of efficient <u>processing of admissions application, registration, and record retrieval.</u>	
Objective: Facilitate student workers/peer advisors (depending on State Matriculation funding) to assist students with the process of the online admissions application and the online registration for classes to promote and ensure academic success for all incoming students.	Budget: Matriculation State Allocation which will be approximately \$229,331 (2012-2013)
	Person Responsible: Matriculation Coordinator, Dean of Admissions, classified and unclassified support staff.
	Timeline: <input type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> On-going
Goal #2: To provide computer hardware and software services and student workers to support the <u>online admissions application and the online registration for classes.</u>	
Objective: Increase the number of computers in the lobby of the Student Services Building and the Welcome Center to facilitate the process of the online admissions application and the online registration for classes to promote and ensure academic success for all incoming students.	Budget: Matriculation State Allocation which will be approximately 229,331 (2012-2013)
	Person Responsible: Matriculation Coordinator, Student Services Assistant, hourly Proctors, IT.
	Timeline: <input type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> On-going
Goal #3: To increase the retention, graduation, transfer and success rates of all incoming matriculating students by participating in the <u>Orientation process.</u>	
Objective: Provide nonexempt students and potential students, on a timely basis, information concerning college procedures and course scheduling, academic expectations, financial aid and other student services available, etc.	Budget: Matriculation State Allocation which will be approximately 229,331 (2012-2013)
	Person Responsible: Matriculation Coordinator, Counseling Chair, and certificated, classified and unclassified staff.
	Timeline: <input type="checkbox"/> Complete <input checked="" type="checkbox"/> Incomplete <input type="checkbox"/> On-going
Goal #4: To ensure that nonexempt students, students on probation, and students enrolled in pre-collegiate basic skills courses <u>participate in counseling</u> to receive assistance in declaring a major and declare a specific educational goal.	
Objective: Provide quality individualized academic, personal counseling services, and advisement for non-exempt students.	Budget: Matriculation State Allocation which will be approximately 229,331 (2012-2013)
	Person Responsible: Matriculation Coordinator, Counseling Chair, Counselors.
	Timeline: <input type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> On-going

Goal #5: To ensure that the academic progress of each nonexempt matriculating student is regularly monitored to detect early signs of academic difficulty.	
Objective: Provide advisement and referral to specialized student support services or curriculum offerings.	Budget: Matriculation State Allocation which will be approximately 229,331 (2012-2013)
	Person Responsible: <i>Matriculation Coordinator, Counseling, classified and unclassified staff.</i>
	Timeline: <input type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> On-going
Goal #6: To ensure that written procedures exists by which students may challenge any violation of the provisions of Title V Regulations (Section 55202f).	
Objective: Provide forms and instructions to challenge any violation of Title V regulations, prerequisites, co-requisites, Matriculation Refusal forms, etc.	Budget: Matriculation State Allocation which will be approximately 229,331 (2012-2013)
	Person Responsible: <i>Matriculation Coordinator, Matriculation Advisory Committee, Department Chairs, VP of Student Services.</i>
	Timeline: <input type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input checked="" type="checkbox"/> On-going