# Los Rios CCD

# 2014-2015 UNIT PLAN

# SUPPORT SERVICES

Unit:  Student Services
CalWORKs
Financial Aid

Submitted by: ___Victoria C. Rosario___  ___6/16/2014___
Submitter                                    Date

Approved for Submission: _____
Unit Administrator                          Date

Plan Approved: _____  6/16/14
Chancellor/District ALO                     Date

# Table of Contents

# I. Unit Plan

**Definition of a Support Services Department/Unit**
For purposes of this planning document, a support services unit is defined as a District department which is responsible for providing services throughout the District in a manner which creates and maintains an optimal learning environment for students and/or provides services necessary to support the overall operation of the District and colleges.

**Unit Plan Purpose**
Unit plans are annual documents created and used by District units to develop and maintain high quality services to support student learning and District and college operations. This operational plan allows the department/unit to appropriately implement its specific responsibilities to support accreditation standards, the LRCCD Vision/Mission/Values Statement, the LRCCD Strategic Directions document, changes to federal and state laws that impact the colleges and District, annual LRCCD executive staff goals, and other major district plans. Plan implementation is supported by allocations provided in the annual District Budget. Together these documents make up a major portion of the ongoing institutional planning, implementation, and evaluation cycle necessary to ensure continuous program and service improvement. The Accrediting Commission's Standard 1.B.3-4 states:

> *The institution assesses progress toward achieving its stated goals and makes decisions regarding the improvement of institutional effectiveness in an ongoing and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data.*

> *The institution provides evidence that the planning process is broad-based, offers opportunities for input by appropriate constituencies, allocates necessary resources, and leads to improvement of institutional effectiveness.*

**The Role of Unit Plans in the Overall Institutional Evaluation, Planning, and Improvement Cycle**
LRCCD supports the concept of evaluating current services to determine opportunities for improvement. Unit plans are used by units to identify growth and improvement needs at the operational level, and then provide information to the appropriate administrative and governance levels about the resources and activities required to meet the identified needs.

The District recognizes that its current rate of change, increased enrollment demand, unstable state budget allocations, ongoing facility expansion, changing technology requirements and the rapid growth and demographic changes in its surrounding communities require both short-term and long-term planning efforts. Therefore, unit plans focus on a 1-year time frame directly linked to resource allocations, while also encouraging departments/units to reference or append long-term plans where appropriate.

**Plan Due Date**
Unit plans are required to be updated annually by June 1 of each year and use this template. A copy of the review will be maintained in the unit and the Office of Education and Technology

# II. Mission Statement

Provide your unit's mission statement below. Your statement must align with the District's mission statement.

Student Services Mission: The primary goal of the Student Services unit, housed under the division of Education and Technology at the District Office is to ensure that all students have equal access to, and support in college courses needed to achieve their educational objectives. The District Office provides advocacy and leadership to the college's student support services programs, with District coordination provided for CalWORKs and Financial Aid specifically, that facilitate and demonstrate the achievement of stated student learning outcomes. This office builds upon the planning and work done by the individual colleges and provides a framework for all the colleges to work together.

Student Services Vision: Students are our highest priority. Values: Participatory governance, relationships, diversity, academic excellence, community (Student Services Retreat, 6/19/08). We provide outstanding programs and services so that all students meet and exceed their personal, educational, career, and social goals. We meet the social and economic needs of the community.

For reference, the following are LRCCD's Vision and Mission statements.

*Vision Statement*
We, the Los Rios community colleges, provide outstanding programs and services so that all students meet and exceed their educational, career, personal and social goals. We meet the social and economic needs of the community.

*Mission Statement*
Relying on their professional and organizational excellence, the Los Rios community colleges:

- Provide outstanding undergraduate education, offering programs that lead to certificates, associate degrees, and transfer;
- Provide excellent career and technical educational programs that prepare students for job entry and job advancement through improved skills and knowledge, including the demands of new technologies;
- Provide a comprehensive range of student development programs and services that support student success and enrich student life;
- Provide educational services that address needs in basic skills, English as a second language, and lifelong learning; and
- Promote the social and economic development of the region by educating the workforce and offering responsive programs such as service learning, business partnerships, workforce literacy, training, and economic development centers.

# III. Unit Responsibilities and Projects

List your unit's primary assigned responsibilities including those related to creating and/or supporting an effective learning environment. Also, identify any expected changes in responsibilities or major new projects (e.g. opening of new facilities, IT infrastructure upgrades, etc.) for the next academic year (summer, fall, spring). Please reference any LRCCD Strategic Plan strategies, accreditation standards or policies, or changes to state or federal laws that are informing your changes in primary responsibilities or new projects.

*Primary responsibilities (ongoing)*

Student Services Responsibilities
- Supervise student services staff at the District Office.
- Represent the District on various college, community, regional and State committees and at various meetings and conferences related to student services programs.
- Serve as the District designated student grievance hearing appeals officer.
- Prepare various reports related to student services programs.
- Develop and recommend budget for areas of responsibility.
- Evaluate staff as required in District policies and regulations.
- Make recommendations regarding policies and level of budget support for student services programs.
- Review and recommend revisions on all District policies and regulations for student services programs and functions.
- Work with District Information Technology department to develop, implement and refine the District's automated systems for student registration, tracking and advisement.
- Develop and maintain activities that promote coordination between student services and instruction to achieve student success.
- Coordinate student success initiatives.
- Oversee Student Trustee elections, training, and mentoring components.

CalWORKs Responsibilities
- Negotiate and manage CalWORKs contracts.
- Coordinate with District Grants and Contracts Unit relative to timely submissions of CalWORKs county contract claims and reports.
- Collaborate with Research Unit in support of student services.
- Consult with instruction on all academic and course of study matters.
- Streamline processes that result in greater access and efficiency of business procedures across all student services program areas.
- Provide District liaison at the state and county level in support of CalWORKs.
- Provide information to colleges on programmatic changes at the state and Federal level that impact program implementation and accountability.
- Hold regular meetings with various college program leads and supervisors to gather needs, share best practices and develop overall program consistency.
- Complete internal reviews in support of accreditation and college program reviews.

Financial Aid Responsibilities
- Direct the establishment of standardized business processes for financial aid throughout Los Rios District.
- Direct and lead the District Financial Aid Advisory meetings.

- Prepare and present proposals concerning necessary policy and procedural changes to the Advisory group and the Vice Presidents of Student Services Council.
- Monitor federal and state policy changes and regulations; facilitate implementation of appropriate processes and procedures.
- Act as a liaison between the college FA offices and the District IT department.
- Advise college and District personnel on industry "best practices."
- Manage the annual and ongoing setup and testing of the financial aid applications.
- Develop detailed project plans in coordination with District IT to assure tracking of the business process decisions and testing timelines through implementation.

*New or expected changes in primary responsibilities this year (ongoing)*

- Implement/set up financial aid operations using PeopleSoft

- Move Ed Connect Software to the District to allow IT to load FA Files.

- Changes in Board of Governors Fee Waivers for students who are placed on Academic Probation.
- Implementation of SB 1456 program and funding model changes, and data collection/reporting.

*New projects this year (one-time only)*

- Establish college procedures and IT structure for managing new Board of Governors Fee Waiver requirements per SB 145.
- Align college student loan processes for new requests, procedures for processing and certifying new loans and tracking students who enter repayment to lower default rates.
- Align college communications to students, i.e. letter templates and timing of communications to students.
- Work with colleges to prepare and submit college plans/budgets for Student Success and Support Program due in October to the State Chancellor's Office.
- Develop District regulations to support the implementation of SB 150- concurrent enrollment in secondary school and community college: nonresident tuition exemption.
- Facilitate revisions of District regulations, §2800, Matriculation to align with Student Success and Support Program language and requirements.
- Explore student mental health needs and delivery options including the cost for support services through a health services fees.
- Develop and implement a Student Services Technology Training staff development program to foster increased usage of technologies to support student success.
- Provide support to colleges on districtwide content for accreditation self-studies.

- ## IV. Unit Plans

Based on your unit's listed responsibilities and projects, most recent Program Review, and any additional information provided by the appropriate administrator and/or DIR, use the following question prompts and linked forms to document how your unit will complete your assigned responsibilities and projects. State your unit's plans to:

A. Identify appropriate **equipment, software, supplies** needed to support new projects, expanded responsibilities, and necessary upgrades.

- Software for backing up database on a daily basis.
- Modify PeopleSoft (PS) to facilitate changes related to SB1456 fee waiver changes.
- Create a web page for loan processes to align all student loan requests to align with PeopleSoft implementation
- Obtain computer upgrades for CalWORKs and Financial Aid offices.

B. Identify appropriate **staffing** needed to support new projects or expanded responsibilities.

- Student Success: 2 Temporary T124 Student Personnel Assistant Range 28 $13.42/hour
- CalWORKs: Temporary Clerk III $11.18/hour
- IT: to support the modification of PeopleSoft for the changes needed related to SB 1456 fee waiver requirements.
- IT: to facilitate loan request and loan counseling for certification.
- IT: to add Net Partner on the server and assist with initial set up with PS implementation
- IT: to support the maintenance and revision of districtwide orientation.
- IT: to develop data reports for districtwide orientation and the student education plan (iSEP).

C. Identify **new buildings or major renovations** needed to support the completion of unit responsibilities.

Office space for temporary support for SSSP SPAs.

Office space needed for implementation of transition of financial aid administration to DO for:
- 1 IT person
- 2.5 FAOs for R2T4 processing
- 2.5 FAO for COD and warrant production processing
- 3 FAO for loan certification and processing
- 2 FAO for Cal Grant Processing (including AB 540 dream app processing

D. Identify **minor remodels or alterations** needed to support the completion of unit responsibilities.

None.

E. Identify **professional development** activities that help unit members stay current with their job requirements. Please list expected individual and department requests for professional development activities.

- CCCCO Training – CalWORKs specific
- CalWIN Training
- CDSS Training

- County Welfare Department training
- CalWORKs Association Training Institute
- CCCSFAAA/CASFAA Conference
- NASFAA
- Financial Aid All Directors training conducted by the State Chancellors Office
- Spring CCCSFAA training
- CSSO Drive-Ins
- CSSO Spring Institute
- ACCCA Budget Workshop
- Various webinars to support student services initiatives districtwide

F. Ensure required **safety and information security procedures** are followed to create and maintain a safe work environment. If individuals in your unit require training, please refer to the LRCCD Human Resources online safety and information security training opportunities.

- Utilize encryption software for all programs that send confidential information to external partners.
- Sign annual security agreements and participate in security training with the county on CalWIN access.
- Ensure appropriate access to District files and student records through PS Security Access Procedures.
- Establish procedures for the review of, need for, copying, safeguarding and deletion of financial aid data.
- Work with District auditors to increase security access to FA system to ensure separation of duties in the financial aid offices.

G. Ensure unit members participate, and provide **leadership** to the district, in their areas of expertise. .

- Convene monthly districtwide Financial Aid Advisory, CalWORKs and Vice Presidents/Deans meetings.
- Prepare monthly reports on the status of districtwide and campus-specific financial aid operations.
- Prepare publication of CalWORKs Student Profile/Research Brief every two years.
- Convene quarterly meetings with County leadership to ensure ongoing collaboration, communication and support of established MOUs and contracts.
- Establish internal audit calendars for the colleges.
- Debrief with colleges on audit findings to identify system(s) enhancements, administrative capacity, and best practices.
- Participate on various work groups and serve as the liaison to the college's CalWORKs and Financial Aid programs such as ARCs Loan Default Management Team.
- Anticipate program level changes through engagement on statewide advisory councils, work groups, and associations.
- Support AVC service as Secretary on Hispanic Chamber of Commerce Board of Directors.
- Support AVC to participate as a team member to External Evaluation Visits through ACCJC (WASC accreditation).
- Support AVC on statewide advisory committees: SSSP MIS and Funding Formula and Common Assessment Initiative.
- Support leadership development of Director of Financial Aid through Association of California Community College Administrators (ACCCA), Administration 101 in July 2013.
- Serve as project sponsor for all SSSP initiatives and program planning processes.

H. Ensure that the results from **assessments on quality and satisfaction** are used to improve services.

*Briefly describe the techniques/assessments currently used to ensure quality or required external standards (e.g., audits, inspections). Also, describe techniques/assessments being developed for use next fiscal year.*

- Annual CalWORKs pre-audit reviews are conducted in collaboration with internal auditors in preparation for annual external audits.
- Financial Aid Student Satisfaction and CalWORKs surveys administered every two years.
- Annual Financial Aid audits are performed by an outside accounting firm per Title IV regulations.
- Reconciliation processes have been established between the Accounting Department and DOE to ensure correct disbursements of Title IV aid.
- Intermittent surveys of usage and satisfaction developed in support of districtwide initiatives (e.g. Degree Audit).
- SSSP Technology Training Survey to be developed and administered fall 2014.

I. Ensure unit members know where and how to **refer employees or members of the public** needing support assistance not provided by your unit. Briefly describe what is being done in this regard.

- Ongoing training with campus financial aid and CalWORKs supervisors on the responsibilities of their position and how it relates to other departments, i.e. instruction, or operations.
- Ongoing collaboration with county departments to ensure student access to safety net programs (Medi-Cal, foster youth, welfare, food stamps, housing, domestic violence, mental health, and substance abuse).
- Ongoing training and communication with the College FA Offices on using the DO Help desk for open support request.

J. State how your department/unit encourages participation in **individual service activities** and volunteerism supporting students (e.g., access/success, e-recycling, presentations, leading workshops, district committees, etc.).

- The District and colleges frequently provide volunteers for FAFSA workshops, non-profit organizations or consortiums, high schools, state Chancellor's Office or CSAC functions.
- AVC is to work with graduate student volunteers to provide research, web support, and training of new initiatives.
- AVC facilitated session at CCCCO Student Success & Support Program Implementation Summit (September, 2013) and panelist at CSSO/CIO Conference (March 2014)
- AVC served as co-chair to the Education Committee of the Hispanic Chamber of Commerce; and serves as Secretary to the Small Business Services Foundation.
- AVC participated on District Matriculation and Student Success Committee, PeopleSoft Liaison Team, Vice Presidents Council, Transfer Advisory Council with Sac State, ARC President Hiring Committee.
- AVC participated in a webinar with City College of San Francisco on the District's iSEP tool.
- AVC is a scholarship reviewer for Hispanic Chamber of Commerce, National Orientation Directors Association, Ronald McDonald House charities.

K. State your unit's plans to develop and implement **any special or long term projects,** including those identified in your most recent Program Review (if applicable) and the LRCCD Strategic Plan (if applicable). If project plan(s) are contained in another document, list each plan below and attach a

copy to your unit plan. For all other project plans, briefly describe projects and indicate implementation timelines below.

1. Implement PeopleSoft Financial Aid
   a. Key Components
      - Work with DO IT to hire a 3<sup>rd</sup> party consultant to assist in implementing the plan
      - Increase IT staffing to support implementation.
      - Establish work flow in IT operation to support data integration.
      - Automate processes within FA System.
      - Centralize manual processes.

   b. Proposed Distribution of Work Load
      i. Colleges will focus on the student: Promote FA awareness, assist with application completion, take in documents, review verification items, academic progress, special circumstances, loan counseling, and Board of Governors Fee Waivers verification.
      ii. The District will focus on processing: Institutional Student Information Record (ISIR) Loads, Board of Governors Fee Waivers, education goal loads, data file management, awarding, Higher One carding and disbursements, Common Origination and Disbursement (COD), loan Processing, Cal Grant processing, mass communications, Return to Title IV (R2T4) processing, establishing run processes and scheduling of data flow.

   c. Link to Los Rios Community College District Strategic Plan (2011):
      A4. Comprehensive Student Support Services
      Goal: "Services must be planned and coordinated across the District so that the advice and procedures in place at one college achieve the same results at another."
      Due to the size of the financial aid operations and the varying technical skills at the colleges, the current procedures provided different information at different times, resulting in different outcomes.

      C3. Student Centered Enrollment Process
      Goal: "Ensure that all students attracted to the college can successfully register and access needed support services."
      Goal: "The District's ability to retain students attracted to the college's high-quality programs is often limited to difficulties with enrollment, course selection, and financial aid processes."
      Centralizing these processes will assist in bringing consistent, accurate information in a timely manner to all students.

      E3. Business and Human Resource Process Streamlining
      One of the primary interests for centralizing is the economy of scale. Because each employee will have more of the same task and less number of tasks, it is logical that efficiency will increase offering us the ability to meet student demand without as much demand for increased staffing. Our business processes will be better supported resulting in better service to our students.

2. Develop District Operational Handbooks for Financial Aid and CalWORKs to ensure transfer of knowledge and business procedures.

3. Develop *Los Rios Programs of Study and County-Approved Occupations Crosswalk*

     a. Vocational program guide that identifies programs of study that are approved by the county for receipt of educational benefits for CalWORKs students.

4. Improve communication capabilities with students including text messaging, web site, e-services and social media.

5. Maintain and ensure enhancements to the districtwide orientation (e.g. alternate language options) for the purposes of encouraging its completion by second language learners.

L. Please provide any **suggestions for improving** the District's unit plan process, including how to more effectively align with other District and college processes (strategic plan, other planning, resource allocation, etc.).

None.

# V. Appendix

List your unit's accomplishments based on completion of last year's unit plan.

The unit works with and interacts with a number of operating units across the District and colleges in order to complete the primary responsibilities. The types of interaction are listed below by unit area:

- Administrative Services: General Accounting, Grants & Contracts, Payroll, Printing/Mail Room
- Chancellor's Office: Board of Trustees replies, Chancellor communications, General Counsel, Vice Chancellor, Education & Technology, AVC Communications and Media Relations
- District Police: Cleary Act reporting, discipline
- General Services: Purchasing, Risk Management, Contract development and dissemination
- Information Technology: Applications, development, data analysis, MIS reporting
- Institutional Research: survey development, data analysis
- Student Services and Instruction: all matters pertaining to access, equity and student success.

Unit Outcomes

- Outsourced student self-service transcript requests through Credentials.
- Provided District leadership and support for college efforts to implement mandatory orientation and student education plans for all first-time students:
  - Provide a clear pathway to student educational goal attainment by refining the electronic integrated student education plan (i-SEP) based on feedback gathered during the second phase of implementation: Version 2.2 rolled out in October 2013; Version 2.3 rolled out in March 2014.
  - Provided leadership on the content of a districtwide orientation on the subjects of CalWORKs and Financial Aid.
  - Rolled out an online orientation module in D2L on Feb. 1, 2014.
- Increase financial aid support by automating and consolidating processes and strengthening technical infrastructure to improve financial aid systems efficiency.
- Support the District in analysis and implementation of Student Success Task Force Recommendations. Implement changes as required by Title 5 regulations.
  - Recommended revisions to regulations regarding enrollment priorities.
- Developed "Steps to Success" at the District website to facilitate the completion of assessment, orientation and educational planning/advising.
- Eased student transfer experience by facilitating district-wide coordination with CSUS on acceptance of Los Rios students completing AA and AS Transfer degrees.
- Rolled out 100% online voting for student elections in April.
- Developed new tab in e-services to inform students of Votenet elections.

CalWORKs
- Conducted Fall 2013 CalWORKs Survey in consultation with institutional research.
- Completed MOU No. DHA-M-114-13 between Sacramento County Department of Human Assistance and Los Rios Community College District.
- Executed a multi-year Work Study Contract in the amount of $576,850 annually ($1,303,425 over 3 years).
- Developed Program Guidelines aligning specific CalWORKs Services.

Financial Aid

- Aligned campus financial aid SAP evaluation of outside transcripts.
- Aligned campus financial aid consortium process.
- Aligned campus financial aid welcome letter.
- Provided support on clock hour program requirements at ARC and SCC.
- Established system requirements to accept AB540 student applications and processes.
- Established R2T4 processes within PeopleSoft
- Hired an IT Analyst for FA.
- Developed an automatic process for identifying active students in FA System for processing.
- Established new federal verification items in PowerFAIDS
- Established system requirements for 150% Loan subsidy in PowerFAIDS
- Increased FA system knowledge though HEUG conference attendance.
- Established PeopleSoft Implementation Liaison team and tech team for implementing FA modules.
- Implemented Automatic load of YTD data, Enrollment Units and Empl ID data into PowerFAIDS from PeopleSoft.
- Upgraded the financial aid system (PowerFAIDS) to 19.0, 19.1, 19.2, 19.3.
- Established security reports provided to the colleges weekly.
- Submitted Gainful Employments records to Department of Education (DOE) and established Gainful Employment disclosure templates and data (ongoing).
- Established the 2013 COTOP data files and processes to collect on financial aid debt (ongoing).
- Built a loan tracking system in PeopleSoft to assist the colleges in tracking student borrowers who are not making payments toward their student loans and may be in jeopardy of defaulting. This process assists the college with provided student loan exit counseling at the prescribed times strengthening compliance with Title IV regulations.
- Established weekly automated Pell reconciliation reports.
- Improved/clarified CIP Codes for degree and certificate programs for Loan processing and provided new fields in PS to facilitate the processing of loan request.
- Submitted FISAP report to DOE and clarified new FISAP reporting requirements.
- Established a Share Point website to provide consistent information and access to FA information to all District personnel.
- Coordinated with AVC Communications and Public Relations on annual required student notifications and federal disclosures.

Other

- Continued Medi-Cal Administrative Activities (MAA).
- Implemented new MIS reporting requirements for special programs.
- Finalized recommendations to align assessment business practices across the four colleges.
- Recommended revisions to policies and regulations.
- Updated Trustee Handbook and Election Procedures.
- Reviewed and executed UC Davis TOP and CSU Transfer MOUs.
- Presented at CSSO/CIO Institute on "Leading Enrollment Management in a Changing Environment."
- Developed summary document on the implementation of SSSP entitled, *Student Success at Los Rios* (Feb. 25, 2014).
- Developed first quarterly newsletter on the implementation of SSSP (April 2014).
- Student Success and Support Program (See attached SSSP Work Group Outcomes summary)

List sources you used to support your unit plan statements.  None.

Attach supporting documents (Supporting Data from the DIR, etc.) following this page, identifying those you have attached in the text box, below.

- SSSP Work Group Outcomes (December 2013).

- SSSP Launch memo to college community (January 2014).

- Student Success at Los Rios (February 2014).

- SSSP Newsletter (April 2014).

# SSSP WORK GROUP OUTCOMES

UPDATE – December 9, 2013

| | Outcomes | Completed Yes | No | If No, Estimated Completion Date | Evidence |
|---|---|---|---|---|---|
| **ORIENTATION** Jory | 1. Serve a resource for production of 8 modules | X | | | Storyboards and scripts developed; videos under production; D2L prototype structure and content complete for initial version.. |
| | 2. Identify delivery mechanism/platform | X | | | Decision to utilize D2L as the delivery platform, see committee minutes. |
| | 3. Identify key elements of production for 8 modules | X | | | Key elements identified in storyboards and scripts for all 8 modules. Videos in final production stages. Text versions of each module complete. |
| | 4. Provide advisory input/feedback on initial production & after roll-out | | X | User testing scheduled for 12/9-1/2. | Prototype demonstrated to full committee 11/19. User testing and IT testing to begin week of 12/2. As of 12/16/13 79 have tested the orientation in D2L. |
| | 5. Identify go/no-go criteria for Feb. 2015 production | X | | | 1) Content fully developed; 2) IT/PS integration established and tested; 3) Database tables in place to auto-enroll target populations in D2L course. |
| **iSEP** Jeff | 1. Version 2.2 (abbreviated/comprehensive) and additional items | x | | | Went into production October 2013. The counselors have the ability to choose abbreviated or comprehensive education plan; and have the option of identifying two transfer institutions. |
| | 2. Identify features in iSEP 2.3 | x | | | Add units earned Expand Matriculation Services Allow the iSEP to populate Assessment Placements into students My Planner Add a current semester option Add a Veterans Planner |
| **MIS DATA** Kolleen | 1. Review, validate, modify business processes that update SS MIS elements | x | | | A final draft document is currently under review by the MIS Data workgroup. This document describes the key processes that account for the population of the Student Success MIS data elements by the colleges within LRCCD. Edits are due to Joe Carrasco by November 22. A final version will be shared in early December once edits are made. |
| | 2. Common definitions for data entry | x | | | Common SARS codes have been identified and circulated for recording the new Student Success matriculation services. All four colleges have been working together to identify the relevant/common codes for use in their processes. |
| **MIS REPORTING** Joe | 1. Reports on progress status of matriculation steps | | x | 2/1/13 | 11 reports have been identified: 1 Complete; 3 In development; 3 in queue 4 In spec development |
| | 2. Reports on other MIS data elements | | x | 4/1/13 | 21 reports identified: 7 in queue; 5 spec development; 9 requirements |
| **ENROLLMENT PRIORITIES** Kevin | 1. Assign appointments using new regulations and available data | x | | | System Coding completed in Development environment and is in the process of being validated. Regulation 2211 reviewed and verified. Diagram by Kim Goff. |
| | 2. Affirm/modify criteria for exemptions | x | | | Regulation 2821 is being vetted by constituent groups. |
| | 3. Establish appeals procedures | x | | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| | 4. | Develop/update related forms (P-0) | x | | | |
| | 5. | Identify communication related pieces for Communications Work Group | x | | | |
| | | | | | | |
| COMMUNICATIONS | 1. | Social media | | x | 12/10/13 | College and District Facebook, homepage and Twitter messaging to be completed 1/23/14 |
| | 2. | Email | x | x | | Several key email messages have been completed and distributed (i.e., CalWORKs, all student priority registration rules, etc.) Others to be completed by 1/14/14 to include Academic Progress Probation, High-Unit Major and New Student auto-generated email welcome |
| | 3. | Website | x | | | http://success.losrios.edu/ |
| | 4. | Materials specifically targeted to Los Rios staff and faculty | | x | 1/27/14 | Messaging and timing of distribution will be vetted at 12/10/13 exec staff meeting; tentative plan is to distribute college-specific letters will multiple signatures on on or about 1/17/14, to coincide with Convocation. |

January 31, 2014

To all Los Rios faculty and staff,

Over the past several months, many members of our college community have been engaged in the development of a number of promising practices that the District has instituted to move student success forward. In collaboration with the Information Technology Department and with the project expertise of IT Supervisor Kevin Flash, members of six Student Success and Support Program (SSSP) work groups worked diligently to implement the following initiatives:

- Online Orientation: Under the leadership of Sacramento City College's distance education coordinator, Jory Hadsell, students will have access to eight modules in D2L that will help guide them on a pathway to academic success. Our new online orientation will help students learn about: how to choose classes that fit their educational goals; college support services and resources that will help them succeed in the classroom; and important details on the next steps to becoming a student and registering for classes.
- iSEP: First developed in 2012 by IT programmer Anurag Saxena, the Student Education Plan, or iSEP tool, is now fully integrated with eServices, the Student Planner and the college's assessment download process. This newly improved tool will allow all students to have a personalized education plan that takes them from initial course placement through transfer to a four-year college or university. Our counseling faculty have been instrumental in refining this tool to better serve students and all those that assist students in the education planning process.
- MIS Data and Reporting: IT director Joe Carrasco and his team have ensured that there is alignment between the new SSSP legislative and regulatory requirements and the new SSSP reporting requirements. Data, as a critical component of student success and support program management, has been defined and edited. This will lead to improved data quality and collection at your colleges.
- Enrollment Priorities: Starting with changes to Regulation 2211 under then-District Matriculation Committee Chair Kim Harrell, of Folsom Lake College, procedures have been established to validate appointments to the new priority groups, establish criteria for exemptions and appeals and ensure that students have received ample and understandable communications regarding the new enrollment priorities set to take effect with summer/fall 2014 registration.
- Communication: Mitchel Benson, associate vice chancellor for communications and media relations, led a multidisciplinary team of college and District staffers who created a collection of new communications to ensure that the entire Los Rios community receives clear and consistent messaging about Student Success. The body of work includes: a new Student Success promotional flyer, new Student Success landing page, new web pages for the Steps to Success process and many emails and letters to welcome and alert students to a variety of potential obstacles to their academic success. Check out the new site at http://success.losrios.edu/ after 6 pm this evening.

LOS RIOS COMMUNITY COLLEGE DISTRICT
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This work has culminated in a wide variety of services, business practices and strategies that will help us achieve our Student Success goals in the coming year. I wanted to personally extend my appreciation to all the members of the work groups and those behind the scenes that have brought us to this point. We go live by the close of business today and I am certain that while we will surely experience some unplanned glitches or errors, this will be an endeavor that we will all look back on as a monumental change for the better, and one that I can proudly say we did together as a unified team.

Sincerely,

Victor C Rosario

Los Rios Community College District

## LOS RIOS

# Student Success at Los Rios

The Los Rios Community College District is one of the nation's most respected learning institutions and the second-largest community college district in California, serving the greater Sacramento region. Los Rios includes: American River, Cosumnes River, Folsom Lake and Sacramento City colleges; six major education and outreach centers; and specialized workforce and economic development programs, for regional businesses, governments and organizations. Los Rios colleges offer AA/AS degrees, certificates and transfer-education opportunities in more than 70 career fields. The District's 2,400-square mile service area includes all of Sacramento and El Dorado counties and parts of Yolo, Placer and Solano counties. About 77,000 students are enrolled in the four Los Rios colleges.

Los Rios Community College District
1919 Spanos Court
Sacramento, CA 95825

## Strategizing and Implementing Student Success

### Executive Summary

The four colleges and District Office of Los Rios Community College District collaborated to strategize and implement the recommended initiatives identified in SB 1456, the Student Success Act of 2012, which laid out the state's new Student Success & Support Program, or SSSP. Los Rios established six cross-functional work groups consisting of staff, faculty and administrators from the four colleges and District Office. The work groups addressed: a) Online Orientation, b) iSEP, c) MIS Data Collection, d) MIS Reports, e) Enrollment Priorities and f) Communications. The mission of the work groups was to develop a districtwide system for delivering effective student support services to the greatest number of Los Rios students possible and to expand service delivery models through the effective use of technology.

### Orienting New Students Online

Under the leadership of a faculty Distance Education Coordinator and with the collaboration of Los Rios counseling faculty and outreach professionals, the District developed an 8-module online orientation in our Learning Management System (D2L) to guide students along a pathway to academic success. The orientation is designed to cover components essential for new students to successfully transition into academia and become familiar with the Los Rios Community College District. Upon completion of the online orientation, the system automatically populates the MIS Data Element SS06, Student Initial Orientation Services, for state MIS reporting.

Specifically, the online orientation will help students learn about: how to choose classes that fit their educational goals; college support services and resources that will help them succeed in the classroom; and important details on the next steps to becoming a student and registering for classes. Within the first 12 days of going live, 754 students completed the 8 modules and received a certificate of completion. By the third week, that number doubled to 1,551. The content of the videos for this effort can be found on the Los Rios District's YouTube Channel at http://www.youtube.com/LosRiosColleges

### Providing Education Plans to Students

One of the District's IT programmers developed the electronic Student Education Planner, also known as the iSEP, internally in 2012. The tool allows counselors to create electronic education plans for students in our Student Information System (Peoplesoft/Oracle). In addition, the iSEP has become an integral step for students to meet their educational goals. It identifies necessary courses a student needs to complete for a specified major or goal as well as the student services and instructional support services needed. Students who complete the iSEP with a counselor may access their student education plan via their e-Services student self-service account anytime and from any mobile device. The action of finalizing the iSEP automatically populates the MIS Data Element SS09, Student Education Plan.

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Providing Education Plans to Students *(Continued)*

The iSEP work group, first formed in spring 2011, brought together counselors from the four Los Rios colleges to identify ways to develop and improve the tool to meet Title 5 Section 55524—which requires California's community colleges to provide students with an opportunity to complete an abbreviated or comprehensive education plan. The iSEP tool is fully integrated with e-Services, the course catalogs, My Planner and the District's centralized assessment databases, allowing students to have a personalized education plan that takes them from initial course placement through transfer to a four-year college or university. The iSEP tool is progressively modified to meet the needs of students and counselors. To enhance its usability across the four colleges, for example, future features will address educational planning in a group setting and planning for veterans who must submit planners to the VA for benefit eligibility.

Better Data Provides Better Tracking to Completion

The MIS Data Collection and MIS Reports work groups worked collaboratively to restructure a districtwide system necessary to align with the new SSSP legislative and regulatory requirements and the new SSSP reporting requirements. Categorical program managers, IT staff and service providers established a system to obtain data of student services provided to students, tracked using SARS Grid that could be extracted through a series of reports made available through Crystal Reports.

These newly created reports not only assist the District and colleges to identify students who received or did not receive specified services, but also track the progress of students who have met the requirements for priority enrollment. The reports can be used to send focused communications to specific groups of students, and are used to validate data submission for MIS state reporting.

Student Priority Enrollment

As of summer/fall 2014, students will receive priority enrollment based on the required services completed as identified in the SSSP legislation. The Enrollment Priorities work group established procedures to validate assignment to the new priority groups, and identified criteria for exemptions and appeals. Students will be notified through communications about the new enrollment priorities expected to take effect in summer/fall 2014. Priority enrollment regulations were updated to reflect the new rules and can be found at http://www.losrios.edu/legal/Regulations/R-2000/R-2211.pdf.

Informing Los Rios Students

Los Rios established a Communications work group consisting of multidisciplinary college and District staff to assist in the implementation of the Student Success initiative. The work group created a collection of new communications including: a new Los Rios Steps to Success promotional flyer; new Student Success Web landing page; new Web pages for the Steps to Success process; and emails and letters to welcome and alert students about a variety of potential obstacles to their academic success. The communications are designed to deliver consistent messaging to students about Student Success.

Cultivating Change in a Collaborative Way

Through an *inclusive* process that gathered the right people together-- and a *collaborative* process that emphasized moving forward with consensus among the majority-- the Los Rios Community College District is on the verge of a number of promising practices to move student success forward. Teaming with the Information Technology Department has been instrumental to this effort. This work has culminated in a wide variety of services, business practices and strategies that will help the District and its colleges achieve their Student Success agenda in the coming year.

Staff Contact

Please direct any questions or comments about the contents of this white paper to Dr. Victoria C. Rosario, Associate Vice Chancellor, Student Services of the Los Rios Community College District, at rosariv@losrios.edu.

For IT-related questions, please contact Kevin Flash, IT Application Systems Supervisor, at flashk@losrios.edu

FOR MORE INFORMATION, go to http://success.losrios.edu/

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FOLSOM LAKE COLLEGE

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CALIFORNIA COMMUNITY COLLEGES

Improving Student Success in
**California Community Colleges**

STUDENT
**SUCCESS**
INITIATIVE

## NEWS

## April 2014

# Keeping up with Student Success at the Los Rios Colleges

## The Rollout of the Student Success Initiative

The Student Success Act of 2012 was signed by Gov. Jerry Brown to help more California community college students reach their goal of earning a degree, certificate, career advancement or transferring to a four-year institution. The Student Success Act outlines recommendations to guide community colleges in implementing this initiative. Since then, these recommendations are beginning to emerge as exciting new programs at community colleges throughout California, including the Los Rios Community College District.

Since Jan. 1, 2014, a large number of Los Rios students have successfully taken part in the mandated services outlined in Title 5, section 55520. The data below show that students are receiving these services in greater numbers than this time last year. The number of students who completed the new online orientation, for example, is 66% higher than those reported in the prior spring term. Here are the counts for January 1, 2014 through April 4, 2014:

| Services | Spring 2013 | Spring 2014 |
|---|---|---|
| Orientation | 2,072 | 6,160 (Released Feb. 1) |
| Assessment | 4,902 | 9,029 |
| Educational Plans | 24,102 | 12,954 |

The delivery of student services at the Los Rios colleges is changing to keep pace with the diverse needs of our students. While technology has been key to addressing the needs of a large student body, our commitment remains to ensuring that students have access to counselors, support staff and faculty that are focused on helping students succeed.

## Key Dates

**October 17:** SSSP Plans Due

**November 21:** Student Equity Plans Due

## What You Can Do to Ensure Students Experience Success?

Everyone can contribute to the success of students. The primary goal of the *2011 Los Rios Community College District Strategic Plan* is to promote student success—helping *students achieve their educational goals*. From the report, *10 Ways Faculty Can Support Students' Success: Helping Students Achieve the Six Success Factors*, by the RP Group, we share the six success factors that students need to be successful—directed, focused, nurtured, engaged, connected and valued. Because every contact with a member of our college community can make a difference in the life of a student, here are some ways that staff and faculty alike can help students achieve their success in and outside the classroom:

1) Asking students about their educational and career goals
2) Integrating career and educational goal exploration into course assignments
3) Providing regular and meaningful feedback to students about their performance and progress
4) Regularly asking students if they understand the course material and directing them to available assistance when needed
5) Learning their students' names and asking them how they are doing
6) Creating opportunities for students to provide feedback on their experience in your course throughout the term
7) Showing students that you are proud to work at your institution and that they should be proud to be enrolled at a Los Rios community college
8) Providing opportunities for and encouraging students to connect with and support each other
9) Incorporating opportunities for students to share their personal and family history and culture in class assignments
10) Connecting or providing students with opportunities to help their peers

To read more about RP group's *Student Support Report* go to: www.rpgroup.org/projects/student-support

## Student Success Events at Los Rios: From Past to Future

Last October, approximately 147 members of the Los Rios community came together for the LRCCD Student Success Task Force Institute Summit, which was held at ARC. The summit included a special presentation by Vice Chancellor Linda Michalowski of the California Community Colleges' System Office. Michalowski provided an overview of the reforms of the Student Success Act. Attendees, including students, staff, faculty and administrators from the colleges and the district, teamed up to provide essential input to meet student needs in the process of implementing the Student Success initiatives.

Since then, the work groups established in the fall worked collaboratively to successfully roll out the Student Success initiative.

In an effort to continue the successful implementation of Student Success throughout the Los Rios colleges, two spring work groups, Assessment and Program Plan, are being established. The focus of the Assessment Work Group will be to: 1) Explore a collective database for assessment; 2) Align business and petition processes; 3) Identify preparation opportunities that exist for students between tests so they can get assistance before starting the course sequence (tutoring, boot camps, pre-tests, Accuplacer Diagnostics); and 4) Cost out technology improvements needed.

The Program Plan Work Group will work to describe district wide services in support of the colleges' effort as the colleges prepare plans that are due to the Chancellor's Office in October.



**SSTF Institute Summit, ARC**

**147 Attendees**

Linda Michalowski, Vice Chancellor of the California Community Colleges System Office

## LRMA Workshop Series:

### Investing in a Shared Instructional and Student Services Vision for the Student Success and Support Program Plan

On Feb. 25, 40 members of the Los Rios Management Association assembled to address revitalizing and re-envisioning professional development as called for in the Student Success Task Force recommendations. Attendees included representatives from various segments of the Los Rios Colleges.

Victoria Rosario, Associate Vice Chancellor of Student Services, presented an overview of the districtwide online orientation and its successful release. Celia Esposito-Noy, Vice President of Student Services at CRC, provided an overview and relevance of the *10 Ways Faculty Can Support Student's Success: Helping Students Achieve the Six Success Factors*, report by RP Group. Manuel Perez, Dean of Student Development, ARC, and Adam Karp, Dean of Fine and Applied Arts, ARC, conducted a real-time survey that reflected participant knowledge about Student Success initiatives.

In addition, members from each college participated in group activities to identify methods for faculty and staff to become involved with the implementation of the Student Success initiatives, and how faculty can assist students to meet the Student Success requirements for priority registration and reach academic success. Some outcomes included: training; Flex activities; partnership with student services to inform and connect students to programs and services; and potential processes for informing students.

### WHAT YOU NEED TO KNOW??

Two **new** and **important** communication notifications were developed for:

1) Students on Academic Probation 1 by the end of fall term, and
2) Students who have completed 75% of 90 units

Students with the above criteria will be notified via email about how to prepare for the upcoming enrollment cycle.

To review the letters, please visit:
http://www.losrios.edu/lrc/lrc_reg.php

### COMING SOON...

*Are you interested in learning how instruction can assist with carrying out SSSP?*

A retreat is anticipated for fall 2014.

More details coming soon!

## About Los Rios

The Los Rios Community College District is one of the nation's most respected learning institutions and the second-largest community college district in California, serving the greater Sacramento region. Los Rios includes: American River, Cosumnes River, Folsom Lake and Sacramento City colleges; six major education and outreach centers; and specialized workforce and economic development programs for regional businesses, governments and organizations. Los Rios colleges offer AA/AS degrees, certificates and transfer-education opportunities in more than 70 career fields. The District's 2,400-square mile service area includes all of Sacramento County, most of El Dorado County and parts of Yolo, Placer and Solano counties. About 77,000 students are enrolled in the four Los Rios colleges. For more information, go to www.losrios.edu.