An Integrated Approach to Success and Completion

Chief Student Services Officers
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Dr. Martha McDonald, Vice President of Student Services
Dr. Gerald Sequeira, Dean or Enrollment Services
Ivon McCraven, Outreach Supervisor

Outcomes

• Integrate outreach and student support programs through
  • Seamless transition between programs
  • Use of cross-requisites
• Assist students to develop effective student behaviors
• Align programs to guided pathways
• Use promise program to incentivize participation in student support programs
Integrated Roadmap

Cross-Requirements

- College and Career Access Pathways (CCAP)
- Early Decision
  - if high school senior not in CCAP, invited to participate in Early Decision
- I Will Complete College (IWCC)
  - must be an Early Decision or CCAP student
  - must apply for Financial Aid each year
  - must see a Counselor on a regular basis
- Citrus College Promise
  - must be in IWCC
  - if eligible, must apply to EOP&S
Entering the Path

• Smooth hand-off between programs
  • CCAP and Early Decision students receive priority registration assistance at their high school and participate in Welcome Day

• Collaboration among staff
  • IWCC staff assist with Early Decision

• Students adopt successful behaviors
  • Complete college and transfer-level English and math in one year
  • Enroll full-time
  • Apply for financial aid
  • Apply to other student support programs

Staying on the Path

• Coordination with other support programs
  • Early Alert
  • EOP&S and Promise book services

• Integrated services – in house services
  • Counseling Services
  • Financial Aid

• Frequent reminders during key momentum points
  • Declaring a Major
  • Completing Comprehensive Educational Plan
  • Registration Assistance
  • Removing Holds
  • Re-Applying for Financial Aid
College and Career Access Pathways

College and Career Access Pathways (CCAP) provides high school students with dual enrollment ensuring a seamless transition from high school to community college.

- AKA: Early College/Dual Enrollment/AB 288
- Customized CCAP program for each high school
- CCAP courses count toward high school and college graduation
- Students complete college onboarding process

CCAP: GPA and Units Completed

- Student Count (N=927)
- Average GPA: 3.16
- Average Units Completed: 7.0
CCAP: Success and Retention

<table>
<thead>
<tr>
<th>Term</th>
<th>Enrollment Count</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>F</th>
<th>FW</th>
<th>W</th>
<th>Success Rate</th>
<th>Retention Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2017</td>
<td>388</td>
<td>155</td>
<td>133</td>
<td>50</td>
<td>14</td>
<td>11</td>
<td>1</td>
<td>24</td>
<td>87%</td>
<td>94%</td>
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<tr>
<td>Summer 2017</td>
<td>244</td>
<td>127</td>
<td>81</td>
<td>28</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>6</td>
<td>97%</td>
<td>98%</td>
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<tr>
<td>Fall 2017</td>
<td>406</td>
<td>163</td>
<td>141</td>
<td>68</td>
<td>16</td>
<td>8</td>
<td>2</td>
<td>8</td>
<td>92%</td>
<td>98%</td>
</tr>
<tr>
<td>Spring 2018</td>
<td>434</td>
<td>195</td>
<td>125</td>
<td>63</td>
<td>15</td>
<td>11</td>
<td>7</td>
<td>18</td>
<td>88%</td>
<td>96%</td>
</tr>
<tr>
<td>Summer 2018</td>
<td>390</td>
<td>273</td>
<td>81</td>
<td>18</td>
<td>9</td>
<td>2</td>
<td>0</td>
<td>7</td>
<td>95%</td>
<td>98%</td>
</tr>
<tr>
<td>Fall 2018</td>
<td>627</td>
<td>244</td>
<td>200</td>
<td>139</td>
<td>17</td>
<td>9</td>
<td>2</td>
<td>16</td>
<td>93%</td>
<td>97%</td>
</tr>
<tr>
<td>Total</td>
<td>2,489</td>
<td>1,157</td>
<td>761</td>
<td>366</td>
<td>72</td>
<td>41</td>
<td>13</td>
<td>79</td>
<td>92%</td>
<td>97%</td>
</tr>
</tbody>
</table>

- Success Rate = Success Count / Enrollment Count; Success Count are Grades A, B, and C
- Retention Rate = Retention Count / Enrollment Count; Retention Count are Grades A, B, C, D, F, and FW
- Enrollment Count is total of all grades

Early Decision

Early Decision provides high school seniors a step-by-step process to apply, complete the onboarding process, and enroll at Citrus College.

- Non-CCAP high school seniors invited to participate in Early Decision
- Onboarding process
  - application workshop
  - placement using multiple measures
  - new student orientation
  - career workshop
  - an abbreviated Student Education Plan
  - registration assistance
- Priority Registration (1-Year)
Changes to Onboarding Process

- Prompted by AB 705 and Guided Pathways
- Spring 2018 Early Decision
  - English and Math Assessment (180 minutes)
  - In-person Orientation (60 minutes)
- Spring 2019 Early Decision
  - Online Orientation (45 minutes)
  - Career Development Workshop (90 minutes)
  - Student Educational Plan (90 minutes)
    - Degree Works (degree audit and educational planning Software) Demonstration
    - Create Student Educational Plan with Counselor

I Will Complete College (IWCC)

The I Will Complete College (IWCC) program prepares new first-time college students to be successful college students and complete their educational goal.

- Encourage effective student behaviors:
  - completing college and transfer-level English and math in one year,
  - enrolling full-time,
  - applying for financial aid, and
  - being aware of important college requirements
- Completion specialists monitor each student’s progress and provide frequent reminders during key momentum points
IWCC: Student Success

• Effective Student Behaviors
  • completing college and transfer-level English and math in one year
    • 61% completed transfer level English within one year
    • 50% completed transfer level math within one year
  • enrolling full-time
    • 100% of students enrolled full time
  • applying for financial aid
    • 100% of students applied for financial aid
• Scale
  • served about 33% of all first-time college students
• Equity
  • gains are similar for disproportionately impacted populations identified by the college’s Student Equity Plan
• Completion
  • 24% of IWCC students in the first cohort earned an associate degree in three years (8% higher than similar cohort)

Citrus College Promise

The Citrus College Promise program increases college access for first-time college students, provides student support, and promotes completion.

• Access
  • Enrollment and Mandatory Fees
    • fall and spring semesters
    • first two years
  • Textbook Grant Program
• Student Support
  • IWCC Program
• Completion
  • Requires students maintain 2.0 GPA in year one and 2.5 GPA in year two
  • Students must complete 30 units by fall of year two
• 618 students in fall 2018
IWCC/Promise: Student Success

• Through winter 2019
• Overall IWCC/Promise students
  • 618 students
  • 67% completed transfer level English
  • 53% completed transfer level math
  • 100% enrolled full time in fall 2018
  • 100% applied for financial aid
• Black and Latino students
  • 76% of cohort
  • 66% completed transfer level English
  • 50% completed transfer level math

Questions

Thank You!