

Student Success and Support Program (formerly Matriculation)

Replaces AR 3170

Student Success and Support Program (51024)

1. Scope and Intent (§ 55500)

The following requirements apply to Cabrillo College as long as the District receives funds pursuant to Education Code section 78216 for the period of time during which such funds are received. (Sections 66700 and 70901, Education Code. Reference: Sections 78210-78218, Education Code.

Matriculation is a process that brings a college and a student into an agreement for the purpose of achieving the student's educational goals and completing the student's course of study. The Student Success and Support Program has been aligned with the provisions of the Seymour-Campbell Student Success Act of 2012, as codified in Education Code sections 78210, et seq., which recognizes that student success is the responsibility of the institution and student, supported by well-coordinated and evidence based student and instructional services to foster academic success. The purpose of the Student Success and Support Act of 2012 is to implement the Student Success and Support Program to increase California community college student access and success through the provision of core matriculation services, including orientation, assessment and placement, counseling, advising, and other education planning services. The goal of this program is to provide students with the support services necessary to assist them in achieving their education goal and identified course of study. "Student Success and Support Program Services" are those services listed in section 55520 below.

NOTE: Authority cited: Sections 66700 and 70901, Education Code. Reference: Section 78212 and 78213, Education Code.

2. Required Services (§ 55520)

At a minimum, Cabrillo College will provide students, except as exempted pursuant to section 55532, with all of the following Student Success and Support Program services:

- (a) orientation on a timely basis, pursuant to section 55521.
- (b) assessment for all nonexempt students pursuant to section 55522;
- (c) counseling, advising, or other education planning services for nonexempt students pursuant to section 55523;
- (d) assistance in developing a student educational plan pursuant to section 55524, which identifies the student's education goal, course of study, and the courses, services, and programs to be used to achieve them;
- (e) follow-up services, pursuant to section 55525, to evaluate the academic progress of, and provide support services to, at risk students; and
- (f) referral of students to:
 - (1) support services that may be available, including, but not limited to, counseling, financial aid, health and mental health services, employment services, Extended Opportunity Programs and Services, campus child care services, tutorial services, foster youth support services, veterans support services, and Disabled Students Programs and Services; and



Chapter Six: Student Services and Operations

(2) curriculum offerings which may be available, including but not limited to, basic skills, noncredit programs, and English as a Second Language.

NOTE: Authority cited: Sections 66700 and 70901, Education Code. Reference: Section 78212, Education Code.

The full definitions of each of the above services are found in **55502**.

In addition to the three core required services (orientation, assessment, and educational planning), the College will work with students to identify:

(a) “Career goal” which is the student’s stated occupational interest upon application and is periodically updated during the student’s continued enrollment at the college. Students without a stated career goal will be identified and provided resources to support them in identifying a career goal.

(b) an “Educational goal” which is the student’s stated intent to earn a degree or career technical education certificate, prepare for transfer to a four years college or university, improve math or English basic skills or English language proficiency, or pursue career advancement or occupational training or retraining, or other educational interest. The education goal is initially identified during the application process and updated throughout the student’s academic career at the college during subsequent course registration or educational planning processes.

(c) a “Course of study” which is the student’s chosen educational program, major or area of emphasis, course sequence for transfer preparation, completion of basic skills, or English as Second Language proficiency. Students without a stated course of study or major will be identified and provided resources to support them in identifying a course of study as early as is appropriate and reasonable in their college progression.

3. Student Rights and Responsibilities (§ 55530.)

(a) All students shall be required to:

- (1) identify an education and career goal;
- (2) diligently engage in course activities and complete assigned coursework; and
- (3) complete courses and maintain progress toward an education goal and completing a course of study.

(b) Nonexempt first time students shall, within a reasonable period of time, be required to:

- (1) identify a course of study
- (2) be assessed to determine appropriate course placement
- (3) complete orientation activity provided by college
- (4) participate in counseling, advising, or another education planning service pursuant to section 55523 to develop, at a minimum, an abbreviated student education plan

(c) For the purposes of this section, a first time student is a student who enrolls at the college for the first time, excluding students who transferred from another institution of higher education. For purposes of this section, first time enrollment does not include concurrent enrollment during high school. To the extent that a college has the capacity to require and provide the services identified in (b) (1) through (4) to other students, nothing in this section would preclude a college from doing so.

(d) Nonexempt students who have completed the services identified in (b) (1) through (4) shall be required to complete a comprehensive education plan after completing 15 semester units of



Chapter Six: Student Services and Operations

degree applicable credit course work or prior to the end of the 3rd semester of enrollment, or a shorter period if required by district or program policy.

(e) Failure to fulfill the required services listed in (b) may result in a hold on a student's registration or loss of registration priority pursuant to section 58108 until the services have been completed.

(f) Information obtained from the matriculation process shall be considered student record and shall be subject to the requirements of subchapter 6 (commencing with section 54600) of chapter 5.

NOTE: Authority cited: Sections 66700 and 70901, Education Code. Reference: Sections 76000, 76001 and 78212, Education Code.

4. Exemptions (§ 55532)

Cabrillo College may elect to exempt certain students from participation in orientation, assessment, counseling, advising, or student education plan development, as required by subdivisions (a), (b), (c), or (d) of section 55520.

The college shall establish policies specifying the grounds for exemption from the participation in orientation, assessment, and/or counseling, advising, and other education planning services (55520.) Such policies shall be identified in the Student Success and Support Program plan and the number of students exempted shall be reported, by category, to the Chancellor pursuant to section 555114.

A student may be exempt if he or she:

- (a) has completed an associate degree or higher;
- (b) has enrolled at the college for a reason other than career development or advancement, transfer, attainment of a degree or certificate of achievement, or completion of a basic skills or English as a Second Language course sequence;
- (c) has completed these services at another community college within a time period identified by the district;
- (d) has enrolled at the college solely to take a course that is legally mandated for employment as defined in section 55000 or necessary in response to a significant change in industry or licensure standards.
- (e) has enrolled at the college as a special admit student pursuant to Education Code section 76001.

Any student exempt from orientation, assessment, counseling, advising, or student education plan development shall be notified and may be given the opportunity to participate in those services.

NOTE: Authority cited: Sections 66700, 70901, and 78215, Education Code. Reference: Section 78215, Education Code.

5. Student Success and Support Program Plans (§ 55510)

Cabrillo College shall adopt a Student Success and Support Program plan describing the services to be provided to its students. The plan shall include, but not be limited to:

- (a) a description of the methods by which required services identified in section 55520 will be delivered.



Chapter Six: Student Services and Operations

(b) a description of the college's process to identify students at risk for academic or progress probation and the college's plan for referral to appropriate interventions or services and coordination with the college's development of its student equity plan.

(c) a description of partnerships among colleges and with high school districts workforce agencies, or other community partners to deliver required services pursuant to 55520.

(d) the district's budget for services funded through the Student Success and Support Program.

(e) plan for professional development related to implementation of the Student Success and Support Program.

(f) a description of the technology support and institutional research necessary to implement this subchapter;

(g) a description of the college's adopted criteria for exempting students from participation in the required services listed in section 55520 consistent with the requirements listed section 55532.

(h) a description of the college's assessment for placement process, including but not limited to:

(1) a list of any assessment test(s) and other measures used for English, mathematics, and English as a Second Language course placement pursuant to section 55522.

(2) a description of the college's policy on the portability of student assessment scores and placement results for colleges outside the district and for colleges within a multi-college district.

(3) a description of the college's assessment procedures on pre-test practice, re-take, and recency.

(4) a description of policies for establishing and periodically reviewing prerequisites pursuant to section 55003 and considering student challenges to prerequisites established pursuant to section 55003; and

(5) a description of the college's student appeal policies and procedures related to the Student Success and Support Program; and

a.) The plan shall be developed through consultation with representatives of the academic senate, students, administrators, and staff with appropriate expertise, pursuant to section 51023 et seq.

b.) Such plans shall conform to the requirements of this subchapter and shall be submitted to the Chancellor for review and approval. The Chancellor may require periodic updates of such plans.

NOTE: Authority cited: Sections 66700 and 70901, Education Code. Reference: Section 78216, Education Code.

6. Program Reporting, Data Collection, and Audits (§ 55511)

Cabrillo College shall:

(a) annually report its expenditure of Student Success and Support Program and matching funds in a manner established by the Chancellor.

(b) Using the Chancellor's Office state management information system, report data, including, but not limited to, student education goals, courses of study, exemptions, development of student education plans, and services provided that are funded through the Student Success and Support Program or through matching funds. The Chancellor will use data reported by the college to report system and institutional level performance in the Accountability Report for Community



Chapter Six: Student Services and Operations

Colleges Scorecard and other reports as needed to meet legislative reporting requirements and to monitor compliance with the requirements of this subchapter.

(c) also, as part of its annual financial audit, provide for a review of the revenue and expenditures of the Student Success and Support Program.

NOTE: Authority cited: Sections 66700 and 70901, Education Code. Reference: Section 78214, Education Code.

7. Program Effectiveness and Improvement (§ 55512)

(a) Cabrillo College shall establish a program of institutional research for the ongoing evaluation of the services funded through the Student Success and Support Program. It will use the results of its institutional research as a basis to continuously improve services to students.

(b) The Chancellor shall establish a system for evaluation of the Student Success and Support Program on a statewide basis-

NOTE: Authority cited: Sections 66700, and 70901, Education Code. Reference: Section 78214, Education Code.

8. Professional Development (§ 55516)

Cabrillo College shall develop and implement a program for providing professional development for the provision of Student Success and Support Program services.

NOTE: Authority cited: Sections 66700 and 70901, Education Code. Reference: Section 78216, Education Code.

9. Funding (§ 55518)

(a) The Chancellor shall adopt a funding formula, consistent with the requirements of this section, for allocating Student Success and Support Program funds to Cabrillo College if it complies with the requirements of the Student Success and Support Program. Funds shall be allocated by the number of students to receive services at each college and the number of students who received services funded through this subchapter.

(b) Each dollar of state credit Student Success and Support Program funding shall be matched by three dollars of other district resources devoted to the Student Success and Support Program.

(c) The College shall agree to implement the Board of Governors' system of common assessment, if using a standardized assessment test for placement, and implement the Board of Governors' Accountability Scorecard, pursuant to Education Code section 84754.5.(as long as it receives Student Success and Support Program funding)

NOTE: Authority cited: Sections 66700, 70901 and 84754.5, Education Code. Reference: Section 78216, Education Code.

10. Accommodations (§ 55526)

(a) Student Success and Support Program services for students with disabilities shall be appropriate to their needs, and Cabrillo College shall, where necessary, make modifications to the services provided or use alternative tests, methods or procedures to accommodate the needs of such students. Students requesting such accommodations can provide their proof of need through Disabled Students Programs and Services (DSPS). Although participation in the DSPS programs is voluntary and no student may be denied necessary accommodations in the assessment process because he or she chooses not to use specialized services provided by these programs.



Chapter Six: Student Services and Operations

(b) Cabrillo College shall ensure that Student Success and Support Program services are accessible for English language learners and are appropriate to their needs. The College shall, where necessary, make modifications to the services provided to accommodate the needs of such students. Modified or alternative services for limited or non-English-speaking students may be provided in English as a Second Language programs.

NOTE: Authority cited: Section 11138, Government Code; Sections 66700, 70901 and 78213, Education Code. Reference: Section 11135, Government Code; and Sections 72011, 78211 and 78213, Education Code.

11. Appeals (§ 51024)

The college can establish procedures for waivers and appeals in connection with its Student Success and Support–Program in a manner consistent with section 55534; and substantially comply with all other provisions of Subchapter 6 (commencing with section 55500) of Chapter 6 of this Division.

NOTE: Authority cited: Sections 66700 and 70901, Education Code. Reference: Sections 78210-78218, Education Code.

12. Institutional Responsibilities (§ 55531)

(a) The governing board of each community college district shall adopt policies reflecting the provisions of section 55530, Student Rights and Responsibilities. The College shall take steps to ensure that information regarding its matriculation policies are accessible and available to all students during or prior to enrollment (e.g., during orientation) and is included in class schedules, catalogs, or other appropriate communications describing student rights and responsibilities under this subchapter.

(b) Once the student has identified a course of study and completed 15 semester units of degree applicable course work, the College will provide the student with an opportunity to develop a comprehensive student education plan pursuant to section 55524 within a reasonable time period. Student responsibilities shall also be identified in the student's education plan developed pursuant to section 55524.

(c) The college will provide nonexempt students with the services specified in sections 55520, 55521, 55522, 55523, and 55524. Initial implementation of these services is required for first time students identified in section 55530(b) by the fall 2015 term.

(d) The college may establish a policy providing that a nonexempt student will have a hold placed on registration or lose registration priority pursuant to section 58108 if a student fails to fulfill the responsibilities set forth in section 55530(b) and (c).

(e) The college shall make reasonable efforts to avoid duplication of the orientation, assessment, counseling, advising, or other education planning services, and development of student education plans funded through this subchapter or funded through other programs.

(f) Instructional and student services departments at the college shall use multiple sources of data from student education planning efforts and identified courses of study to coordinate course scheduling.

NOTE: Authority cited: Sections 66700 and 70901, Education Code. Reference: Sections 76000, 76001 and 78212, Education Code.

The college must monitor that "disproportionate impact" is not in effect. This is a condition where access to key resources and supports or academic success may be hampered by inequitable



Chapter Six: Student Services and Operations

practices, policies, and approaches to student support or instructional practices, affecting a specific group.

The college will have a Student Success & Support Program Advisory Committee comprised of representatives from the core three services and other departments and programs that support those functions. The composition will include faculty, staff and students. The purpose of the advisory committee will include review and assistance in service revision, research and data questions and other related issues. Reports will be provided to Faculty Senate and Student Services Council, at a minimum.

13. Violations and Appeals (§ 55534)

(a) Cabrillo College shall establish written procedures by which students may challenge any alleged violation of the provisions of this subchapter. The District shall investigate and attempt to resolve any such challenges and complaints in a timely manner. Procedures may be consolidated with existing student grievance procedures by action of the governing board. Records of all such complaints shall be retained for at least three years after the complaint has been resolved or longer if necessary to meet other requirements and shall be subject to review by the Chancellor as part of the statewide evaluation required under section 55511.

(b) When a challenge contains an allegation that the College has violated the provisions of section 55522(c), the district shall, upon completion of the challenge procedure established pursuant to this section, advise the student that he or she may file a formal complaint of unlawful discrimination pursuant to subchapter 5 (commencing with section 59300) of chapter 10. Completion of the challenge procedure shall be deemed to be an effort at informal resolution of the complaint under section 59327. (See Cabrillo College AR 5040.)

NOTE: Authority cited: Section 11138, Government Code; Sections 66700 and 70901, Education Code. Reference: Sections 11135-11139.5, Government Code; Sections 78211 and 78213, Education Code.

Approved by Student Services Council May 15, 2013