Program Planning: Matriculation

The Matriculation Office at Cabrillo College is in Instruction. We are one of the few colleges that position this function here, although more seem to be considering it over the past few years. Cabrillo’s Admissions and Records and Counseling Departments oversee two of the eight Matriculation services at Cabrillo-- admissions and educational planning. Instruction oversees assessment, requisites, and research. Orientation, staff training, and follow-up are collaborative services between Instruction and Student Services. As Matriculation is an institutional obligation that serves all students with an education goal and who are enrolled in more than six units, the more and stronger the collaboration across components, the better it is for students-- from entry to exit.

ESL’s assessment process is different than that of math and English. Cabrillo’s ESL department initially moved to self-placement due to curricular issues and a directive from the Chancellor’s Office as part of a site visit. Yet, more colleges are selecting self-placement/informed consent (in areas other than ESL) and many researchers support the validity of the methodology.

This service has been evaluated over the past three years and changes made accordingly. Sessions have been advertised as “required” in the class schedule and an assessment staff person, trained by the ESL faculty, and a counselor provide the sessions. In addition to course level information, “next steps” in the enrollment process and basic college-going information that ESL students need have been added. These inclusions have been designed by the counselor. Assessment provides 32 sessions/year. The sessions are held in Watsonville and Aptos, with tracking from attendance to enrollment.

ESL is hoping to add a formal assessment to this informed consent session as a result of their redesigned curriculum.

The counseling faculty provides the in-person, group Orientation services. A comprehensive online orientation, which is in the final stages of development will provide flexibility to students by allowing them to become oriented to college on real time, from home, and not need to come to the campus for the initial, basic information. The Matriculation Office is currently working with the Counseling Department to review and rewrite language for specific portions of the online orientation. This additional option for the service will allow students to better utilize the counselors’ expertise through direct interaction on goal setting, educational planning, course selection, and transfer and graduation planning. This additional mode of receiving the service also meets the Matriculation requirements of providing as many of the components electronically as possible.
A counselor also provides in-class orientations to ESL students after they have been attending Cabrillo for a few months. This is a parallel to the in-person group orientation provided by counselors.

Challenges;
1) Identify partners at the College to design effective follow-up strategies and services to increase persistence and success.
2) Increase collaborative service planning and delivery with Student Services through a commitment to think outside of the traditional structures and lines of responsibilities that delineate Instruction and Student Services.
3) Work with ESL to identify an assessment instrument that will support their redesigned curriculum as referenced in the Program Plan in spring 2008.

b. Relationships with other college components

Admissions and Records: Admissions provides the direct services to students around admissions; Matriculation is charged with supporting the design of “accessible” admissions systems and processes. Therefore, our role is as liaison with students, families, and high schools counselors and staff who have suggestions, complaints and users’ knowledge of what does and does not work efficiently-- we work with the stakeholders. We also support A&R with financial support for the hiring of hourly workers to input applications, the purchase of computer equipment to improve students’ ability to enroll (100 Building), coordinate training with the Admissions staff to train high school personnel, and provide application workshops through our outreach staff. These efforts are in addition to the admissions-related services offered by A&R.
Counseling: Matriculation works with the counseling faculty in a number of ways by providing annual funding for adjunct counseling units, computers for student use in the Transfer and Career Center, collaboration on evaluating and redesigning orientations for Running Start, support for the in-person, post assessment orientations, and script design and review for the online orientation. Individual counselors frequently call the Matriculation Office for matriculation-related questions. The Matriculation Office also solicits updates from counseling, rewriting, printing and providing the Student Guides that the counselors use in their group orientation sessions. Counseling is additionally invited to present training for high school counselors. The Matriculation Office supports counseling through the set-up of the new Orientation room in the new Student Activities Building (SAC West, 202) with state-of-the-art equipment. The Assessment Office also coordinates the scheduling of the counselors’ orientations with the Counseling Office and compiles packets for all the students the counselors will work with during orientation. Counseling additionally works with Assessment on self-placement for incoming ESL students.

PRO: Matriculation regulations require validations of the math and English assessments on a six year cycle. The consequential validation and disproportionate impact studies are
conducted on schedule with the related faculty and PRO staff. Any issues raised are shared and resolved with the math and English faculty. Additional research questions are asked throughout the year. The 2007 Fact Book thanked the Matriculation Coordinator,

c. Costs:
The Matriculation Office’s annual categorical budgets are based upon MIS data that is reported to the Chancellor’s Office by the College. We receive an allocation for both credit and non-credit services.

<table>
<thead>
<tr>
<th>CREDIT MATRICULATION</th>
<th>05-06</th>
<th>06-07</th>
<th>07-08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Matriculation Staff</td>
<td>193,007</td>
<td>201,325</td>
<td>210,689</td>
</tr>
<tr>
<td>Assessment Staff</td>
<td>145,912</td>
<td>197,122</td>
<td>207,751</td>
</tr>
<tr>
<td>Research Staff</td>
<td>39,330</td>
<td>32,996</td>
<td>52,500</td>
</tr>
<tr>
<td>Operating</td>
<td>103,247</td>
<td>246,097</td>
<td>245,990</td>
</tr>
<tr>
<td>Total</td>
<td>481,496</td>
<td>677,540</td>
<td>709,930</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NONCREDIT MATRICULATION</th>
<th>05-06</th>
<th>06-07</th>
<th>07-08</th>
</tr>
</thead>
<tbody>
<tr>
<td>Counseling</td>
<td>7,598</td>
<td>9,385</td>
<td>12,817</td>
</tr>
</tbody>
</table>

The Matriculation Office contributes annually at the end of the fiscal year to both Admissions and Counseling. The amount over the past years for Admissions has included support for hourly assistance, ongoing staff support, equipment, and training. For counseling, the support has been for adjunct hours and computers for students.

<table>
<thead>
<tr>
<th></th>
<th>05-06</th>
<th>06-07</th>
<th>07-08</th>
<th>Average over 3 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions</td>
<td>29,111</td>
<td>55,219</td>
<td>37,617</td>
<td>40,649</td>
</tr>
<tr>
<td>Counseling</td>
<td>29,201</td>
<td>54,460</td>
<td>45,619*</td>
<td>43,093</td>
</tr>
</tbody>
</table>

*as of 4/08
These additional year-end funds are included in the Matriculation operating budget figures above

along with others, for (her) …”-firm commitment to, and support of, planning and research at the

f. Describe trends, issues, and challenges identified.

The challenges that Matriculation faces will be in response to the changing face of the community college student. As a result, the services provided by Matriculation and the College will need to adapt. Assessments of need, college
culture, and services and interventions will need to be redesigned. This will require a cross-component effort with a willingness to work across areas of responsibility that may be in different components. Since January 2008, Assessment and the Digital Bridge have added a short online assessment for students entering Cabrillo. It is to identify self-efficacy skills. This data should assist us in making overtures to students in high risk categories as we design follow-up strategies.

A significant challenge will be the possible decrease in funding from the State. Five years ago Matriculation was slashed 39%. This occurred while it did not for the other categoricals (DSPS and EOPS) because Matriculation was less understood, as it was misperceived as serving a less “obvious” population.

II Program Directions and Recommendation

a. Description of what is needed for service area to address challenges identified in Section I.

1) Identify partners at the College to design effective follow-up strategies and services to increase persistence and success. Expand the dialog beyond the “usual suspects.”
2) Increase collaborative service planning and delivery through systemic thinking; emphasizing the whole program over the parts.
3) Work with ESL to identify an assessment instrument that will support their redesigned curriculum.
4) Bring some of the issues that are surfacing through the new Honors Program to the Matriculation Advisory Committee.

b. Proposed plan for next 6 years addressing all aspects needed to institute recommendations.

There is no specific multi-year plan needed other than the one required by the Chancellor’s Office, as referenced above. The last one was submitted in 2006, per requirement, with component input and revisions. The annual activities and issues we address at the local college level are determined by feedback from students and staff as clarification of and improvements to current processes and polices. If any of the components of the college’s Matriculation Plan need or desire change, those changes will be communicated to the Chancellor’s Office. For example, the current activity under the Non Credit Plan, providing outreach and admissions and college information to high level ESL students at Adult Education ESL programs may not continue due to low enrollment from those students. This is being evaluated presently with the provider (Cabrillo counselor.)

c. Description of plan for ongoing evaluation of functions and services

The Matriculation Plan is reviewed by the Matriculation Coordinator in order to identify any issues that need addressing. These are then brought to the
Matriculation Advisory Committee for discussion. Examples include College policies that are not consistent with what is communicated in the catalog nor understood as being correct by faculty and staff. The evaluation of assessment and orientation, which are under the direct oversight of the Matriculation Coordinator, are evaluated on an ongoing basis with those involved. A number of changes have been made to both those services as a result: clarification of who needs assessment, self-placement for ESL, working with CCEU to support the need for seasonal workers, and clarification and ongoing rewording of printed descriptions of Matriculation services and processes. In orientation, two versions have been redesigned and the online product that is almost complete will be a feather in Cabrillo’s cap.

Matriculation will work with PRO on internal surveys for campus perceptions of effectiveness and improvement.

Overall, Matriculation is well-integrated into the College culture and has a strong foundation established over the past 20 years. Its visibility can always improve. The new space, SAC West 213, has put a new and more visible face on the service.