



# A Note from the Associate Vice Chancellor *Student Services*

January 23, 2015

To All Los Rios Faculty and Staff

Nearly one year ago, Chancellor King announced to the District the launch of the state's Student Success and Support Initiative. The Student Success initiative, established by the Legislature's Student Success Act of 2012, is designed to encourage and assist students to get on track and stay on track to complete their educational goals. As part of its response, the District rolled out the *Los Rios Steps to Success* that unifies the five steps (Apply, Online Orientation, Assessment, Education, or iSEP, Plan and Register) that all students must take to enroll and ensure priority registration at any of the Los Rios colleges. In addition to that, we created a joint, districtwide [Success](#) landing page on the Web for all four Los Rios colleges, so new students would have a one-stop shop to guide them through the *Steps to Success*.

Throughout the past year, I have shared a number of updates that highlighted the success of our collective and collaborative efforts. Two articles published in the [May](#) and [October](#) issues of Comstock's Magazine described Los Rios' "ahead-of-the-game implementation of state-mandated student supportive services." And, most recently, Los Rios Community College District was touted as a success story published on [Oracle.com](#).

In the meantime, the four colleges spent a tremendous amount of time and effort on the development of Student Success and Support plans that they submitted to the Board of Trustees at last October's meeting. The completed plans demonstrate the District's unified approach to launching *Steps to Success* as well as each college's distinct approach to delivering services that reflects its unique student needs. The plans were funded based on the 2014-15 SSSP allocations adopted by the Board on Sept. 10, 2014, as part of the overall District budget.

All this to say that students are benefitting from all the hard work that so many of you have been involved in throughout these past two years. Our sister colleges and districts



across the state, from San Diego to the Bay area, are also benefitting – many have sought to adopt our very own iSEP tool!

I am excited to share these efforts because they reflect our commitment to providing access to students and to putting in place measures that we believe will contribute to the successful completion of their educational goals. The attached newsletter is a reminder of how you can continue to support the success of our students by connecting them to these important services.

I hope you find this second newsletter helpful as you continue the dialogue on your campuses about charting a roadmap for a college-wide focus on student success. There will be future issues that continue to highlight how Los Rios initiatives and our colleges' best practices are transforming how we deliver student services and helping more students from all backgrounds achieve their career and educational goals.

Sincerely,

A handwritten signature in cursive script that reads "Victoria Rosario". The signature is written in a dark ink and is positioned below the word "Sincerely,".



Improving Student Success in California Community Colleges

CALIFORNIA COMMUNITY COLLEGES  
**STUDENT SUCCESS INITIATIVE**



## Keeping up with Student Success at the Los Rios Colleges

### NEWS

### January 2015

#### A Look at Student Success Services

Since the implementation of the Student Success Act of 2012, colleges are reaching out to students and providing mandated services such as Orientation, Assessment and Education Plans (iSEP). In support of these implementations, the Los Rios District is now able to more accurately retrieve data on services provided to students. Data shown below may not be comparable to previous years because this tracking system is new. However, data gathered from spring and fall 2014 reflect the common trend that the colleges encounter: more students receive services in the spring to enroll for summer/fall courses than they do in the fall. The data will be used to inform MIS reporting to the State Chancellor's Office. Allocations for 15/16 will be based on 14/15 year-end data.

	Spring 2014 (Jan. - Jun.)	Fall 2014 (Jul. - Dec.)	2014 Totals to date
<b>Orientation</b>			
ARC	4364	3920	8284
CRC	2461	1839	4300
FLC	1672	1039	2711
SCC	3603	2835	6438
<b>Assessment</b>			
ARC	6790	5115	11905
CRC	3278	2251	5529
FLC	2614	1574	4188
SCC	5769	4562	10331
<b>iSEPs</b>			
ARC	12569	14886	27455
CRC	3938	4604	8542
FLC	4115	4420	8535
SCC	6403	8511	14914

#### CCCCO Updates

**August/September 2014: Launch of the "Step: Forward" website, which connects students to the steps necessary for achieving priority registration at California community colleges.**

For more information, please visit  at <http://stepforward.cccco.edu/>

#### What Colleges Are Doing to Ensure Student Success

All four colleges have now documented how their college plans to deliver Student Success and Support Services Program (SSSP) services to their students. SSSP plans were submitted to the State Chancellor Office on Oct. 17. The plans described the core services, including orientation, assessment and counseling, advising and other student education planning services necessary to assist students in achieving their educational goals and declared interest of study.

The colleges have designed a number of new and innovative strategies intended to respond to the local needs of their student populations. In addition, there are a number of common practices that provide a coherent educational pathway across the colleges in order to better serve students who attend more than one college.

**Orientation.** All colleges offer the districtwide Online Orientation, which provides important information to all first-time students. Online Orientation may be accessed through the Desire2Learn (D2L) system.

In addition, the colleges offer a variety of in-person, program-specific orientation services, tours and events for students to learn about the college and inform students about additional programs and resources available to support their success.

**Assessment.** All colleges require first-time students to complete assessments in Reading, Writing, English as a Second Language (ESL) and Mathematics. Students may access assessment service information online, phone or in-person. Assessments are offered during walk-in hours or appointments.

**Advising/Education Plans.** All first-time students are required to receive counseling, advising and other educational planning services. The colleges offer a variety of counseling services through outreach and K-12 partnerships, programs and workshops, to help students identify and reach their education and career goals.

**What Can You Do?** Completion of these services is also directly tied to priority registration. You can help students by:

- Talking to them about the importance of these services
- Showing them how to log in to D2L for the Orientation
- Walking them to the Assessment Center
- Giving them the number or walking them to Counseling

## Colleges Coming Together Through Common Assessment Initiative

The Common Assessment Initiative (CAI) is a statewide project to create a common assessment system for test preparation delivery, administration, data collection, placement guidance and research. While it will take time to get the common assessment up and running, with necessary staff development, technology purchases, etc., at all 112 colleges, Los Rios is currently ready, from a technology standpoint, to implement a new centrally operated computer-based assessment. Once CAI is available, all California community colleges must implement and use it to receive *all* SSSP funding from the state.

In 2014, the District Matriculation/Student Success Committee charged a work group with the review of assessment policies and procedures currently in place across the four colleges, the result of which will be voted on by the District Academic Senate at its February meeting. This will lead to the adoption of standardized assessment practices across the District in preparation for CAI.

## About the iSEP and How it Benefits Los Rios Students

### What is it?

The iSEP is an electronic tool that allows Los Rios counseling faculty to develop education plans for students.

### Brief History

The concept to transition from paper to technology-enabled student education plans began in 2008. In 2011, paper and PDF versions of student education plans were gathered, and with the help of counselors, common element requirements were identified for the development of a rough conceptual model of iSEP in PeopleSoft. After going through an extensive and iterative process of review, feedback and modifications, the iSEP went into production in 2012. Since then, the iSEP has become the singular tool used for creating student education plans at all Los Rios colleges.

### Benefits to Students

The benefits of the iSEP tool for Los Rios students include:

- The iSEP serves as a semester-by-semester guide to assist students in reaching their educational goals.
- Students may add courses to "My Planner" that can be uploaded to the iSEP after a review by the counselor.
- Students and their counselors may conveniently access assessment placements via the iSEP.
- iSEP informs students of counselor referrals regarding recommended student and instructional support services.
- iSEP instructs students on activities for success and important deadlines through personalized comments from counselors.
- The easy access and comprehensive nature of the iSEP assists students in staying on track with their educational goals.
- Students may access their iSEPs from any mobile device.
- iSEPs may be accessed and printed through eServices student self-service accounts.
- Students can review important dates for graduation and transfer application periods added by the counselor.

### What Can You Do?

Talk to your students about the iSEP. Remind them that an education plan will outline a set of courses they will need to achieve their educational goals for CTE certificates, ESL, basic skills, Associate degrees or transfer.

## LOS RIOS SSSP WORK GROUP UPDATE

At the beginning of the fall 2014 semester, the Follow-up Services Work group was formed to address support services and instructional services related to the 2012 Student Success Act. The workgroup comprises 25 members from the four colleges and the District.

During six meetings between October and December, the work group reviewed, validated and modified business practices to ensure alignment with MIS Data Elements: Student Academic Progress Probation Services (SS10) and Student Success Other Services (SS11). The work group also identified tracking, coding methods and reports for validation and/or modifications, and identified reports needed to accurately capture services tied to these data elements.

A final report of its work will be posted to the new employee-access page for Student Services.

## Los Rios Updates

**January 2015: Los Rios launched a Student Services staff webpage that will host student services documentation, SSSP updates & professional development training guides.**

**For more information, please visit:**

<http://www.losrios.edu/student-services/index.php>

**COMING SOON...**

*Districtwide Online  
Orientation in Spanish*

## 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 75,000 students are enrolled in the four Los Rios colleges. For more information, go to [www.losrios.edu](http://www.losrios.edu).