



Student Success at Los Rios

ABOUT LOS RIOS COMMUNITY COLLEGE DISTRICT

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.



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