

2014-15 Program Review

Name of Program: Outreach & Educational Partnerships
Name of Unit: Student Services
Name of Area: Student Services
Date Completed: 10/28/2013

Program's Mission Statement

The Office of Outreach and Educational Partnerships at Rio Hondo College through collaboration with local K-12, university, and community partners supports college access and college readiness for all students while fostering a sustainable college-going culture within schools, families, and the community as a whole.

Program's SAO Information

SAO #1: El Monte Pledge cohorts will exceed by 5% or greater in the following Student Success Scorecard metrics (Persistence, 30-Units, 60-Units) compared to all 1st-time students from the cohort year.

SAO#2: El Monte Pledge cohorts will exceed by 5% or greater in the retention and success course rates compared to all 1st-time students from the same cohort year.

SAO#3: El Monte Pledge cohorts overall cumulative GPA for transfer-level units will be higher by .20 or greater compared to all 1st-time students from the same cohort year.

A: SAOs' are measured annually

B: The assessment results indicate that the El Monte Pledge model is effective in increasing student success in the areas measured by the Student Success Scorecard. The key components of the El Monte Pledge are strengthening of support services for entering students and ensuring students enroll in basic skills courses their first semester in college. This model program and support services should be replicated and scaled up to all incoming Freshmen on campus. In addition to scaling up support services for entering students, services need to be established for follow up and support for at-risk students. Follow up services are now mandated by the Student Success and Support Program (SSI). As a result additional counselors and support staff are needed to meet the new requirements for mandated services for entering students and follow up services for at-risk students.

Program's SLO Information - Assessment Results (1a)

Table 1) Fall 2011 First-Time Students: El Monte Pledge 2011 Cohort and Non-Cohort Retention and Success Rates

	Fall 2011	Spring 2012	Fall 2012	Spring 2013
COHORT				
% Retained	87.4%	86.7%	86.4%	89.9%
% Successful	68.1%	69.5%	70.0%	70.6%
NON-COHORT				
% Retained	83.4%	82.8%	84.8%	87.9%
% Successful	60.1%	60.9%	61.3%	64.8%

Notes:

- Retention means completing the course with any grade other than a "W."
- Success means completing the course with a grade of "C," "P" or above.

Table 2) Fall 2011 First-Time Students: El Monte Pledge 2011 Cohort and Non-Cohort Persistence Rates

	Count	Percentage		Count	Percentage
# COHORT	293	100.0%	# NON-COHORT	1258	
# Enrolled 3 Semesters	256	87.4%	# Enrolled 3 Semesters	984	

Notes:

- Student counts for "# COHORT" and "# NON-COHORT" include only those who earned 6 or more units in Fall 2011. Those students counted under "# Enrolled 3 Semesters" also enrolled in for-credit courses in Spring 2012 and Fall 2012.

Table 3) Fall 2011 First-Time Students: El Monte Pledge 2011 Cohort and Non-Cohort Earned Units

# COHORT	391	# NON-COHORT	5901
# Below 30 Units	184	# Below 30 Units	5041
% Below 30	47.1%	% Below 30	85.4%
# 30-59.5 Units	157	# 30-59.5 Units	763
% 30-59.5 Units	40.2%	% 30-59.5 Units	12.9%
# 60+ Units	50	# 60+ Units	97
% 60+ Units	12.8%	% 60+ Units	1.6%

Fall 2011 First-Time Students:

The cumulative GPA for transfer-level units of the El Monte Pledge 2011 Cohort = 2.68

The cumulative GPA for transfer-level units of the NON-COHORT members = 2.31

Table 1) Fall 2012 First-Time Students: El Monte Pledge 2012 Cohort and Non-Cohort Retention and Success Rates

	Fall 2012	Spring 2013
COHORT		
% Retained	89.6%	90.8%
% Successful	69.9%	69.4%
NON-COHORT		
% Retained	86.9%	89.5%
% Successful	61.8%	65.4%

Notes:

- Retention means completing the course with any grade other than a "W."
- Success means completing the course with a grade of "C," "P" or above.

Table 2) Fall 2012 First-Time Students: El Monte Pledge 2012 Cohort and Non-Cohort Persistence Rates

	Count	Percentage		Count
COHORT	343	100.0%	NON-COHORT	1275
# Enrolled 3 Semesters	276	80.5%	# Enrolled 3 Semesters	986

Notes:

- Student counts for "# COHORT" and "# NON-COHORT" include only those who earned 6 or more units in Fall 2012. Those students counted under "# Enrolled 3 Semesters" also enrolled in for-credit courses in Spring 2013 and Fall 2013.

Table 3) Fall 2012 First-Time Students: El Monte Pledge 2012 Cohort and Non-Cohort Earned Units

# COHORT	471	# NON-COHORT	6368
# Below 30 Units	402	# Below 30 Units	6099
% Below 30	85.4%	% Below 30	95.8%
# 30+ Units	69	# 30+ Units	269
% 30+ Units	14.6%	% 30+ Units	4.2%

Fall 2011 First-Time Students:

The cumulative GPA for transfer-level units of the El Monte Pledge 2012 Cohort = 2.55

The cumulative GPA for transfer-level units of the NON-COHORT members = 2.25

El Monte Pledge (EMP) cohorts perform higher than all 1st time students from the same cohort year in all student success indicators measured. In the areas of unit attainment, 12.8 % of the El Monte Pledge 2011 Cohort has completed 60+units compared to 1.6% of all 1st time students from the same cohort year and 40.2% of the El Monte Pledge 2011 Cohort has completed 30-59 units compared to 12.9% of all 1st time students from the same cohort year. In a comparison of cumulative GPA for transfer level units, the El Monte Pledge 2011 Cohort transfer level GPA is 2.68 compared to 2.31 for all 1st time students from the same cohort year. Similar results are indicated for the 2012 EMP Cohort.

Program's SLO Information - Changes in Instruction (1b)

As a result of the success of the El Monte Pledge in student achievement, some best practices have been scaled up to include a larger portion of the new student population. Beginning in Fall 2013, all recent high school graduates who graduate from a high school in the Rio Hondo College service area who complete an application, assessment in English, math, and reading, attend and orientation, and have an abbreviated educational plan will receive a one-time priority registration appointment. In addition, we are strongly recommending all incoming high school graduates enrolling at Rio Hondo College to attend a 4-hour Freshman Welcome Day. The Freshman Welcome Day is designed to provide incoming students with a two-hour counseling presentation along with a 1-hour student life component and 1-hour campus tour.

Program's SLO Information - Requested Resources (1c)

In efforts to scale up promising practices that strengthen support for entering students and meet the demands of implementation for the Student Success Initiative, additional staffing and technology requests are needed. As part of the one-time funds to support the initial implementation of the Student Success Initiative, Outreach and Educational Partnerships hired two short-term-19hr/week Educational Advisors. In order to continue to support the scale up of mandated services for new students, the positions should be permanent ongoing positions. The impact of the additional staffing resources is currently being measured and no student achievement data is available at this time.

Program's SLO Information - Assessment Reports (2)

Not applicable

Program's SLO Information - Online Results (3)

Not applicable

Program's SLO Information - Degrees and Certificates (4)

Not applicable

Program's Characteristics, Performance and Trends

Characteristics:

The Outreach and Educational Partnerships department is comprised of two key functions. Outreach services are designed to support the college's matriculation process. Such activities include, but are not limited to RHC Application Workshops, Assessment/Orientation/Ed Planning Sessions, High School Senior Preview Days, College and Community Fairs. Educational Partnerships services are designed to support pre-college development and college readiness of K-12 students in the RHC service area. Such activities include, but are not limited to College Knowledge Workshops, College Planning Family Nights, 12th Grade College Readiness Summit, and the El Monte Pledge and Pico Rivera Generation 1st Degree collaboratives. Both Outreach and Educational Partnerships services have similar characteristics, but have different outcomes. Outreach outcomes are focused on strengthening the process to RHC for entering students while Educational Partnerships outcomes are focused on college access and academic readiness of K-12 students in the RHC service area.

Performance:

Listed below is a summary of services provided.

RHC Support for Entering Student Activities (Outreach)

College Knowledge Presentations

- El Monte Union High School District

- Schools Number of workshops Total Participants
- Arroyo High School 2 presentations- 58 students
- El Monte High School 4-76
- Mountain View HS 13-400
- Rosemead High School 9-257
- South El Monte HS 2-50
- Ledesma High School* 2-45

Total for EMUHSD 32-886

Whittier Union High School District

- Schools Number of workshops Total Participants
- California High School 12-328
- La Serna High School 4-70
- Pioneer High School 5 -120
- Santa Fe High School 9 -270
- Whittier High School 13 -390
- Frontier High School* 11- 88
- Total for WUHSD 54- 1266

El Rancho Unified School District

- Schools Number of workshops and Total Participants
- El Rancho High School 25- 750
- Salazar High School* 1-30
- Total for ERUSD 26- 780

Montebello Unified School District

- Schools Number of workshops Total Participants
- Montebello High School 8- 240
- Schurr High School 0- 0
- Total for MUSD 8- 0

Grant Total

Number of workshops Total Participants

TOTAL 81 2311

Workshop number indicates the number of periods each workshop was repeated.

Rio Hondo College Application Workshops

El Monte Union High School District

- School Number of workshops Total Participants
- Arroyo High School 4-- 140
- El Monte High School 6 168
- Mountain View HS 13 All 12th English classes (mandatory workshop) 400
- Rosemead High School 6- 60
- South El Monte HS 6- 90
- Ledesma High School* 1-1 7
- Total for EMUHSD 36- 865

Whittier Union High School District

High School Number of workshops Total Participants

California High School 7- 98
La Serna High School 5- 40
Pioneer High School 4- 40
Santa Fe High School 4- 40
Whittier High School 4- 85
Frontier High School* 1-1 7
Total for WUHSD 21- 310
El Rancho Unified School District
• School Number of workshops Total Participants
• El Rancho High School 12- 180
• Salazar High School* 1 20
• Total for ERUSD 13- 200

Montebello Unified School District
• School Number of workshops Total Participants
• Montebello High School 6- 100
• Schurr High School 6 -75
• Total for MUSD 12- 175

GRAND TOTAL 89- 1385

Workshop number indicates the number of periods each workshop was repeated.

Rio Hondo College Senior Preview Day
El Monte Union High School District
• Senior Preview Day Number of Student Participants
• Arroyo High School 44
• El Monte High School 45
• Mountain View High School 42
• Rosemead High School 30
• South El Monte High School 51
• Ledesma High School* 7
• Total for EMUHSD 219
Whittier Union High School District
• Senior Preview Day Number of Student Participants
• California High School 23
• La Serna High School 47
• Pioneer High School 20
• Santa Fe High School 25
• Whittier High School 43
• Frontier High School* 20
• Total for WUHSD 178
El Rancho Unified School District
• Senior Preview Day Number of Student Participants
• El Rancho High School 80
• Salazar High School* 10

- Total for ERUSD 90
- Montebello Unified School District
- Senior Preview Day Number of Student Participants
- Montebello High School 55
- Schurr High School 44
- Total for MUSD 99
- Bassett High School Number of Student Participants: 44
- Amino Charter High School Number of Student Participants: 10
- GRAND TOTAL : 638

College Nights and Community Event Tables

Event Type and Amount

College Nights/Community Events 21

Frosh/Soph nights in EMUHSD 6

Middle School Nights in El Monte City Unified School District 5

Junior TES Parent Nights 5

TOTAL 37

Friday/Saturday Assessment and Orientation by High School (each school was given one date for onsite assessment/orientation; capacity 50 seats)

El Monte Union High School District

High School Number of Students

- Arroyo High School 41
- El Monte High School 43
- Mountain View High School 43
- Rosemead High School 36
- South El Monte High School 44
- Ledesma High School* 0
- Total for EMUHSD 207

Whittier Union High School District

High School Number of Students

- California High School 46
- La Serna High School 35
- Pioneer High School 30
- Santa Fe High School 44
- Whittier High School 45
- Frontier High School* Students came on own
- Total for WUHSD 200

El Rancho Unified School District

High School Number of Students

- El Rancho High School 41
- Salazar High School* Students came on own
- Total for ERUSD 41

Montebello Unified School District

High School Number of Students

- Montebello High School 44

Schurr High School 40

Total for MUSD 84

GRAND TOTAL 532

May/June- Saturday Assessment and Orientations- open to any High School Senior

Date # of Participants

Saturday 5/11/13 82

Saturday 5/18/13 50

Saturday 6/1/13 100

Make up Assessment and Orientations in June 2013 (before Priority Registration cutoff)

Date # of Participants

Tuesday 6/18 29

Wednesday 6/19 45

Thursday 6/20 71

Friday 6/21 66

GRAND TOTAL: 975

AccessRio Registration Support Workshops for all Local High School Priority
Registration Students

Date: July 17, 2013 Number of Participants: 104

July 18, 2013 121

Total: 225

Freshman Welcome Days at Rio Hondo College

Date: 7/23/13 Participants: 39

Date: 7/24/13 Participants: 61

Date: 7/25/13 Participants: 35

Date: 7/30/13 Participants: 75

Date: 7/31/13 Participants: 85

Date: 8/1/13 Participants: 61

Date: 8/6/13 Participants: 94

Date: 8/7/13 Participants: 56

Date: 8/8/13 Participants: 49

Total Participants:

El Monte Pledge Priority Registration 205

Pre-Registration 57

Regular Registration 17

Pre-College Support Activities (Educational Partnerships)

Frosh/Soph College Planning Family Nights 2012-2013

School Total Number of Families Total Number of Individuals

Arroyo High School 43 89

El Monte High School 48 107

Mountain View High School 15 37

Rosemead High School 76 174
South El Monte High School 54 105
Total for EMUHSD 308 665
Junior Transcript Evaluation Services Classroom Conferences
School # of Workshops # of Students Meeting/Close # of Students Not Meeting Total #
of Students

Arroyo High School 20 331 258 590
El Monte High School 18 325 160 485
Mountain View High School 13 173 213 386
Rosemead High School 16 293 162 455
South El Monte High School 12 211 147 358
TOTAL 79 1333 940 2274

Junior College Planning Family Nights
Junior TES Family Nights Total Number of Families Total Number of Individuals

Arroyo High School 31 64
El Monte High School 94 188
Mountain View High School 74 150
Rosemead High School 82 214
South El Monte High School 141 290
Total for EMUHSD 422 906

Senior Transcript Evaluation Day
Senior College Readiness Summit: Oct. 12 and Oct. 19 of 2012
High School Number of Participants

- Arroyo 93
- El Monte 94
- Mountain View 89
- Rosemead 91
- South El Monte 85
- El Rancho 56

GRAND TOTAL: 508

El Monte Pledge Assembly
EMUHSD College Pledge Assembly Total Number of Students

Arroyo High School 564
El Monte High School 443
Mountain View High School 368
Rosemead High School 460
South El Monte High School 351
Total for EMUHSD 2186

Early College Academy
Mountain View High School Numbers of Students Enrolled

- Students in Cohort 1 23
- Students in Cohort 2 30
- Enrolled in Fall 2012 45
- Enrolled in Spring 2013 52
- Enrolled in Summer 2013 25

El Rancho High School Numbers of Students Enrolled

- Students in Cohort 1 19
 - Students in Cohort 2 30
 - Enrolled in Fall 2012 51
 - Enrolled in Spring 2013 47
 - Enrolled in Summer 2013 25
- Pioneer High School
- Students in Cohort 1 28
 - Enrolled in Fall 2012 25
 - Enrolled in Spring 2013 27
 - Enrolled in Summer 2013 48
- South El Monte High School
- Students enrolled in Summer 2013 18
- Total enrolled for Fall 2012 121
 Total enrolled for Spring 2013 126
 Total enrolled for Summer 2013 116

Middle School College Planning Family Nights 2012

School Total # of Families Total # of Individuals

Madrid 43 105
 Kranz 70 148
 Total for Mountain View USD 113 253
 Durfee-Thompson 30 68
 Kranz 70 148
 Columbia 58 156
 Total for El Monte City USD 160 399
 Total 273 652

Trends:

Fall 2012 Freshmen Enrollment: Top 25 Feeder High Schools

HIGH SCHOOL # OF STUDENTS

Mountain View High School 164
 El Monte High School 120
 South El Monte High School 115
 Whittier High School 103
 El Rancho High School 100
 Arroyo High School 96
 Rosemead High School 82
 La Serna High School 71
 Montebello High School 64
 Santa Fe High School 60
 California High School 58
 Schurr High School 56
 Los Altos High School 45
 Pioneer High School 43
 Bassett High School 41

Downey High School 36
Bell Gardens Senior Hs 33
Glen A Wilson High School 31
Sierra Vista High School 27
San Gabriel High School 25
West Covina High School 25
La Puente High School 24
Warren High School 22
Saint Paul High School 17
Alhambra High School 16
Total 1474

Program's Strengths

Below is a summary of identified program strengths:

RHC Partnerships with EMUHSD, LEARN, New Futuro and Hispanic Scholarship Fund
Growing partnership with El Rancho HS
Middle School College Planning Nights
Regional High School Counselor Breakfast
Improved Marketing Materials
Restructuring of the Assessment & Orientation model
Implementation of Freshman Success Center
Implementation of Freshman Welcome Days

Program's Weaknesses

Below is a summary of identified program weaknesses:

Collection of data hasn't been consistent accross all school sites and organized
Communication opportunities
Reduction in Budget & Staff
No Clerical Support
Office (Team) locations housed in two separate locations
College Website
Limited counseling support at the Summer AccessRIO Workshops

Program's Opportunities

Below is a summary of identified program opportunities:

Potential grant funding from Arches, El Monte Promise and CBI
Using data to identify high feeder schools in order to provide services (Tier II)
Opportunity to be involved with Summer Bridge Program
Utilize Pledge Data to replicate practices (services)
Better align services with the Student Success Initiative

Program's Threats

Below is a summary of program threats:

State budget impacting CCC's and HS's
High School Staff Turnover
No Clerical Support
Limited funding for conferences (Professional Development)
Lack of awareness of our program and services from the campus community

Program's Accomplishments and Recommendations for Improvement

Accomplishments:

Key accomplishments since the last program planning cycle include:

Implementation of Freshman Welcome Days during the summer of 2013. Over 700 incoming, freshmen attended one of 9 Freshman Welcome Days. Freshman Welcome Days was a joint effort amongst Outreach/Educational Partnerships, Student Life, and Counseling.

Implementation of a Freshman Welcome Center in Fall 2013. A Freshman Welcome Center was implemented to manage a cohort of nearly 1,500 incoming freshmen. Mandated services include assessment, comprehensive educational plans, and support services. All freshmen who are not currently enrolled in a counseling course and/or participating in a specialized counseling-based program are required to attend a one-hour Student Success Appointment. At the Student Success Appointment, students meet with a counselor to identify a program of study and complete a comprehensive educational plan. In addition, students meet with an Educational Advisor to review student support services and student portal navigational tips. Student also sign up to attend a follow up one-hour Freshman Success Seminar.

Recommendations for Improvement:

Recommendations for improvement include a stronger focus on data collection for outreach services, enhance the use of technology to reach and monitor students, increase prematriculation services to high schools outside are service area that have

high numbers of students enrolling at Rio, and increase collaboration and communication with the Counseling and Student Development division.

Program's Strategic Direction

In efforts to establish a clear department vision, the Office of Outreach & Educational Partnerships identified the following guiding principles for all program services:

1. Increase College Enrollment & Degree Completion
2. Promote College Readiness & Academic Preparation
3. Facilitate a Seamless Educational Pipeline
4. Cultivating Intersegmental Relationships

All guiding principles are aligned to support the implementation of the Student Success Initiative.

Below is a chart summary of all program services and activities with their corresponding guiding principles:

Activity	Guiding Principle
RHC Matriculation Support Activities	
RHC Application Workshops: On-site CCC Apply application support at all RHC service area high schools.	Increase College Enrollment & Degree Completion
High School Senior Preview Day: A one-day event to expose high school students to programs and services at Rio Hondo College.	Increase College Enrollment & Degree Completion
Saturday Assessment/Orientation Days: On-site Assessment and in-depth orientation at Rio Hondo College.	Increase College Enrollment & Degree Completion
ACCESS RIO Registration Support Labs: Support Labs to assist new students with navigating the student registration and financial aid portal	Increase College Enrollment & Degree Completion
College Knowledge Presentations: Classroom presentations on topics such as 4-systems of higher ed, Career/Transfer programs, Financial Aid	College Readiness & Academic Preparation
College Nights & Community Event Table: Outreach Table which provides literature and information on RHC and college/career options to students, parents, & community members	Seamless Educational Pipeline
RHC Pre-College Support Initiatives	
Middle School College Planning Family Nights: Presentation to students and parents on the 4-systems of higher education and ways to support their children in school.	Seamless Educational Pipeline
Frosh/Soph College Planning Family Nights: Presentation to students and parents on College Entrance Requirements, 4-systems of higher education, and financial aid options.	Seamless Educational Pipeline
El Monte Union College Pledge: An intersegmental articulation agreement amongst RHC, CSULA, and UCI which provides students with admissions and enrollment priorities.	Seamless Educational Pipeline
Early College Academy: ECA students earn up to a total of 21 transferable college credit hours while in high school. Some of the core curriculum of an Associate of Arts Degree will be fulfilled.	College Readiness & Academic Preparation
Transcript Evaluation Service: Individualized student reports on progress towards meeting grade-level A-G benchmarks. Reports provided by UC Office of the President.	College Readiness & Academic Preparation

Program's Staff Development

Below is a summary of staff development opportunities that are afforded to the staff and managers to support achievement of the department's program goals and objectives:

- AB 540 & DACA Conferences
- Financial Aid Conference
- Counselor Conferences such as CSU/UC
- USC Counselor Conference
- SAT/ACT requirements Conference
- Partnership for College Professional Development Day
- Dealing with difficult people training
- Closing the Latino Achievement Gap Summit
- True Colors Professional Development

Program Review - Additional Comments

Program Review - Executive Summary

Program Review - Response to the Executive Summary

Goal #1 Long term (2-5 years)	Corresponds with	Status: in
Institutional Goal # 5		progress

Description of Goal

To develop a set of strategies that ensures all entering students complete an assessment, orientation, and comprehensive educational plan as mandated by the Student Success Initiative.

Evaluation of Goal

Numbers reported in the following areas:

Assessment
Orientation

Abbreviated Ed Plan
Comprehensive Ed Plan

Objective #1.1161836

Status: in progress

Establish an Assessment/Orientation/Abbreviated Ed Plan Model that monitors and tracks all incoming students and places holds on registrations of students who do not comply.

Impact of Objective on Other Programs, Units, and/or Areas

**Impact on the Counseling & Student Development Program:
Counseling**

This activity will require assigning Counselors to conduct the orientation component.

**Impact on the Counseling & Student Development Program:
Assessment**

This activity will require the Assessment Center to close the center to other students or open the Assessment Center on Fridays and Saturdays to block out times for the incoming high school seniors.

Existing Resources

Existing Outreach & Educational Partnerships staff will be identified to carry out this objective.

Resources Needed: Additional Personnel

Position Classification: Classified Hourly

Required for How Long: Ongoing

Position Title: Educational Advisor

Basic Position/Job Description:

To support the monitoring, tracking, and advising of new students through the matriculation process

Estimated Salary Excluding Benefits: \$40,000.00

Supporting Rationale: Identify the basic need. Include specifically how your Program Review, Strategic Plan, Master Plan, Accreditation or other external review processes support this position. For permanent positions indicate what percentage you are recommending, i.e. this is a permanent position in Weekend College for 37.5%.

As a result of the Student Success Initiative, all new entering students are mandated to participate in Assessment, Orientation, and Educational Planning. Current staffing allocations are not sufficient enough to scale up and serve approximately 5,000 new

students annually. The additional position will support the college in tracking, monitoring, and advising students through the matriculation process. I am recommending 2-19 hour positions on going.

Objective #1.1161837

Status: in progress

Restructure Early College Academy to better support the number of incoming students being "College Ready" upon entering Rio Hondo by including Math 70 in the course of study and reducing the number of courses to allow for expansion into more schools.

Existing Resources

Existing Outreach and Ed Partnerships staff will be used to carry out this objective.

Objective #1.1161838

Status: in progress

Provide ACCESSRIO Support Workshops to incoming freshmen

Existing Resources

Existing Outreach & Ed Partnerships staff will carry out this objective.

Individuals Who Participated in Developing this Plan

The following people acknowledge that they participated in the development of or reviewed this plan.

Name	Role
1. Munoz, Mike	Review Manager
2. Villa, Monica	Reviewer
3. Morales, Cynthia	Reviewer
4. Gonzalez, Teresa	Reviewer
5. Garcia, Norma	Reviewer
6. Chavez, Vanessa	Reviewer