

# Matriculation Annual Review 2009

## A. Human Resource Needs

1. The Matriculation Department does not have a permanent matriculation coordinator. For three years there has been a person acting in the position. The comprehensive nature of the program requires the college to fund a faculty coordinator/counselor to oversee the program's various components and to ensure quality services to our students. In order to do so, the coordinator must oversee the day-to-day operations of the department, consult with faculty, staff and administrators from English, English as a Second Language, reading and math departments to determine appropriate placements, facilitate research and validation of the assessment instruments and support the student appeals process. Listed are just a few of the responsibilities of this position.
2. Enrollment increases each year which puts more demands on the matriculation staff to get students through the process and clear them so they can enroll. We have the same number of matriculation specialist we had in 1996 when there were less students and fewer mandates to enforce.
3. A full-time counseling assistant is needed to serve students who phone to make appointments and who come in to the office. The person there now is only 25 hours a week. When she leaves, it pulls other staff out of testing and evaluation to work the front counter. This limits the number of test sessions and slows down the turn around time for those students waiting to hear about their alternative evidence evaluations.

## B. Instructional/Service Needs

1. Matriculation assessment testing is not computerized. There is a need to get as much of it computerized as possible in order to serve students better.
2. There is a student need to offer matriculation services in the evenings and on Saturdays. Mainly due to staffing issues, the Matriculation Office is open Mon. - Thurs. 8-4:30 and Fri. 8-3.
3. To be able to offer advisement and orientation online, we need to move to where all of our services can be done online for those students who are Distance Education students.

### C. Research Needs

1. There are no dedicated funds to support concentrated efforts in matriculation. Matriculation studies are an important component for strategic planning, enrollment management, student success and institutional effectiveness. Even though the Research Office has tried to make matriculation a high priority area with only two researchers that support all of the college needs, a great deal of research for matriculation is still needed.
2. Validation studies for a new English test is needed.
3. Research tracking probation students who did and did not do follow-up probation counseling and/or a probation workshop is needed.
4. The success of the student success cohorts starting with Fall '07 needs to be researched and analyzed
5. Comparison study of those students who matriculated compared to those who did not.

### D. Technical, Equipment and Other Resource Needs

1. Equipment (modules) to set up a matriculation testing center that will test at least 50 students at a time is needed to meet the demands for a quick turn around time for test results and to accommodate the growth in the number of students the program serves.
2. Computers for use in computerized testing for 50 students.
3. Technical support to get the SARS Early Alert program up and running so that instructors can inform students in a timely fashion if interventions are needed for them to be successful.

### E. Facilities Needs

1. Dedicated testing space is needed to set up a permanent testing center.
2. Electrical wiring is needed in SSC 225A to support the operation of 50 computers needed for computerized testing and online orientation.
3. Additional storage.

#### F. Marketing and Outreach Needs

1. Since most of the matriculation outreach is towards new students, it is a continual effort to get materials and promotional items to attract students to the matriculation table during events such as High School Senior Day, College Welcome Day, and College Fairs. Candy is not an enticement.
2. Students who are required to matriculate must complete the process before they can register. It is imperative that information is disseminated in a timely fashion by staff who can answer matriculation related questions. Matriculation staff is required to stay in the department while working with students on site.
3. More outreach is needed to SC faculty and staff about matriculation. The purpose and process is not known by a large number of faculty. They see it as a student services issue not understanding that the follow-up component involves them. This is where a permanent full-time matriculation coordinator can help.

#### G. Retention Needs

1. For the Fall '08 semester, over 2,000 letters were sent to students who are on probation. We have started probation workshops, the "No-F" program and hired additional counselors for probation counseling to assist these students to be successful. The start up funding for these programs was with the aid of a number of grants which may not be available next year. There needs to be a college commitment to continue these efforts to get students off of probation.