

School Relations and Outreach



Non-Instructional Program Review

Spring 2010



School Relations and Outreach
Non-instructional Program Review

2009/2010

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I. INTRODUCTION

A. Overview of the program.

The School Relations and Outreach Program at Citrus College was established in the summer of 2006 consisting of one classified coordinator who reported to the vice president of student services. During the pilot year, the coordinator's main responsibility was to provide support to the educational advisors assigned to district high schools and establish relationships with the six district high schools (not including continuation schools). Expansion of the program, led to the hiring of two part-time recruiters in spring 2007. The program became more formalized in summer of 2007 with the adoption of the name of School Relations and Outreach and it officially became the liaison to local schools and the community. In addition, in summer 2007 program supervision was reassigned to the dean of students. In the fall of 2008, the Office of School Relations was reorganized to include the Student Ambassador Program and one additional part-time recruiter.

The newly integrated office serves as a liaison to the local community, and is responsible for coordinating the college's outreach and recruitment activities at local area schools. Outreach seeks to increase the number of economically, educationally, physically, and environmentally disadvantaged students entering and graduating from post secondary education. The main purpose of outreach is to prepare students by facilitating the college entrance and admissions process. Strong community relations are fostered by coordinating events such as parades attended by the Citrus College Board of Trustees and the Superintendent/President.

A crucial component of outreach is the Student Ambassador Program which consists of a selective group of students with specialized skills who share first-hand information about the Citrus College experience to prospective students, families and the community. The student ambassadors are the official student hosts of the college helping with the planning and implementation of college outreach activities and special events.

1. Relationship to college mission.

The Office of School Relations and Outreach contributes to the campus mission of "fostering a diverse educational community and cultural learning environment" by assisting in the recruitment of multicultural and diverse student populations. In addition, the department helps connect prospective students and families to campus programs and services which in turn will empower them towards "success in pursuit of academic excellence, economic opportunity, and personal achievement." Moreover, School Relations and Outreach supports the value of collaboration as stated in the vision statement by establishing strong partnerships with the community at large.

2. Program description, purpose, goals and objectives

The Office of School Relations and Outreach's primary goal is to promote higher education as a means of achieving personal, career and life goals with the following objectives:

- To inform high school students, teachers, counselors, families, and the public about educational opportunities at Citrus College.
- To foster positive relationships with educational partners from K-12 school districts.
- To coordinate activities at high schools such as: visits, college fairs, presentations and workshops.
- To organize events on campus providing students and families information about the college planning and admission process.
- To encourage high school seniors to attend Early Decision assessment as a catapult to their student success.
- To increase students accessibility to Citrus College by providing campus tours.
- The program is committed to providing students and families with valuable information about the college planning process.

3. Number, type of staff.

The Office of School Relations and Outreach is comprised of the following members:

- 1 Full-time Coordinator (Classified)
- 1 Part-time Recruiter
- 2 Hourly Recruiters
- 8 Student Ambassadors (Student Workers)

a. Staff Preparation and Training

The Office of School Relations and Outreach stays informed of current campus practices, services and policies by conducting yearly summer training sessions for incoming student ambassadors. The coordinator conducts periodic staff meetings and provides additional training to staff as needed. Additionally, the coordinator conducts bi-monthly meetings with student ambassadors on outreach activities and best practices. The department also participates in training conferences when district funding permits.

b. Faculty minimum qualifications, diversity and credentials

Coordinator

The position requires a Bachelor's degree. Experience in coordinating a complex program involving communication, tact and excellent organizational

skills. Knowledge of, and experience in California higher education systems. Knowledge of or experience in outreach programs.

Recruiter

The position requires a high school diploma, supplemented by college-level course work, and experience in working with the public involving communication skills, organization and tact.

Student Ambassadors

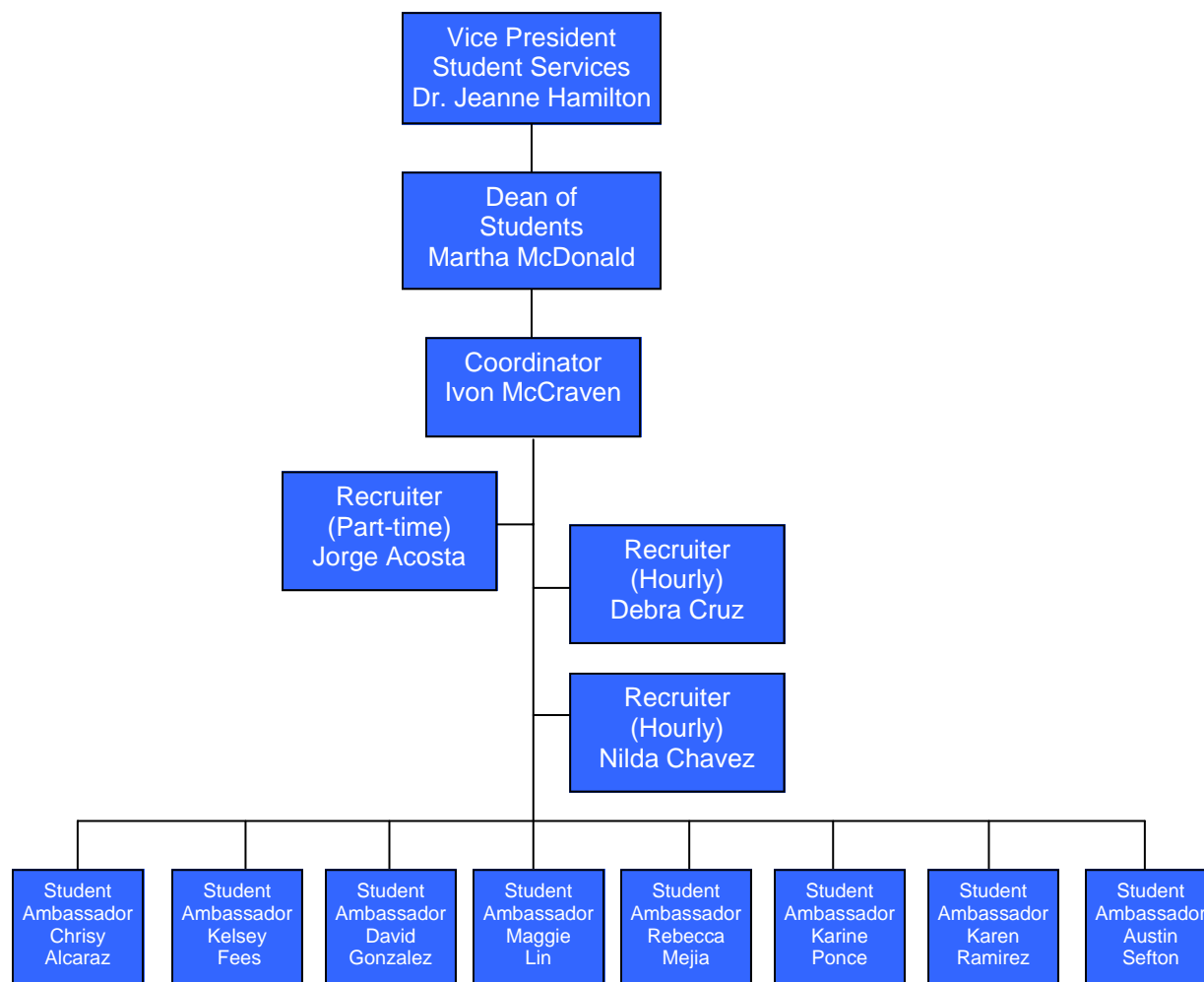
Must be a second semester student, enrolled in a minimum of six units maintaining a 2.5 GPA, and completion of, or current enrollment in Speech 100 (or equivalent).

Diversity

Ethnicity	Outreach 2008-2009	Campus Fall 2008
African American, Non-Hispanic	9%	5%
American Indian/Alaskan Native	0%	1%
Asian/ Pacific Islander	0%	10%
Hispanic	73%	42%
Other Non White	0%	2%
Unknown	9%	14%
White Non-Hispanic	9%	26%

Source: MIS Referential Files (CCCCO)

c. Organizational Chart

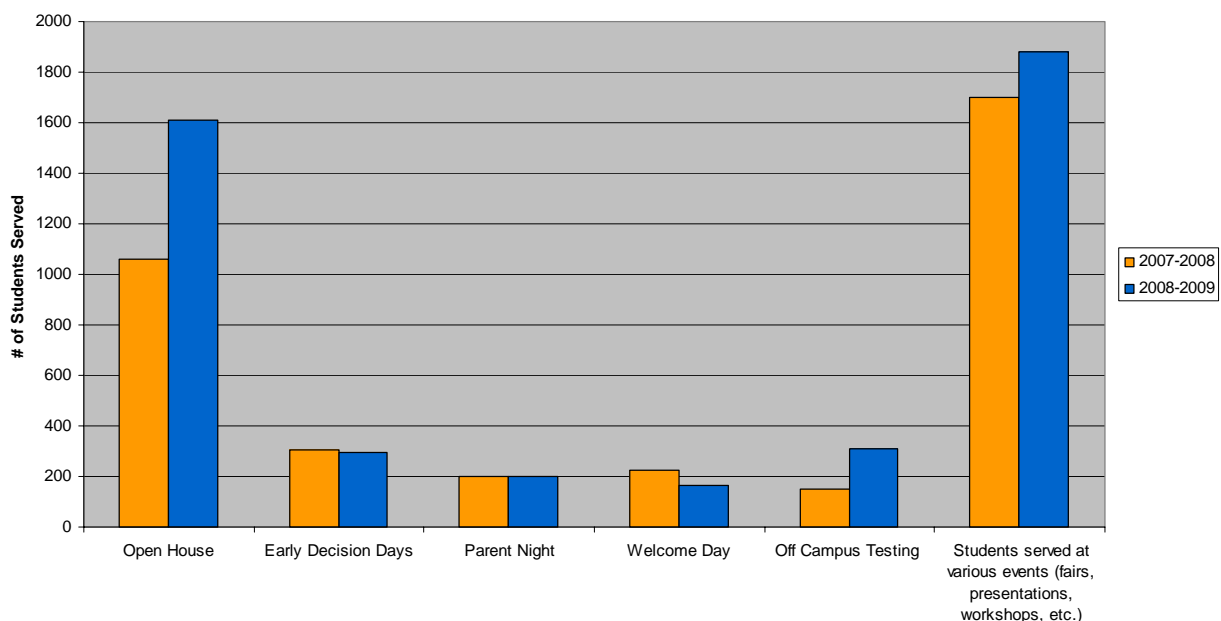


4. Approximate Number of Students Served Annually

Event	2007-2008	2008-2009
Open House	1059	1609
Early Decision Days	305	297
Parent Night	199	202
Welcome Day	224	163
Off Campus Testing	149	308
Students served at various events (fairs, presentations, workshops, etc.)	1702	1882

**It is important to note that on the above chart that students and families may have participated in more than one event*

Students Served Annually



5. Facilities/Location.

The Office of School Relations and Outreach is located on the second floor of the Educational Development building, the room number is ED 255. In 2011, the program will be moved to the new student services building. This change will increase accessibility to the majority of student services and programs.

6. Progress on prior program review recommendations

This is the School Relations and Outreach program's first review since its inception in 2006.

II. INTEGRATION AND COORDINATION WITH OTHER PROGRAMS

A. How does this program coordinate with the other Student Services programs on campus?

The Office of School Relations and Outreach coordinates on and off campus outreach events and develops a campus wide outreach calendar in collaboration with other student services programs. The program works closely with Academic Affairs and Student Services to coordinate recruitment and outreach efforts. Additionally, the department takes part in various committees to strengthen the implementation of strategic planning goals across campus.

B. How does this program work with Research and TeCS?

The Office of School Relations and Outreach collaborates with the Office of Institutional Research in gathering data pertaining to demographics, graduation rates, student dropout, enrollment, and other information to identify prospective students' educational needs. In addition, the office works directly with TeC Services to coordinate analysis and collection of assessment placement results from Early Decision and off-site placement. TeC Services is critical in maintaining the email, phone and computer systems efficiently.

C. How is this program integrated with student equity and strategic planning?

The Office of School Relations and Outreach is integrated with strategic planning through the continued involvement in student learning outcomes with the assistance of the Student Learning Outcomes and Assessment Coordinator. Data gathered from focus groups and student surveys are analyzed and implemented as part of the strategic plan. Planning includes attendance at the Student Services retreat where annual goals are presented and discussed. The office promotes communication with the external community by providing campus tours to local community leaders from business, industry, education and government. Furthermore, the program advocates student success through the coordination of outreach activities sponsored by the HSI and STEM grants.

Part of Citrus College Strategic Plan –

- **Student Success** – Serves as a liaison to the local community and is responsible for coordinating the college's outreach and recruitment activities in collaboration with the HSI and STEM grants.
- **Student learning outcomes** – Developed and measured.
- **Communication** – Provide tours to community leaders and participate in community events.

Strategic Planning Goal	Specific Activities	School Relations Activities
1. Student Success	1.4.E. Continue to carry out the HSI STEM (Science, Technology, Engineering, and Math) grant activities, including peer mentoring, enrichment workshops, and supplemental instruction for math and science classes.	<ul style="list-style-type: none"> • Welcome Day • Parent Night • Azusa Parent University Day • College Fairs • Presentations
2. Student Learning Outcomes and Assessment	2.1.B. Create a central repository for the collection of sample SLOs and assessment tools for course-level and GE outcomes.	<ul style="list-style-type: none"> • Development of program SLO's and assessment methods
4. Communication	4.1.E. The Superintendent/President and the Board of Trustees will provide tours of college to local community leaders from business, industry, education and government.	<ul style="list-style-type: none"> • College tours for local dignitaries • College tours for school administrators • Attendance of community events such as parades

III. PROGRAM SELF-EVALUATION

Self-evaluation is based on the WASC Accreditation Standard IIB:

IIB Student Support Services

“The institution recruits and admits diverse students who are able to benefit from its programs, consistent with its mission. Student support services address the identified needs of students and enhance a supportive learning environment. The entire student pathway through the institutional experience is characterized by a concern for student access, progress, learning and success. The institution systematically assesses student support services using student learning outcomes, faculty and staff input and other appropriate measures in order to improve the effectiveness of the services.”

A. MIS Data Reporting (if applicable).

1. Is data accurate?

This program is independent and does not receive data from the California Community College Chancellor’s Office. The Office of School Relations and Outreach receives student placement levels from Early Decision events as well as fall enrollment reports sorted by high school of attendance. The data is fairly accurate. When discrepancies occur, the coordinator communicates with the appropriate TeCS staff for corrections.

2. Is the program coordinator involved in review of the data before it is submitted?

The Coordinator of School Relations and Outreach does not submit data to TeCS, but rather receives data in the form of reports.

3. If not, please explain.

B. Access

1. How accessible is the program?

The Office of School Relations and Outreach is in compliance with the minimum eligibility requirements established by Citrus College’s Human Resources. The office makes every effort to provide all students, families and school districts with the necessary information to successfully apply to Citrus College. The department provides information to students, counselors, administrators, families and other school personnel through presentations, tours and community events. In addition, an up to the date calendar of outreach activities can be accessed in the departmental website.

a. Compare demographic data from the college to the program, including ethnicity, gender, age, students with disabilities, if appropriate.

The services provided by the Office of School Relations and Outreach are available to everyone. There is no current tracking mechanism in place to identify whether or not the student population is truly represented. However, it appears that the demographics of attendees of outreach events are similar to Citrus College student demographics.

b. How effective is this program in enabling success for underprepared and underrepresented?

The Office of School Relations and Outreach provides services to Hispanic and other underrepresented students under the Hispanic Serving Institution (HSI) and Science, Technology, Engineering, and Mathematics (STEM) grants by guiding these students through the recruitment and enrollment process. Significantly large underrepresented populations reside in the majority of school districts served by the college as reflected in the following data:

Percent Distribution of District High Schools by Ethnicity

	Azusa	Claremont	Duarte	Glendora	Monrovia
African American	2.0%	7.8%	8.4%	1.6%	10.6%
American Indian	0.2%	0.4%	0.3%	0.2%	0.8%
Asian	0.9%	10.4%	3.0%	3.7%	2.8%
Filipino	1.8%	1.5%	3.8%	1.7%	2.3%
Hispanic	87.6%	28.4%	67.7%	20.4%	53.7%
Pacific Islander	0.2%	0.4%	0.0%	0.2%	0.4%
White	7.2%	42.5%	10.0%	57.3%	26.2%
Multiple/No Response	0.1%	8.6%	6.8%	14.9%	3.2%

Source: Citrus College Factbook, Spring 2009

In addition, students served by Early Decision have shown to place at basic skill levels as shown below:

Percentage distribution of Early Decision 2008 Basic Skill placements

High School	English	Math	Reading
Azusa**	57%	24%	47%
Charter Oak	42%	29%	41%
Claremont	41%	22%	41%
Duarte	50%	41%	52%
Gladstone**	80%	41%	82%
Monrovia	55%	45%	55%

*Basic Skills criteria: ENGL 040 and below, Math 029 and below, READ 040 and below

**Total number of students at Azusa Unified School District (Azusa and Gladstone High School) that are classified as English Learner or Proficient English Learner is 57%.

Percentage distribution of Early Decision 2009 Basic Skill placements

High School	English	Math	Reading
Azusa**	74%	29%	76%
Charter Oak	36%	27%	52%
Claremont	46%	40%	60%
Duarte	59%	50%	63%
Gladstone**	67%	33%	68%
Monrovia	62%	41%	56%

*Basic Skills criteria: ENGL 040 and below, Math 029 and below, READ 040 and below

**Total number of students at Azusa Unified School District (Azusa and Gladstone High School) that are classified as English Learner and Proficient English Learner is 58%..

*Glendora High School does not participate in Early Decision

C. Success

1. Review how well your students are completing their educational goals compared to the total college population, if appropriate.

The Office of School Relations and Outreach plays a significant role in contributing to the student's seamless transition from high school to college. The outreach activities designed to increase enrollment of student from feeder schools have yielded positive results. The outreach program has been successful in establishing a larger pool of applicants to the college.

Amount of services provided by the Office of School Relations and Outreach

Type of service/activity	2007-2008	2008-2009
College Fairs/Display Tables	18	69
Tours	0	30
Presentations	28	31
Application Workshops	18	25
Off-site Placement	7	19
District Schools' Visits	36	46
Out of District's Schools' Visits	16	22

*Responsibilities assigned to department as of 2009: College Fairs, Tours

D. Student Learning Outcomes

1. Describe your progress in the development and implementation of Program Student Learning Outcomes.

a. List the program SLOs.

The coordinator of School Relations and Outreach facilitated within the department brainstorming and discussion sessions on SLO's. In addition, the dean of students held meetings to develop and refine SLO's. SLO's have been assessed through voluntary surveys completed at various outreach events including Welcome Day. Furthermore, the office conducts exit

interviews with student ambassadors to assess their experience and satisfaction with the program.

The results are utilized to identify trends, services, and information requested by students and families to improve the program. Based on survey results (see Appendix pgs. 42 & 43), the program is meeting the immediate needs of the local schools served. Therefore, the office will strive to continue serving prospective students and families in assisting them towards pursuing their educational goals.

2. Include copy of SLO (See Appendix pgs. 40 & 41)

E. Compliance (if applicable)

1. Provide an overview of how this program meets applicable minimum requirements of law.

Under compliance with FERPA, personal identifiable information of students is kept confidential and protected. Information regarding FERPA is posted on two flyers developed by the outreach program, one is regarding steps for concurrent enrollment and the other is on steps parents can take to facilitate student success (see Supplemental Information).

F. Student Eligibility (if applicable)

1. Describe the eligibility requirements for participation in your program.

All prospective students must comply with minimum eligibility requirements set forth by California Community College Chancellor's Office to receive services provided by the Office of School Relations and Outreach.

G. Program Services

1. List and describe the services/components offered by your program.

The Office of School Relations and Outreach provides a wide variety of services to prospective students and families:

- **Campus Tours**
Citrus College offers customized tours, as requested by schools, to meet the specific needs of student populations. In addition, individual tours are available.
- **Citrus College Application Workshops**
Application workshops are scheduled to accommodate requests from local schools served.

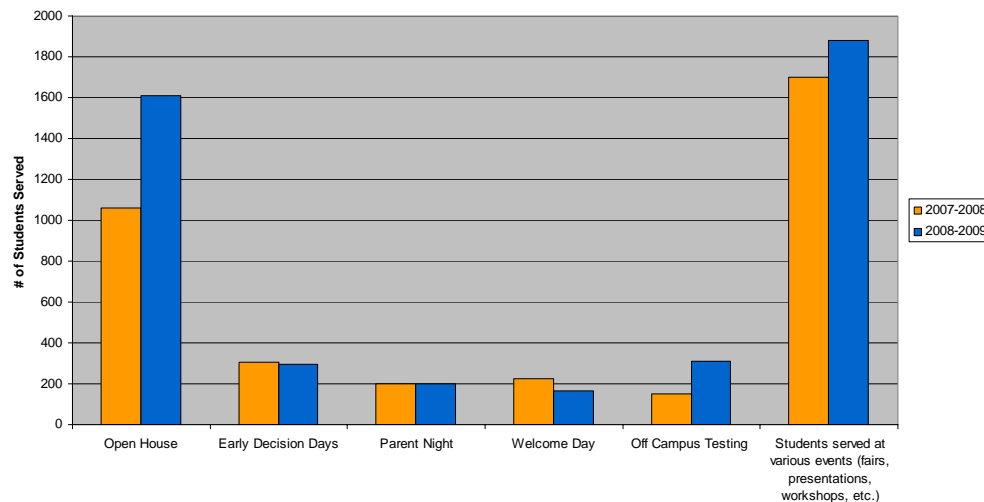
- College and/or Career Fairs
Citrus College attends high school college or career fairs and provide students with detailed information about programs and services.
- Display Tables
Outreach staff and ambassadors set up a display table at lunchtime to provide Citrus College information to students.
- Distribution of Printed Materials
Upon request, Citrus College provides reference guides available to high school counselors, staff and administrators.
- Early Decision
Special testing sessions and orientations are arranged in collaboration with the Counseling department at Citrus College for district schools.
- Information Sessions
Outreach staff provides general information presentations to prospective students.
- Parent Connection
Outreach staff attends high school sponsored meetings at school sites to provide information about Citrus College to parents and answer their questions. These services can be provided in English or Spanish.
- Special Events
Citrus College hosts events for parents and students such as Parent Orientation Night and Welcome Day.
- Visits from Educational Advisors and/or Outreach Staff
Educational advisors and/or outreach staff assist students at various high schools during the fall and spring semester. The advisors/outreach staff meet with students individually and conduct classroom presentations as needed. In addition, student ambassadors provide peer-to-peer advising.
- Website - www.citruscollege.edu/stdntsrv/highschool
The Office of School Relations and Outreach website provides a one stop online reference resource. Students, families, and school representatives can learn about our services and events. The website provides an email where counselors, students and families can submit questions and obtain a response from an outreach staff member.

a. Include numbers of students participating in each component, if available.

Event	2007-2008	2008-2009
Open House	1059	1609
Early Decision Days	305	297
Parent Night	199	202
Welcome Day	224	163
Off Campus Testing	149	308
Tours, college fairs, community events		75
Early College		41
Students served at various events (fairs, presentations, workshops, etc.)	1702	1882

**It is important to note that on the above chart that students and families may have participated in more than one event*

Students Served Annually



2. Describe how it compares to similar programs at other community colleges in service area (if applicable).

When comparing Citrus College with similar outreach programs in the surrounding community colleges, it appears that Citrus College offers a diverse outreach approach. Upon review of surrounding outreach programs, it was observed that some colleges deliver their outreach services exclusively through either student ambassadors or outreach staff. Research indicated that neighboring community colleges focused outreach efforts on presentations, school visits, college fairs, events for high school seniors, and on campus assessment. In comparison, Citrus College goes beyond a traditional outreach

approach by providing a multifaceted program involving valuable insight from student ambassadors and experienced staff.

The department takes an active role informing families in the local communities of the educational pathways available to their students by attending parent informational meetings. In addition, the office collaborated with the Hispanic Scholarship Fund on November 14, 2009 in hosting Steps for Success to provide students and their families with information about the importance of a college education. Over 1,200 students and families from all over southern California attended the event. In addition, outreach staff participates in Azusa Parent University Day, Whitcomb High School College Night, and Azusa Unified English Learner's Committee meetings. This comparison would indicate that Citrus College's holistic outreach approach broadens the student's and parent's scope of the educational opportunities found in the institution.

H. Funding, Expenditure & Accountability

1. How does this program work with the business office to monitor expenditures and fiscal reporting?

The Office of School Relations and Outreach works closely with Martha McDonald, Dean of Students, and Fiscal Services to monitor expenditures. The department is primarily funded by the HSI and STEM grants and maintains compliance by completing and reporting all information required as stipulated in the respective grants through Time and Effort reports.

2. WSCH/FTES generated by each program.

This program does not generate WSCH/FTES, but is crucial as a support to thousands of students in classes.

3. Census & FTE trend.

This program does not generate WSCH/FTES, but is crucial as a support to thousands of students in classes.

I. Environmental Impact

1. How has your program contributed to a greener campus environment (i.e. increased awareness, impact on the campus footprint, strategies to reduce consumption and energy, waste reduction, recycling, sustainability, etc...)

The Office of School Relations and Outreach contributes to a greener effort by reducing the use of printed material and redirecting outreach efforts towards familiarity and navigation of the college's and program's website. Reference guides (albeit paper) are available upon request to school counselors, staff, and administrators. In addition, the program created a student information guide

collapsing informational material from various programs and services into one comprehensive resource reducing paper use, time and energy.

J. Technology Needs

1. What technology needs currently exist in your program (include justification)?

The program will need a new projector and screen due to limited resources at school sites. Given plans for future growth and development, the program anticipates the need for the staff to be formally trained in computer programs such as Adobe Photoshop and the outreach component of Banner.

2. Given your plans for future growth and development, what technology needs do you anticipate in the future?

Citrus College's Office of School Relations and Outreach recognizes the increasing use of social networking sites such as Facebook by students. In anticipation of the development of social networking sites, it is necessary for the program to develop a Facebook presence in engaging prospective students. Therefore, the office will need to develop and execute a Facebook strategy that will help engage prospective students in an authentic manner that will encourage students to request information and apply for admission. In addition, the office will be able to communicate with staff via a student portal which is currently under development by TeCS.

IV. EFFECTIVE PRACTICE

A. Describe what is working well including awards and special recognitions?

Since the inception of the Office of School Relations and Outreach, the program has been successful developing and expanding its services. The services provided by the program were initially limited to district schools. However, the success of partnerships established with districts and the community led to a rapid expansion of the program (see Appendix pgs. 44 & 45). The development of a campus-wide outreach program has consisted of the following:

1. Collaboration with the campus community.
 - The development of website with an updated calendar of outreach activities
 - Establishment of the School Relations Outreach Planning Committee
 - Participation in the Tech Prep Committee, Enrollment Management Committee, New Student Orientation Sub-Committee, Student Services Committee
 - Coordinated Open House in collaboration with Fine and Performing Arts
 - Coordinated High School Counselor Breakfast in collaboration with Counseling Programs and Services
 - Participation in Taste of Autumn
 - Working with Teacher Prep and the HSI/STEM grant to promote respective programs to schools and the community
2. Relationship with the local community.
 - Attendance and participation at community events such as Hats off to Duarte, Azusa Golden Days, Claremont Village, Monrovia Holiday Parade, Glendora Christmas Parade, Los Angeles County Fair, Hispanic Scholarship Fund's Steps to Success
 - Presentations to local foster youth organizations, juvenile camps, YMCA
3. Relationships with the local schools.
 - Participation in school-sponsored events such as Azusa Parent University Day and Azusa Parent Roundtable
 - Communicate with school principals and school counselors on an annual basis to assess their needs
4. Coordination of on-campus outreach events.
 - Early Decision Days
 - Parent Night
 - Welcome Day
5. Outreach strategies to prospective students and families.
 - Distribution of information and materials
 - Email communication
 - Maintenance of website
 - Mailings regarding campus events
 - Tours (individual and group)
 - One on one informational meetings with students and families
6. Development of outreach materials to expedite and facilitate the enrollment

process, as well as promote campus programs.

- Top 10 reasons to attend Citrus College
- Steps to Getting Started
- Steps for Concurrent Enrollment
- Helping Your Student Succeed in College
- Website Directory
- Student Reference Guide
- Open House Flyer
- Parent Night Flyer
- Welcome Day Flyer
- Citrus College Directory (bookmark)

B. What exemplary practices and services do you offer that could be shared with other departments?

The Office of School Relations and Outreach works closely with schools, departments, and students in building strong ties not only in the external community but also within the Citrus College community. The program fosters collaboration in an inclusive manner by sharing information and resources with all partners. The office plays a significant role in connecting diverse audiences to services and programs on campus that will meet their needs. Furthermore, the transfer of the successful Student Ambassador program from External Relations in fall of 2008 positively impacted the expansion of the outreach program by enhancing services through peer-to-peer communication.

C. What successful pilot projects have been implemented by your program?

Since the introduction of School Relations and Outreach, the program has piloted multiple projects. For example, the integration of Financial Aid Night with Parent Night has been effective and successful in delivering valuable comprehensive information to students and families in one evening. Early Decision was established in the spring of 2007 targeting district schools in assisting students in the matriculation process. As a result, in the 2008-2009 academic year, 67% of participating students in Early Decision enrolled in the college. In the fall of 2009, 60% of participants of Early Decision, enrolled in the college, which is consistent with the current enrollment trend. In addition, the first annual Welcome Day was organized in the summer of 2008 offering creative and innovative workshops and tours providing the students and families an opportunity to become acquainted with the campus. Recently, a pilot program entitled Early College was launched at Duarte High School in collaboration with the Dean of Physical and Natural Sciences. The program blends high school and college in a rigorous yet supportive cohort program, enabling a student to complete a high school diploma and 30 college credits simultaneously. School Relations and Outreach assists in providing a smooth enrollment process for the student and provides assistance in monitoring the program.

D. How do faculty, administrators, staff and students participate in improving the effectiveness of this program?

The goal of the School Relations and Outreach Committee is to develop a campus-wide outreach plan. The committee is a forum to provide feedback and inform and provide input between various departments on campus regarding outreach services. The committee allows for members to explore ideas in furthering the quality of services to students.

Student input is a valuable component to program improvement. Prospective students are encouraged to complete contact cards at various outreach events. In addition, data collected from event surveys is utilized in the Student Learning Outcome assessment. Furthermore, the office engages in an open dialogue with prospective and current students to gain a better understanding of student's needs and their expectations from the college.

V. OPPORTUNITIES FOR IMPROVEMENT, RECOMMENDATIONS AND NEEDS IDENTIFICATION.

A. Identify areas where you may need to make adjustments or changes in order to better serve students.

1. Use data and previous discussions as foundation for recommendations.

Based on feedback from surveys:

- **Increase Communication:**

The School Relations and Outreach Office should continue to improve communication with students, families, high school administrators, and local community through the use of email reminders of upcoming events, updated information, the development of a reference guide for school administrators, and a comprehensive student information guide.

- **Staffing:**

As noted throughout this program review, the Office of School Relations and Outreach has grown rapidly since its implementation in the summer of 2006 and has been extremely successful in developing relationships with the local school districts and the community. To effectively manage the outreach and Student Ambassador Program, the office requires a full-time program supervisor, full-time recruiter, and full-time clerical assistant. Furthermore, additional funds are needed to support the Student Ambassador Program. These positions will sustain the effectiveness of the program.

2. Consider needs for data, staffing, program growth and/or restructuring.

a. Include plans, timelines, resources needs and person(s) responsible for implementing the plans.

- Access to the outreach component of banner to effectively track students in the enrollment process.
- The rapid expansion of School Relations and Outreach along with the integration of the Student Ambassador Program requires a full-time program supervisor, full-time recruiter, and full-time clerical assistant.
- In order to effectively fulfill all community events and tours, the program will require additional funds allocated to the Student Ambassador Program.
- Working with Human Resources and the Dean of Students to reevaluate classified descriptions by February 10, 2010.

3. Technology needs

a. What technology needs currently exist in your program (include justification).

- It is crucial to develop a system to effectively track students through the enrollment process.
- Investigate the possibility of installing an effective system to track students until the outreach component of Banner is implemented.

b. Given your plans for future growth and development, what technology needs do you anticipate in the future?

- Develop and execute a Facebook strategy that will help the program engage prospective students in conversation to raise awareness of the enrollment process and to encourage them to request information and apply for admission.
- Access to the outreach component of Banner to effectively track students in the enrollment process.

VI. TECHNICAL ASSISTANCE/TRAINING NEEDS

A. Is there any training or technical assistance that you believe would improve the effectiveness of your program? Be as specific as possible.

The Office of School Relations and Outreach should participate in conferences to better understand the diverse student population being served and understand the barriers of underrepresented students in higher education as well as strategies to help them succeed. Additionally, participation in conferences will provide opportunities to share and learn best practices from colleagues in the field.

The Office of School Relations and Outreach develops various outreach materials, therefore it is important that the staff be trained in Adobe Photoshop software and other programs related to the design of flyers and other materials.

VII. SUPPLEMENTAL INFORMATION

A. Provide copies of materials that you provide to students in your program.

- Citrus College Directory Bookmark
- Citrus College Steps to Getting Started Flyer
- Citrus College Office of School Relations and Outreach: Services Provided to Schools Flyer
- Citrus College Steps for Concurrent Enrollment Flyer
- Citrus College Website Directory
- Helping Your Student Succeed in College Flyer
- Top Ten Reasons to Choose Citrus College Flyer
- High School Counselor Breakfast Flyer
- Open House Flyer
- Parent Night Flyer
- Welcome Day Flyer
- Student Reference Guide

VIII. APPENDIX

- Catalog pages pertaining to program
- 2007-2008 Student Learning Outcomes
- 2008-2009 Student Learning Outcomes
- Map of Schools Serviced 2007-2008
- Map of Schools Serviced 2008-2009
- Welcome Day Student Survey 2008
- Welcome Day Student Survey 2009

CITRUS COLLEGE DIRECTORY



To schedule a campus
tour contact us at
626-857-4162

www.citruscollege.edu

Office of School
Relations and Outreach
1000 West Foothill Boulevard
Glendora, CA 91741-1899

Admissions & Records
(626) 914-8511

Assessment & Testing Center
(626) 857-4035

Athletics
(626) 914-8650

Bookstore
(626) 914-8620

CalWORKs
(626) 852-8023

Career/Transfer Center
(626) 914-8639

Child Development Center
(626) 914-8501

Counseling
(626) 914-8530

**Disabled Students Program &
Services (DSP&S)**
(626) 914-8675

**Extended Opportunities Programs &
Services (EOP&S)**
(626) 914-8555

Financial Aid
(626) 914-8592

Library
(626) 914-8640

Student Life
(626) 914-8601

www.citruscollege.edu

www.citruscollege.edu





STEPS TO GETTING STARTED

1. APPLY FOR ADMISSION (626) 914-8511

Submit an application for admission. Applications are available online at <https://wingspan.citruscollege.edu>. Enter your responses accurately and completely.

2. SEND OFFICIAL COLLEGE AND HIGH SCHOOL TRANSCRIPTS

Request official college transcripts from all colleges previously attended to be sent directly to the Admissions and Records Office. It is recommended that transcripts be on file two weeks prior to your registration appointment if you're asking for clearance to enroll in courses with prerequisites.

Request official high school transcripts (if you attended high school within the last three years) to be sent to the Counseling and Advisement Center. It is recommended that transcripts be on file before your appointment with a counselor/educational advisor.

3. PARTICIPATE IN ASSESSMENT (626) 857-4035

Assessment/New Student Orientations are held in ED231. Bring an official record of your Citrus College student ID number and valid photo ID (California ID, driver's license, or high school student ID). The Assessment/Orientation is conducted according to the schedule found at: <http://citruscollege.edu/lc/testing/>

4. PARTICIPATE IN ORIENTATION

Students who are new to Citrus College are urged to complete the assessment and **MUST** complete the orientation. Orientation can be satisfied in any of the following formats:

1. In-person orientation:
 - a. Orientation following assessment
 - b. Assessment/Orientations held at high schools
 - c. Early Decision Day at Citrus College
2. Online orientation at: <http://citruscollege.edu/stdntsrv/counsel/orientation>

5. MEET WITH A COUNSELOR (626) 914-8530

It is **strongly recommended** that all students who are planning to earn an associate degree and/or transfer to a four-year institution or enter a career preparation program see a counselor/educational advisor as soon as possible.

6. VIEW YOUR APPOINTMENT AND REGISTER. (626) 914-8833

After completing steps above, please go to: <https://wingspan.citruscollege.edu> to retrieve your registration appointment date and time. You will need your Citrus User Identification Number and your PIN number to access your WingSpan Registration Appointment Time. Registration is by appointment only and can only be accessed through WingSpan. The appointment will be valid for the date and time shown, or for any scheduled registration date and time thereafter. **If possible, be prepared to pay for your classes the day you register to avoid losing your classes for non-payment.**

7. ATTENDANCE AT THE FIRST CLASS MEETING IS REQUIRED!

If you enroll in a class and do not attend the first scheduled meeting of that class, the instructor **may give your place to a waiting student who was unable to enroll during registration.** However, it is your responsibility as a student to drop your class online **before the drop/withdrawal deadlines.**

Citrus College
Office of School Relations and Outreach
Services Provided to Schools
www.citruscollege.edu/stdntsrv/highschool

- **Campus Tours**
Citrus College offers customized tours, as requested by schools, to meet the specific needs of student populations. In addition, individual tours are available.
- **Citrus College Application Workshops**
Application workshops are scheduled during or after school. Individual application appointments can be made depending on availability.
- **College and/or Career Fairs**
Citrus College attends high school college or career fairs and provide students with detailed information about programs and services.
- **Display Tables**
Outreach staff and ambassadors set up a display table at lunchtime to provide Citrus College information to students.
- **Distribution of Printed Materials**
Upon request, Citrus College provides reference guides available to high school counselors, staff and administrators.
- **Information Sessions**
Outreach staff provides general information presentations for prospective students.
- **Parent Connection**
Outreach staff attends high school sponsored meetings at school sites to provide information about Citrus College to parents and answer their questions. These services can be provided in English or Spanish.
- **Early Decision**
Special testing sessions and orientations can be arranged at Citrus College for district schools.
- **Special Events**
Citrus College hosts events for parents and students such as Parent Orientation Night and Welcome Day.
- **Visits from Educational Advisors and/or Outreach Staff**
Educational advisors and/or outreach staff assist students at various high schools during the fall and spring semester. The advisors/outreach staff meet with students individually and conduct classroom presentations as needed. In addition, student ambassadors can provide peer-to-peer advising.
- **Website - www.citruscollege.edu/stdntsrv/highschool**
The Office of School Relations and Outreach website provides a one stop online reference resource. Students, families, and schools can learn about our services and events. The website provides an email where counselors, students and families can submit questions and obtain information.

To schedule services or discuss tailoring services to fit your individual school's needs, please contact:

Office of School Relations and Outreach, Ivon McCraven
(626) 857-4162
imccraven@citruscollege.edu

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Office of School Relations and Outreach
Ivon McCraven
(626) 857-4162
imccraven@citruscollege.edu

Steps for Concurrent Enrollment at Citrus College

Concurrent Enrollment is an opportunity for high school students in the 11th and 12th grade to earn college credit while attending classes at their local high school. Please refer to STEPS TO GETTING STARTED handout if you wish to take courses after graduation from high school.

Family Educational Rights and Privacy Act (FERPA) Statement

Citrus College student education records are maintained in accordance with the Family Educational Rights and Privacy Act (FERPA) of 1974 and the California Education Code. Written student consent is required for access and release of information defined as educational records in federal and state law as described in Citrus College Policy 5.

A student's directory information (student's name, address, telephone number, date and place of birth, major field of study, enrollment status, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, and most recent previous public or private school attended) may be released upon request unless the Admissions and Records Office receives written notification that a student reserves the right to authorize in writing, on an individual request basis, the access and release of the directory information. Such a notice of restriction will remain in effect until it is countermanded in writing. Additionally, the law provides that a student may request access to the college records which are personally identifiable to that student, and may challenge the accuracy or the appropriateness of retention of information in the college record.

Questions concerning student rights under the privacy act should be directed to the Admissions and Records Office, (626) 914-8511.



Apply for Admission

- Log on to <https://wingspan.citruscollege.edu>
 - Click on **Apply for Admission**
 - Will be redirected to www.cccapply.org
 - Click on **apply online**
 - Follow instructions carefully and complete all items in the application
 - A **social security number is needed to complete the application**
 - When finished click on the link **Submit Application**
 - Print out the **Admission Application Confirmation** and bring it to Admissions and Records at Citrus College along with the completed **High School Student Registration Authorization** form so application can be processed
- Download a **High School Student Registration Authorization** form from www.citruscollege.edu
 - Click on **Admissions and Records** – then click on **Student Forms** and print out
- Complete all items in the **High School Student Registration Authorization** form.
 - Form must be signed by parent/guardian
 - Form must be completed by Principal or Designee (ex. Counselor)
 - Form must be specific as to course number and title
 - Incomplete **High School Student Registration Authorization** forms will not be accepted
- If a student has a Permanent Resident Visa or parents have a Permanent Resident Visa, the original card or document must be submitted with the **High School Student Registration Authorization** form and **Acknowledgement letter** to complete the application process.
- If a student does not have proper documentation, please see counselor in regards to AB 540

Registration

- Log on to <https://wingspan.citruscollege.edu>
- Click on **Enter Secure Area to Register**
- Login with your **User ID** and **PIN**
 - User ID is your 9 digit Citrus ID Number (ex. **A00123456**), ID is case sensitive
 - At first login, PIN will be your 6 digit birth date - **MMDDYY** (ex. April 1, 1988 = 040188)
- You will be prompted to change your PIN (enter 6 digit birth date, then create a new 6 digit PIN)
- Proceed to the Welcome screen, you will see your name at the top of the screen
- Click on **Admissions and Records**
- Click on **Registration**
- Click on **Register or Add/Drop classes**
- Select the class(es) that you want to add to your Class Worksheet by clicking on the box on the left side of the screen and typing in the CRN (Course Reference Number) for that course
- Once you have selected all the classes, click **Submit Changes**
- Your registration is now in the system
- **REMINDER: ATTENDANCE AT THE FIRST CLASS MEETING IS REQUIRED**

Book Purchase

Textbooks are available for purchase online and in-store. Bookstore Phone Number: (626) 914-8620.

Option One - Online Purchase at www.owlbookshop.com

Option Two - Purchase your book at the Owl Bookstore at Citrus College

- Bring printout of class schedule
- Class schedule can be retrieved at <https://wingspan.citruscollege.edu>

Grade Reports

- To retrieve grades, students will enter Wingspan secure area at <https://wingspan.citruscollege.edu>
 - Enter student ID and PIN number, click on **Admissions & Records** and click **Final Grades**
 - Select a term (ex. Summer) and submit
- **Grades will NOT be mailed**

Citrus College Website Directory

Citrus College

www.citruscollege.edu
(626) 963-0323

Admissions & Records

www.citruscollege.edu/ar
(626) 914-8511 (Admissions)
(626) 914-8513 (Records)

Assessment & Testing Center

www.citruscollege.edu/lc/testing
(626) 857-4035

Athletics

www.citruscollege.edu/Athletics
(626) 914-8560

CalWorks

www.citruscollege.edu/stdntsrv/calworks
(626) 852-8023

Career/Transfer Center

www.citruscollege.edu/stdntsrv/transcntr
(626) 914-8639

Child Development Center

www.citruscollege.edu/cdc
(626) 914-8501

Counseling & Advisement Center

www.citruscollege.edu/stdntsrv/counsel
(626) 914-8530

Disabled Students Programs & Services (DSP&S)

www.citruscollege.edu/stdntsrv/dsps
(626) 914-8675

Extended Opportunity Programs & Services (EOP&S)

www.citruscollege.edu/stdntsrv/eops
(626) 914-8555

Financial Aid

www.citruscollege.edu/stdntsrv/finaid
(626) 914-8592

Honors

www.citruscollege.edu/academics/honors
(626) 857-4039

Library

www.citruscollege.edu/library
(626) 914-8644

Noncredit Counseling

www.citruscollege.edu/stdntsrv/counsel/ncounsel
(626) 852-8023

Owl Bookshop

www.owlbookshop.com
(626) 914-8620

Tutoring Services

www.citruscollege.edu/stdntsrv/tutoring
(626) 914-8570

Veterans Program

www.citruscollege.edu/stdntsrv/veterans
(626) 852-6421

Helping Your Student Succeed in College

- **Encourage your student to develop lifelong learning skills.** Urge him or her to become familiar with and reach out to the **campus resources**. If there is an issue with a class, advising, or otherwise, counsel your student to confront the issue on his or her own.
- **Students will make mistakes along the way.** We all do! And we learn from them. Your student may take a different approach from you in handling mistakes, and that is okay.
- **Encourage your student to get to know one faculty or staff member well each semester or year.** These relationships contribute to a better college experience for students and they lead to strong ties that benefit students.
- **Help your student find his or her academic passion.** The path to choosing a major will be different for different people. It's important to understand that discovering a major is a **process**. Students will have the best educational experience AND will receive the most benefit in terms of a strong academic record by finding the area of study that is most interesting to them.
- **Be prepared to listen** to your student. They will want to share their frustrations, joy, and anxiety with you; let them "vent" and then come up with their own solutions. It helps them just to talk it out with somebody.
- **Communicate on a regular (though not overwhelming) basis** with them to show them your love and that you believe in them. While students may sometimes seem indifferent to such sentiments, consistent words of support have a huge impact.
- **Enjoy and celebrate your student's transition to this new stage of life.** Most of all, remember that they are not leaving you; they will always be a part of the family.

In case of a SEVERE EMERGENCY, you may contact your student by calling Campus Security at (626) 914-8611 and a note will be delivered to your student. However, if possible, first attempt to contact your student through their wireless device.

Now that your student is enrolled in college his or her information is considered confidential. For additional information, please see FERPA statement below.

Family Educational Rights and Privacy Act (FERPA) Statement

Citrus College student education records are maintained in accordance with the Family Educational Rights and Privacy Act (FERPA) of 1974 and the California Education Code. Written student consent is required for access and release of information defined as educational records in federal and state law as described in Citrus College Policy 5180.

A student's directory information (student's name, address, telephone number, date and place of birth, major field of study, enrollment status, participation in officially recognized activities and sports, weight and height of members of athletic teams, dates of attendance, degrees and awards received, and most recent previous public or private school attended) may be released upon request unless the Admissions and Records Office receives written notification that a student reserves the right to authorize in writing, on an individual request basis, the access and release of the directory information. Such a notice of restriction will remain in effect until it is countermanded in writing. Additionally, the law provides that a student may request access to the college records which are personally identifiable to that student, and may challenge the accuracy or the appropriateness of retention of information in the college record.

Questions concerning student rights under the privacy act should be directed to the Admissions and Records Office, (626) 914-8511.

TOP 10 REASONS TO CHOOSE CITRUS COLLEGE

1. AFFORDABLE TUITION

- Get a first class education at only \$26 a unit!
- There's no application fee and financial aid is available to those who qualify.

2. SMALL CLASS SIZE

- Smaller classes mean more personalized attention by our dedicated faculty. Student to faculty ratio is 27:1.

3. LOCAL, BEAUTIFUL CAMPUS WITH SCENIC MOUNTAIN VIEWS

- Citrus College enjoys a reputation for being a small, friendly campus where our students are our number one priority.

4. GATEWAY TO TRANSFER

- Guaranteed transfer agreements with many UC, CSU, and private four-year colleges.
- Fulfill your general education requirements at Citrus College, then complete your major at a four-year college or university.
- Completion of the Honors Program enriches your academic experience and increases acceptance rate to prestigious universities like UCLA.

5. CUTTING EDGE ACADEMIC AND CAREER/TECHNICAL PROGRAMS

- We offer 8 associate degrees in 48 subject areas.
- Choose from over 30 career/technical programs and gain valuable, hands-on skills that will prepare you for today's competitive job market!

6. FLEXIBLE CLASS SCHEDULES

- Year-round opportunities to complete your classes in a timely manner (*fall, winter, spring, and summer sessions*).
- Classes available morning, afternoon, night, and online with over 100 courses and 4 degrees available online.

7. EXCEPTIONAL SUPPORT PROGRAMS

- Individualized assistance with the career decision making process and educational options.
- An array of *free services* available to you: counseling, tutoring, open access computer labs, health center services and more.

8. ATHLETIC CHAMPIONS

- Outstanding athletic facilities with 15 sports program options available.
- 2008 CCCA State Champions – Men's Basketball
- 2007 Western State Conference Champions – Women's Softball

9. INNOVATIVE TECHNOLOGY IN STATE-OF-THE-ART FACILITIES

- *Measure G dollars at work for you!* Citrus College is expanding and offering the latest in technological advancements.
- Internationally recognized recording arts studio.

10. EXCITING STUDENT LIFE

- Join student government and get involved in a variety of student clubs.
- Develop leadership skills and have fun with an active student body.

BRIGHT FUTURES BEGIN AT CITRUS COLLEGE!



High School Counselor Breakfast

*Presented by
Counseling Programs and Services
in collaboration with School Relations and Outreach
February 26, 2009
7:30 a.m. - 10:00 a.m.*



***Please join us for our annual
High School Counselors Breakfast!***

FEATURING:

- **Breakfast Buffet**
- **Presentations**
- **College Information Fair**
- **Campus Tour (*optional*)**

RSVP BY MONDAY, FEBRUARY 23, 2009

**Please contact Ivon McCraven at
626-857-41962 or imccraven@citruscollege.edu**



Citrus College

OPEN HOUSE 2009

Tuesday, March 10
Wednesday, March 11
10:00 AM - 1:00 PM

*A collaboration of
Fine and Performing Arts
& Instruction*

FEATURING:

- **WORKSHOPS** - learn about academic programs and majors while exploring your interests—see back side for workshop descriptions
- **ENTERTAINMENT** - experience the fun and exciting performances by our award-winning ensembles
- **LUNCH** - enjoy a delicious meal provided by Carl's Jr.

Bring us your DREAMS, We'll help you make them a REALITY



Students must register for workshops at their local high school

High School Reservations: Please have your high school representative contact Ivon McCraven at (626) 857-4162 or imccraven@citruscollege.edu.

For Fine and Performing Arts workshops, please contact Autumn Leal at (626) 914-8580 or aleal@citruscollege.edu

Open House Instructional Workshops Descriptions:

- **Administration of Justice**

Examine the educational opportunities leading to a career in Criminal Justice. If you are interested in crime scene investigation, law enforcement, probation, parole, or corrections, take a few minutes to talk with our faculty and a local police officer.

- **Automotive Technology**

Explore the NATEF certified Automotive Technology Program at Citrus College—considered to be one of the strongest in the nation by several new car manufacturers. Learn from industry professionals in a hands-on environment, explore career opportunities, and consider a program that enjoys almost 100% placement of its program graduates!

- **Careers in Teaching: Early Childhood Education and K-12 Teaching—Lots of Options!**

Learn about the requirements and qualifications needed to become a preschool or K-12 teacher. Many of the academic requirements can be met by completing classes at Citrus College. You will also meet students who are in these programs, receive advice, and have the opportunity to ask questions.

- **Cosmetology Showcase**

Get answers to all of your questions about the Cosmetology Program. Cosmetology students will demonstrate a haircut, make-up, nails, perm, wave, flat iron, and air form with style.

- **Emergency Medical Technician**

EMTs work with ambulance services, fire departments, and emergency rooms to stabilize and transport those who are sick and injured.

Local ambulance companies know where to turn for highly qualified, competent, and compassionate EMTs—Citrus College. Successful graduates go on to work for local ambulance companies and hospital emergency rooms. Others plan to further their education by enrolling in fire academies, nursing, paramedic, and physician assistant schools.

Join us to learn more about what it takes to be an Emergency Medical Technician, defibrillate our state-of-the-art manikins, breathe for a patient, and tour a 911 ambulance.

- **Explore Health Sciences, Anatomy, and Physiology**

Learn about the electrical basis of muscle contraction. Participate in demonstrations or volunteer to be attached to an EKG machine to show the electrical activity related to the heart and how exercise can influence electrical activity.

Receive an introduction to the human simulators utilized in our Health Sciences Departments for instruction in the EMT and Nursing programs.

Visit the [Dental Assisting Program](#) and work with an advanced student at the dental chair on a simulated patient; view your mouth using the intraoral camera and take a photo of the experience with you. Lastly, view the video, "*The Orange Chair Diaries*," to learn more about careers in dentistry.

- **Open the Door to Business Success!**

Get the 411 on our business and computer science/applications programs! This workshop will consist of presentations by faculty regarding programs in accounting, business, computer science and information systems, office technology, and real estate.

- **Rock 'N' Roll Reporting**

Ever thought about interviewing musicians for a living? Join us in exploring a career in contemporary music journalism for magazines. We'll discuss conducting interviews, writing features, and reviews. Find out about working with music publicists and magazine editors.

- **Science Showcase—Physics, Astronomy, and Biology**

Come explore the physical world around you with live demonstrations in physics and astronomy. We'll also venture into the biological world by looking at the spread of deadly diseases and how the tiny molecule DNA can help solve a crime.

- **Understanding the Playing Field: Citrus College Athletics**

If you want to be a successful athlete at Citrus College, this workshop is for you. We will discuss athlete eligibility, transfer requirements, and how to be a Scholar Baller.

- **What in the World is Public Works?**

Who builds and maintains our streets, parks, bridges, and traffic systems? You could be a [public works inspector](#), [street maintenance worker](#), or [crew chief](#). Citrus College has the program and California has the jobs. Save our infrastructure! Take a Public Works class at Citrus College!

Citrus College

Parent Night

April 22 2010
5:45p.m.-8:00p.m.
Handy Campus Center

Students, staff and administrators will be available to provide information, answer questions, and make you feel at home.*

****Información disponible en Español***

- Learn more about our programs and services
- Stroll through our information fair
- Enjoy light refreshments
- Financial Aid Workshop available

Please make your reservation by April 19, 2010

Contact Ivon McCraven at 626-857-4162,
imccraven@citruscollege.edu

or

via FAX at 626-857-4175



Welcome DAY

August 27, 2009
8:30 a.m. - 1:00 p.m.
Haugh Performing Arts Center

New Students, Re-entry Students, and Parents Invited!

Lunch by Carl's Jr
Giveaways
Interactive Tours
College Information Fair
College Survival Workshop
Optional Admission Workshop
. . and much more

RSVP by Friday, August 21, 2009.

To make a reservation, contact Ivon McCraven at (626) 857-4162,
imccraven@citruscollege.edu, or via FAX at (626) 857-4175.

For more information, go to:
<http://www.citruscollege.edu/stdntsrsv/highschool> .

Join the Fun





Student Reference Guide



www.citruscollege.edu

1000 West Foothill Boulevard, Glendora CA 91741-1899

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Student Learning Outcomes 2007

Program: Office of School Relations and Outreach

I	II	III	IV	V	VI
Program Purpose	Core Competency	Program Student Learning Outcomes	Assessment Method and Criteria for Success	Assessment Results 2007	Use of Results 2007
Incoming high school students will be able to understand and access the programs and services offered at Citrus College.	Community/Global consciousness and responsibility	<p>Students will be able to navigate the admission and enrollment process and be aware of the programs and services seeking help without being prompted.</p> <p>Visit to high schools, meet with parents and students, send information by e-mail and regular mail, follow-up phone calls, and arrange college visits.</p> <p>Students who attend the various outreach events will be more prepared to be successful in college.</p>	<p>Total number of students tested and enrolled at Citrus College and the total number of students who attended events sponsored by Citrus College</p> <p>Assessment by survey and data collection.</p>	At parent night 114 parents completed surveys. During Welcome Day 22 parents and 118 students completed surveys The total number of students served 1,702 (including all events and visits). In addition, 68.3% of students who were administered the placement test by outreach staff enrolled at Citrus College in the fall of 2008.	The results are used to identify the services and information the students and parents are seeking and make changes and improvements to programs if needed. Based on the results Outreach will continue offering services to all the high schools and planning recruitment events at Citrus College to connect the students to our programs and services.



Learning Outcomes 2008

Program: Office of School Relations and Outreach

I	II	III	IV	V	VI
Program Purpose	Core Competency	Program Student Learning Outcomes	Assessment Method and Criteria for Success	Assessment Results 2008	Use of Results 2008
Incoming high school students will be able to understand and access the programs and services offered at Citrus College.	Community/Global consciousness and responsibility	<p>Students will be able to navigate the admission and enrollment process and be aware of the programs and services seeking help without being prompted.</p> <p>Visit to high schools, meet with parents and students, send information by e-mail and regular mail, follow-up phone calls, and arrange college visits.</p> <p>Students who attend the various outreach events will be more prepared to be successful in college.</p>	<p>Total number of students tested and enrolled at Citrus College and the total number of students who attended events sponsored by Citrus College</p> <p>Assessment by survey and data collection.</p>	At parent night 121 parents completed surveys. During Welcome Day 18 parents and 103 students completed surveys. The total number of students served 1,882 (including all events and visits). Seniors. In addition 60% of the students that attended Early Decision were enrolled in fall 2009	The results are used to identify the services and information the students and parents are seeking and make changes and improvements to programs if needed. Based on the results Outreach will continue offering services to all the high schools and planning recruitment events at Citrus College to connect the students to our programs and services.

Welcome Day Student Survey	
August 28, 2008	
	Response Rate
Do you believe Welcome Day is reaching the interest of a diverse group of students?	
Yes	91%
No	2%
Not Sure	7%
Was the Citrus College Staff helpful?	
Yes	98%
No	0%
Not Sure	2%
How did you register for Welcome Day?	
Phone	37%
E-Mail	28%
In person	35%
Did you think the time allowed for the workshops was:	
Appropriate	78%
Too short	0%
Too long	22%
How satisfied were you with the information covered in the workshops:	
Very Satisfied	49%
Satisfied	49%
Dissatisfied	1%
Very dissatisfied	1%
Total Number of Responses	133

Welcome Day Student Survey	
August 27, 2009	
	%
Have you attended any of these events or programs at Citrus College? (May check more than one)	
Open House	19%
Early Decision	16%
Parent Night	7%
Summer Bridge	29%
No Response	64%
Was the Citrus College Staff helpful?	
Yes	93%
No	0%
Not Sure	7%
How did you register for Welcome Day?	
Phone	29%
E-Mail	22%
In person	43%
No Response	6%
Did you think the time allowed for the workshops was:	
Appropriate	96%
Too short	0%
Too long	4%
How satisfied were you with the information covered in the workshops:	
Very Satisfied	62%
Satisfied	38%
Dissatisfied	0%
Very dissatisfied	0%
Total Number of Responses	69

Office of School Relations and Outreach

07-08 Schools Served: District, Out of District, and Youth Camps



◆ District Schools - 12

1. Azusa High School, Azusa
2. Canyon Oaks High School, Monrovia
3. Claremont High School, Claremont
4. Duarte High School, Duarte
5. Foothill Middle School, Azusa
6. Gladstone High School, Azusa
7. Glendora High School, Glendora
8. Monrovia High School, Monrovia
9. Mt. Olive High School, Duarte
10. San Antonio High School, Claremont
11. Sierra High School, Glendora
12. Whitcomb High School, Glendora

○ Out of District Schools– 20

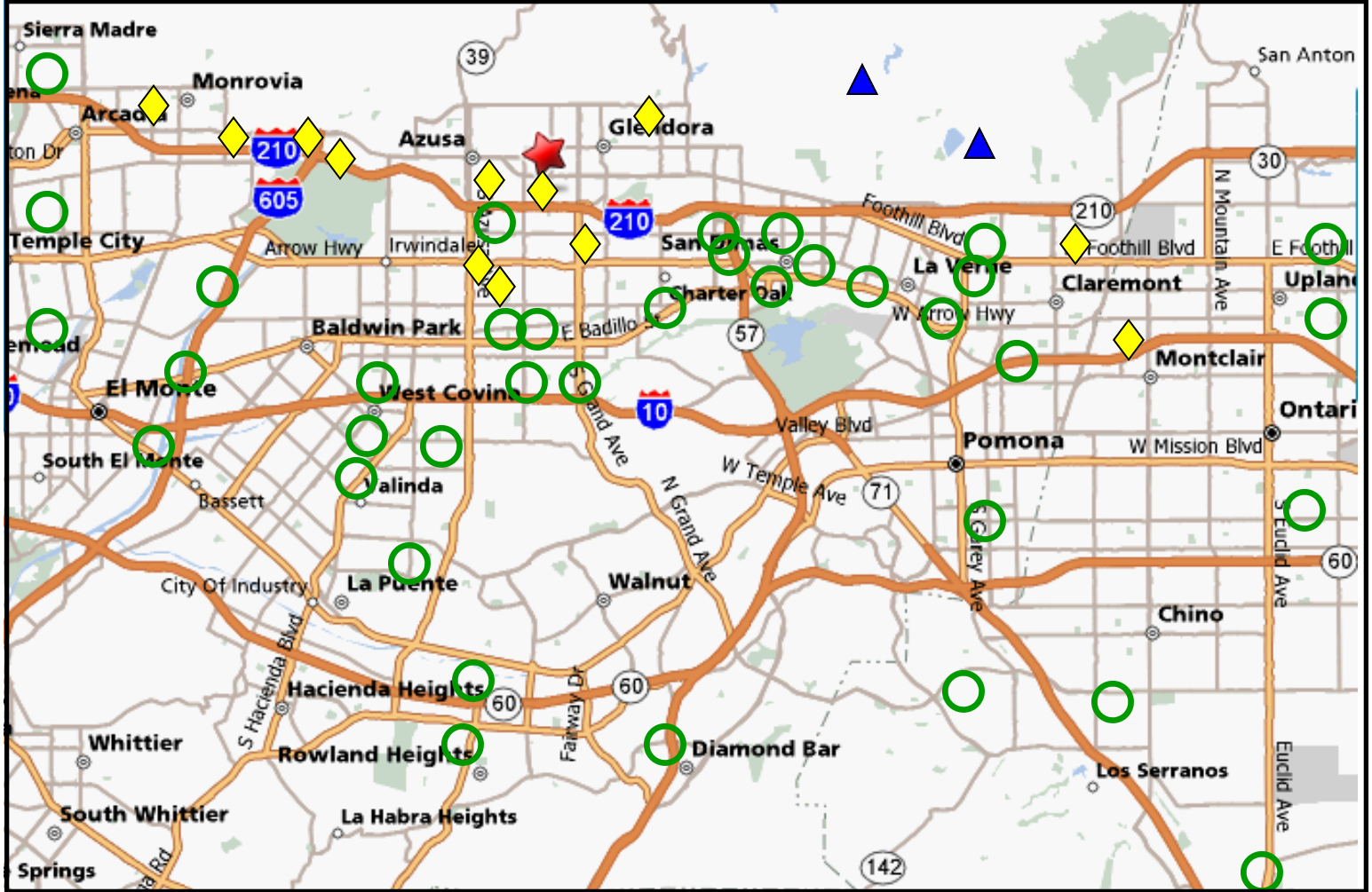
- Arrow/Oak Knoll High School, Glendora
- Bishop Amat High School, La Puente
- Bonita High School, La Verne
- Buena Vista High School, Chino
- Chaparral High School, San Dimas
- Charter Oak High School, Covina
- Chino Hills High School, Chino Hills
- Coronado High School, West Covina
- Covina High School, Covina
- Damien High School, La Verne
-
- Garey High School, Pomona
- Mountain View High School, El Monte
- Northview High School, Covina
- Pomona High School, Pomona
- Royal Oak Middle School, Covina
- Rowland High School, Rowland Heights
- San Dimas High School, San Dimas
- Sierra Vista High School, Baldwin Park
- Temple City High School, Temple City
- West Covina High School, West Covina

▲ Youth Camps– 2

- Camp Afflerbaugh– Paige, La Verne
- Camp Rocky, San Dimas

Office of School Relations and Outreach

08-09 Schools Served: District, Out of District, and Youth Camps



◆ District Schools - 12

1. Azusa High School, Azusa
2. Canyon Oaks High School, Monrovia
3. Claremont High School, Claremont
4. Duarte High School, Duarte
5. Foothill Middle School, Azusa
6. Gladstone High School, Azusa
7. Glendora High School, Glendora
8. Monrovia High School, Monrovia
9. Mt. Olive High School, Duarte
10. San Antonio High School, Claremont
11. Sierra High School, Glendora
12. Whitcomb High School, Glendora

○ Out of District Schools– 36

- Alta Loma High School, Alta Loma
- Arrow/Oak Knoll High School, Glendora
- Arroyo High School, El Monte
- Ayala High School, Chino Hills
- Baldwin Park High School, Baldwin Park
- Bishop Amat High School, La Puente
- Bonita High School, La Verne
- Buena Vista High School, Chino
- Chaffey High School, Ontario
- Chaparral High School, San Dimas
- Charter Oak High School, Covina
- Chino Hills High School, Chino Hills
- Coronado High School, West Covina
- Covina High School, Covina
- Damien High School, La Verne
- Fairvalley High School, Covina
- Fernando Ledesma High School, El Monte
- Gabrielino High School, San Gabriel
- Garey High School, Pomona
- La Puente High School, La Puente
- Lone Hill Middle School, San Dimas
- Mountain View High School, El Monte
- Northview High School, Covina
- Pomona High School, Pomona
- Rorimer Elementary School, La Puente
- Rose City High School, Pasadena
- Royal Oak Middle School, Covina
- Rowland High School, Rowland Heights
- San Dimas High School, San Dimas
- Sierra Vista High School, Baldwin Park
- South Pointe Middle School, Walnut
- Temple City High School, Temple City
- Tri Community Adult School, Covina
- Upland Community Day School, Upland
- Valley View High School, Ontario
- West Covina High School, West Covina

▲ Youth Camps– 2

- Camp Afflerbaugh– Paige, La Verne
- Camp Rocky, San Dimas

NON-INSTRUCTIONAL PROGRAM REVIEW (Name of Program)

The final summary of the program review process for the (Name of Program) is attached to this page.

I affirm that this program has been reviewed according to the accepted District procedures for program review and that the final summary accurately reflects the consensus of the members of the review committee.

(Program Coordinator)

Date

(Dean of Program)

Date

Dr. Jeanne Hamilton, Vice President of Student Services

date

It will be the department's responsibility to communicate review recommendations with additional offices and services.