Charter
The goal of this group is to make a recommendation to the Matriculation and Assessment Committee about the proposed plan to implement mandatory orientation. Mandatory orientation is also a stated goal on the College Success Advisory Committee's 2008-09 Action and Expenditure Plans, as well as, a recommendation from the Student Services Program Review and Technical Assistance Site Visit Team. The Technology and Computer Services (TeCS) department and Admissions and Records will be consulted so student participation in assessment and orientation will be recorded. Online counseling services need to be considered. Results will be shared with the College Success Advisory Committee, Counselor Work Group, Student Services Committee, Academic Senate, and other constituent groups as appropriate.

Problem Statement
As part of the Basic Skills Initiative, the System Office for California Community Colleges published a list of effective practices for student success. Seventy colleges recommend orientation, assessment, and placement as mandatory for all new students. Mandatory orientation is currently a stated goal on the College Success Advisory Committee’s 2008-09 Action and Expenditure Plans.

In May 2008, the Student Services Program Review and Technical Assistance Site Visit team reinforced the work of both committees and stated, “Continue the work recommended by the advisory committee in moving towards mandatory orientation.”

Title 5, Section 55520, Required Services, states that:

At a minimum, each community college district shall provide students, except as exempted pursuant to Section 55532, all of the following matriculation services:

(a) the processing of applications for admission;
(b) orientation and pre-orientation services designed to provide nonexempt students and potential students, on a timely basis, information concerning college procedures and course scheduling, academic expectations, financial assistance, and any other matters the college or district finds appropriate;
(c) assessment for all nonexempt students pursuant to Section 55524;
(d) counseling or advisement for nonexempt students pursuant to Section 55523;

After the Student Services Program Review and Technical Assistance site visit, the Matriculation and Assessment Committee formed a subcommittee to explore the implications of mandatory orientation.

Research
Legal Opinion
The Matriculation and Assessment Committee and the New Student Orientation Subcommittee considered the pros and cons of offering mandatory orientation. Early in our research we came across a legal opinion from the System Office from November 2000. The opinion stated that colleges could have mandatory orientation, but could not bar a student from registering. In the coming months the Matriculation Coordinators discussed these issues with Region 8 colleagues. Most colleges provide a “Refusal of Matriculation Services Form” for those students who refuse to participate, and very few students choose this option. In addition, colleges allow exemptions for those students who qualify based on Title 5 regulations. Currently, a Citrus College student may be exempted from matriculation activities including orientation, assessment, counseling or advisement based on one or more of the following:

1. Completed an Associate degree or higher from a regionally accredited college.
2. Is enrolled in coursework to advance in current job, or to pursue personal enrichment, or to maintain a certificate/license, AND is enrolled in fewer than five (5) units.
3. Completed the assessment/orientation components at another college, with placement scores on file at Citrus College.

The group agreed that offering the alternative to opt out of orientation should satisfy concerns brought up in the legal opinion, especially in light of the recommendation from the System Office to pursue mandatory orientation.
Winter 2009 Orientation Pilot Program

The winter 2009 pilot program served 690 students (50 sessions) between 1/5/09 and 2/12/09 in a block format. The format of the pilot was as follows:

1. Pre-assessment Orientation
2. Assessment
3. In-Person Orientation (including assessment scores and semester planning worksheet)

During this pilot the following benefits for students were observed:

- A number of students elected to reschedule tests because of outside influences that would have negatively impacted their performance.
- Several students, usually older students returning to college, decided to take advantage of computer programs offered to brush up on their skills prior to taking the exam.
- The more formal approach to delivering the test appears to make students more aware that this is an exam to take seriously.
- There appears to be a larger number of students taking longer to complete their assessments.
- There appears to be a reduction in the number of students re-testing.
- The students seem to have adjusted well to the block assessment times and have had no registered complaints. The block times appear to work within students' schedules.

Estimated Cost

<table>
<thead>
<tr>
<th>Number of Sessions</th>
<th>*Center Providing Services</th>
<th>Cost Per Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>Counseling and Advisement Center</td>
<td>$120</td>
</tr>
<tr>
<td>50</td>
<td>Assessment Center</td>
<td>$48</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL $168</strong></td>
<td></td>
</tr>
</tbody>
</table>

*The Counseling Department and Assessment Center absorbed the cost of the pilot program by using existing staff which included full-time counselors, adjunct counselors, educational advisors and assessment center staff.

Groups Consulted About Mandatory Orientation

- Associated Students of Citrus College Focus Group (ASCC) (12/11/08)
  94% of students surveyed felt the college should withhold registration until students participate in orientation. They were in favor of both in-person and online options.
- Mandatory Orientation Subcommittee, including TeCS (continuous discussion since 10/8/08 including Cynosure online orientation presentation on 12/16/08)
- College Success Advisory Committee (11/20/08, 3/19/09, 5/21/09 and approved online orientation funding request)
- Counselor Work Group (continuous discussion since 12/2/08)
- Region 8 Matriculation Advisory Committee (9/26/08 & 11/14/08)
- Student Services Committee (10/16/08, 12/11/08, 3/19/09 & 5/21/09)
- Counseling Coordinators/Director Meeting (1/8/09)
- Counseling Programs and Services Meeting (1/13/09)
- Matriculation and Assessment Committee (continuous discussion since 9/3/08)
- Announcements at Board of Trustees Meeting (1/13/09)
- Assessment List Serve
- California Community College Assessment Association (CCCAA) (12/12/08)
- Hewlett Visitation Team (3/27/09)
- College Success Faculty Team Meeting (3/26/09)
- Surveyed colleges using Cynosure online orientation:
  - College of the Canyons
  - Long Beach City College
  - Pierce College
  - Santa Barbara City College
  - West Los Angeles College
  - Assessment List Serve
  - CCCAA
**New Student Orientation Subcommittee Recommendation**
The New Student Orientation Subcommittee recommends that mandatory orientation should be instituted for all new students. Unless a student is exempt or completes the proper refusal to participate documentation, new students must attend an orientation no later than the completion of the student's first semester; otherwise, registration will be withheld. The following scheduled block format is recommended:

1. Pre-assessment Orientation
2. Assessment
3. Orientation (including assessment scores and semester planning worksheet)
   Orientation can be satisfied in any of the following formats:
   - In-person orientation (highly recommended for Basic Skills/College Success students)
     - Orientation following assessment
     - Assessment/Orientations held at high schools
     - Early Decision at Citrus College
   - Online orientation (Cynosure projected Fall 09)

On March 4, 2009, the New Student Orientation Subcommittee unanimously voted “yes” to purchase and implement the Cynosure New Media online orientation product. This product will be funded by the Basic Skills Initiative grant and will replace the College’s current online orientation. The cost for the product is $57,200 for the English, Spanish and adaptive versions.

On March 24, 2009, the group supported adding the Student Learning Outcome (knowledge gap assessment) and sign language interpreter components to the online orientation. The Counseling and Disabled Student Programs & Services budgets will fund the additional $12,150 cost.

**Intermediate Steps**
- Continue using pilot program structure for assessment and orientation
- Work with TeCS to capture data on exemptions
- Make students aware of the new process and their rights to refuse services
- Transfer data on orientations into Banner
- Work with Admissions and Records on determining registration holds
- Work with ASCC, student government, to encourage attendance
- Train full and part-time counselors on new orientation model
- Continue regular involvement of counselor workgroup
- Continually update orientation script/PowerPoint orientation presentation as needed; Cynosure New Media will provide an orientation PowerPoint at the conclusion of the online orientation project

**Target Implementation Date**
- Summer 2010

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**APPROVED**
New Student Orientation Subcommittee – 4/21/09
Matriculation and Assessment Committee – 5/6/09
Counselor Work Group – 5/13/09
College Success Advisory Committee – 5/21/09
Student Services Committee – 5/21/09
Academic Senate – 9/23/09

Revised 9.24.09 (FINAL)