

#### Fall 2024 Program Review Report | Non-Instructional Areas

Department / Area Name: OUTREACH | DUAL ENROLLMENT

For Planning Years: 2025-2026

Name of person leading this review: ROSALIND BROWN

Names of all participants in this review: ROSALIND BROWN, PALOMA ASTORGA, RAUL ALANIS ROMUALDO

Part 1. Program Overview: Briefly describe how the program contributes to the district mission

(How does your program/area help the college meet its mission?)

The Outreach | Dual Enrollment Division contributes to the college's mission by removing barriers and actively promoting equitable access to higher education and career pathways for all community members, particularly those traditionally underrepresented populations. Through targeted recruitment, and strategic partnerships with local high schools, community organizations and businesses, the division ensures that a diverse range of students and potential students are introduced to college-level opportunities. This work aligns with the college's commitment to diversity and equal access by addressing the evolving educational and workforce needs of the region.

By offering campus tours, information sessions, and community engagement events as well as our involvement with campus-wide initiatives and collaborations with student centered and academic offices, the division is positively impacting enrollment and retention efforts. The division stives to provide our community with a comprehensive view of AVC's enrollment process, academic programs, campus culture, and support services helping to meet the dynamic needs of the Antelope Valley community and the students we serve.

# Part 2A. Analyze the program review data for your area including equity data and any internal/external environmental scan information (e.g., surveys, interviews, focus groups, advisory groups, etc.

#### Use the following questions to guide your analysis:

- Who do you primarily serve and what services do you provide for each of the groups?
- How is the work of your area measured or quantified? What is your measure of success?
- How do the demographics served by your area's work compare to AVC's service area demographics?
- Which race/ethnicity groups experience the largest equity gaps?
- What are the success and retention rates (S&R) for your area (if applicable)? Did they decrease or increase in the last year?

Consider the above questions and provide written analysis of your data.

#### 2023-2024 - Welcome Center

The Welcome Center serves new, returning, continuing students with the onboarding steps of student enrollment and general questions. All students who visit the welcome center are asked to complete a check-in via an electronic portal identifying the reason for the visit.

Check-in data indicates the following:

• 2023-2024 Total Amount of Visits: 6,420

- Purpose of Visit
  - General Information: 904[Questions, Maps, etc.]

o Student Services: 4,213

[Counseling, JPC, CalWorks, Veterans, etc.]

Student ID Sign-Ins:

Student ID: 3,394Student Badge: 140Faculty ID (Proxy): 164

[Accounted for starting August 24 - Students requesting Student ID's]

o HOW TO: Assistance: 1,245

[AVC Application, Course Enrollment, Log-in / P.W., Orientation, etc.]

#### 2023-2024 - Student Success Workshops [SSW's]

Student Success workshops are information sessions intended to provide new and returning students with essential tools and campus resources that will be beneficial to their success here at AVC.

• # of Workshops: 11

# of Students called: 7,610
# of Students RSVP'd: 780
# of Students attended: 154

#### 2023-2024 - High School Campus Presentations Given [on HS Campus]

High School campus presentations provide students considering enrollment after graduation with an overview of AVC campus culture, resources, and processes.

# of High Schools: 7# of Presentations: 10# of Students: 1,137

#### <u>2023-2024 – Campus Tours</u>

• Total # of Tours: 31

• Total # of Students Served: 1,228

#### 2023-2024 - College & Career Fairs Attended

• Total # of Fairs: 15

• Estimated Student Count: 10,170

#### 2023-2024 - Registration Festivals

- Fall Registration Event: July 25, 2023
  - o Total RSVP's 559
  - Total Attendees **526**
  - New Students **371**
  - o Continuing Students 95
  - Returning Students **60**
- Fall Registration Event: July 31, 2023 (Zoom)
  - o Total RSVP's **517**
  - Total Attendees 155
  - New Students 118
  - Continuing Students 16
  - Returning Students **21**
- Spring Registration Event: November 29, 2023
  - Total RSVP's 525
  - Total Attendees 401
  - New Students 203
  - o Continuing Students 117
  - Returning Students **72**
- Fall Registration Event: June 26, 2024
  - o Total RSVP's 528
  - Total Attendees 404
  - New Students **303**
  - Continuing Students 55
  - Returning Students 46

#### Part 2B. Based on Part 2A and the reflection questions below, identify the program/area Strengths, Opportunities, Aspirations & Risks:

#### Use the following questions to guide your analysis:

- Who do you primarily serve and what services do you provide for each of the groups?
- Describe how your program/area incorporates constituent feedback.
- How does your program address equity gaps within the scope of work?

#### Strengths and Accomplishments: (Include your data analysis of relevant metrics in your response.)

Consider the following questions:

• What does your program/area do well, including capabilities and greatest accomplishments?

• What are the practices that were implemented to increase student success/retention rates or completion rates, or other practices that support the college mission?

The Outreach | Dual Enrollment Division excels in creating a collaborative environment, both within the department and with other academic and student services divisions. This collaboration ensures the AVC campus is fully represented during community related activities, whether on or off campus, providing a comprehensive experience for participants. One of the division's key strengths is its seamless onboarding process, especially evident during high traffic periods such as open registration and registration festivals. Staff members and student ambassadors are well-trained and enthusiastic about providing excellent support to students.

As a result of these efforts, surveys have shown positive feedback, reflecting the division's success in engaging students and supporting their enrollment journey. These practices have been instrumental in enhancing student success, retention, and completion rates, further aligning with the college's mission.

#### Opportunities and Challenges: (Include your data analysis of relevant metrics in your response.)

Consider the following questions:

- What does your program/area need to do better to support/improve student success?
- What actions can be taken to help close equity gaps?

#### **OPPORTUNITIES FOR IMPROVEMENT**

The Outreach | Dual Enrollment Division has the opportunity to expand its reach by deepening its efforts to educate, inform, and support all students, staff and community partners. This expansion is essential to increasing enrollment, retention, and completion rates, ultimately improving overall student success. A key focus for 2025-2026 academic year will be taking a more *intrusive* and *intentional* approach by meeting students and community members where they are, whether on campus or in their local communities.

To close equity gaps and improve student success, additional staffing is needed, but more specifically, staff is needed to create four subdivisions within the Outreach | Dual Enrollment Division: Welcome Center, In-Reach, Outreach, and Dual Enrollment Case Management. Each of these units would be responsible for specific aspects of student engagement and support, allowing the division to respond to the emerging needs of the campus and community partners more effectively.

#### 1. WELCOME CENTER UNIT

#### **Staffing Needs**

- [1] Clerical III
- [5] Student Workers

#### **Essential Duties of the Unit**

- Facilitate Welcome Center Check-in
- Student Assistance Application Help
- Student Assistance Course Registration Help
- Student Assistance ID Machine

- Customer Service Answer phones
- Customer Service In person
- Customer Service Virtual Welcome Desk

The **Welcome Center Unit** would be dedicated to assisting new and returning students with onboarding processes such as application help, course registration, and ID services. Additional clerical and student ambassador support is crucial to follow-up with students who do not complete the enrollment process directly addressing equity gaps in the onboarding experience.

#### 2. IN-REACH UNIT

#### **Staffing Needs**

- [1] Program Specialist
- [1] Clerical II
- [4] Student Workers

#### **Essential Duties of the Unit**

- Campus Tours
- On-Campus Tabling [Campus-Wide Workshop / Surveys / Event Sign Ups i.e. Outreach, Equity, Counseling, Open Courses, PACS events]
- Classroom Workshops [In-Person / Virtually]
- Social Media updates Division-wide
- Ed Sights Persistence Check-in Follow-up

The In-Reach Unit will focus on campus visibility, retention, and collaboration. This unit would facilitate campus tours, on-campus workshops, social media outreach, disseminating announcements and information on behalf of other divisions and retention alert follow-up. By intentionally leveraging tools like Ed Sights, the unit will follow up with students who indicate they are considering dropping out, offering intervention resources and support. Increased staffing will allow the division to accomplish this, plus meet the demand for more tours and personalized student interactions.

2023-2024 GROUP TOUR DEMOGRAPHICS – IN REACH				
INTERNAL LOGISTICS	GROUP TOUR DEMOGRAPHICS			
2023-2024 - Staffing	Service Area Demographics			
Program Specialist: 2	# of High Schools in our Service Area: 35			
Clerical III: 1	[Including Tehachapi, Mojave, Acton, Cal City, Edwards, Santa Clarita]			
• STH: 1				
Student Workers: 5-13	# of High School Tours Requested: 21			
	<ul> <li># of High School Tours Facilitated: 17</li> </ul>			
	<ul> <li>Of the above # how many sites</li> </ul>			
	had repeated tours: 4			
	# of High School Students Served: 530			

2023-2024 – Campus Group Tours	Campus Group Tour Demographics
<ul> <li>Total # of Tours Requests: 41</li> </ul>	
<ul> <li>Total # of Tours Facilitated: 29</li> </ul>	<ul> <li># of Middle School Tours Requested: 10</li> </ul>
Total # of Students Served: 1,148	<ul> <li># of Middle School Tours Facilitated: 9</li> </ul>
	# of Middle School Students Served: 390
2023-2024 - Individual Tours: 11	Individual Tour Demographics
[Community Member Request]	
<ul> <li>Total # of Tours Requests: 30</li> </ul>	<ul> <li># of Elementary School Tours Requested: 5</li> </ul>
<ul> <li>Total # of Tours Facilitated: 11</li> </ul>	<ul> <li># of Elementary School Tours Facilitated: 3</li> </ul>
<ul> <li>Total # of Attendees Served: 11</li> </ul>	<ul> <li># of Elementary School Students Served: 260</li> </ul>
	AVERAGE GROUP TOURS PER WEEK: 2

#### 3. OUTREACH UNIT

#### **Staffing Needs**

- [2] Program Specialist
- [1] Clerical II
- [5] Student Workers

#### **Essential Duties of the Unit**

- College & Career Fairs
- Presentations [AVC Gen Info & Dual Enrollment]
- Dual Enrollment Registration Festivals

The **Outreach Unit** would ensure the division remains consistently mobile, meeting students and community members where they are, whether at high schools, career fairs, or community events. Our ability to focus on mobility will align with the mission of Dual Enrollments equitable access as this access needs to also include services and resources. Our mobile outreach must have a clear focus on promoting the information and educational programs that matter to our underrepresented community such as AB540, Umoja, UNDOCU-Ally, NextUP, OSD, and Basic Needs. The goal is to be proactive and visible, ensuring everyone is aware of the educational opportunities and resources offered at AVC.

2023-2024 OUTREACH DATA METRICS					
2023-2024 – Staffing					
Program Specialist: 2					
Clerical III: 1					
• STH: 1					
Student Workers:					
2023-2024 – College & Career Fairs	College and Career Demographics				
Total # of Requests: 17	<ul> <li># of High School Events: 15</li> </ul>				
Total # of Attended: 15	<ul> <li># of Middle School Events: 0</li> </ul>				
Approximate # of Students Served: 10,170	# of Community Events: 7				
<u>2023-2024 – Community Events</u>	<b>Community Events Demographics</b>				
Total # of Event Requests: 13	# Hosted by City: 4				
Total # of Attended: 7	<ul> <li># Hosted by Business: 1</li> </ul>				
Approximate # of Attendees Served: 46,632	# Out of District: 1				
AVERAGE AMOUNT OF EVENTS PER MONTH: 9					

#### 4. DUAL ENROLLMENT CASE MANAGEMENT UNIT

#### **Staffing Needs**

- [1] Program Specialist
- [1] Program / Enrollment Services Tech [New Hire or Dedicated Liaison]
- [1] Counselor/Advisor [New Hire or Dedicated Liaison]
- [2] Student Workers

#### **Essential Duties of the Unit**

- Case Management High School Registration Steps
- Case Management Instructor Steps Case Management
- Case Management Enrollment Steps [Banner Codes, Counseling Approvals, Fee Waivers, Drops]
- Case Management Early Alerts
- Webpage updates Division-wide

The **Dual Enrollment Case Management Unit** would ensure that high school students enrolled in Dual Enrollment programs receive the same level of support as AVC's general student population. With dedicated case management for registration, early alerts, and enrollment steps, this unit will help build the confidence and college mindset of students who may have limited exposure to higher education. The Enrollment Services Tech in this unit would play a pivotal role between all units monitoring all data metrics related to outreach, enrollment, retention and completion rates in real-time to keep the division focused on data-driven strategies for student success.

By establishing these units and expanding staffing, the Outreach | Dual Enrollment Division can make a significant impact in closing equity gaps and improving student success, retention, and completion rates at AVC. Through more coordinated, intrusive and intentional efforts, the division will be better equipped to serve the evolving needs of the campus and the broader Antelope Valley community.

	DUAL ENROLLMENT PROGRAM STATS					
TOTAL # OF HS	TOTAL HS DISTRICTS UNDER CCAP AGREEMENT	TOTAL PENDING AGREEMENTS		RING 2024 DE O STUDENTS	FALL 2024 ENROLLMENT	
35 [per AVC Fact Book]	22	3	<b>247</b> FALL 2023	348 SPRING 23	452 [as of October 2024]	

• Identify 2-3 challenges within your department and explain why these challenges pose a risk to the institution. These challenges can be systems, functions or programs involving financial/business processes, information technology, policies, program administration, compliance issues, etc. What is the likelihood they will pose a disruption to your program/processes with 1 being unlikely and 5 being highly likely?

Challenge	Likelihood (1 being unlikely and 5 being highly likely)
Outreach Staffing Gaps, Essential Job Functions and Dual Enrollment Program Efficiency  The Outreach   Dual Enrollment Division currently operates with only two full-time Program Specialist and a newly hired Director.  As we continue to support a broad range of responsibilities with the addition of our comprehensive management of the Dual Enrollment Program, which essentially functions as a college within a college, the current staffing model needs to review to address critical gaps.  Outreach has a history of ongoing challenges with staff retention, likely due to the consistently high workload expectation without adequate staffing to support the efforts making it difficult to sustain employees long-term.  Emerging staffing challenges this semester have raised concerns about the uneven distribution of work potentially leading to staff fatigue and burnout. The Program Specialists are burdened with an extensive range of duties such as event coordination and	5 Highly Likely to pose a disruption to the Outreach   Dual Enrollment Program

implementation, training, tours, extensive travel, as well as inherited responsibilities from other divisions. The intensity of these responsibilities, coupled with external challenges like extreme weather, huge crowds, traffic, and exposure to public health risks, is physically taxing and mentally exhausting.

The daily management of the Dual Enrollment Program falls solely on the Director. The collective responsibility of both Outreach and Dual Enrollment significantly impacts timely implementation of Dual Enrollment protocols, policies, and procedures, causing communication delays with high school partners and limiting outreach to parents and the community. These inefficiencies pose risks to program performance and partner satisfaction.

To address the gaps and enhance operational efficiency and effectiveness of the division, there is an urgent need for additional personnel, including

- [2] Additional Program Specialist [for total of 4]
- [1] Enrollment Services Tech
- [1] Clerical III
- [10-15] Student Ambassadors budgeted at 20 hrs. per week.

This staffing proposal is critical to meeting the growing demands of expanding our student population and our Outreach efforts by establishing our subdivisions. Without this expansion, the institution risks a significant impact on overall enrollment and retention goals. The additional personnel will allow the division to meet the increasing demands of its expanding student population, ensure effective outreach efforts, and maintain the high standards expected by our partners.

#### **AVC Online Orientation as a Barrier to Registration**

After thoroughly reviewing the AVC Online Orientation, it has become clear that this requirement serves as a significant barrier for students during the registration process. Issues include its time-consuming nature, lack of engagement, and restrictive access to enrolling in courses if not completed. The orientation itself does not provide enough meaningful or relevant information to justify its requirement and poses a substantial risk to student enrollment as it delays the process and discourages students, particularly first-time and Dual Enrollment students, from fully registering.

Additionally, the orientation does not fully meet the student orientation requirements outlined in the **2023 California Community Colleges Memorandum** from the Office of Equitable Student Learning, Experience, and Impact.

The ability for students to skip through material without fully engaging and the unexpected test at the end, prompting students to restart the entire orientation session if they fail, creates further unnecessary obstacles.

This is particularly concerning since we no longer require math and English assessments for course placement.

It should be noted that Outreach's Student Success Workshop, which provides pertinent information necessary for our student's success here on campus, continues to see low engagement possibly due to what students have perceived to be the same orientation. Given these challenges, revising the orientation is essential. It should no longer be a mandatory step prohibiting course enrollment. Removing the requirement will ensure smoother and more equitable access for all students.

5
Highly Likely
to pose a disruption to the
Outreach | Dual Enrollment
Program

#### **Dual Enrollment Students**

The Dual Enrollment program aims to serve underrepresented students who may be unsure about attending college or uncertain about their ability to succeed in college. By offering college courses directly at their high schools, their safe space, we provide equitable access, opportunity and wrap around support. The content of the AVC Orientation is irrelevant to this student population as it is mostly campus specific and does not address their unique needs and it could be quite intimidating, especially with the test attached. Not at all what we want our Dual Enrollment students to perceive as their first impression of college life. Not only is a revision to the AVC Orientation necessary, in the event the mandate is not removed from the enrollment process, Dual Enrollment students should be exempt from the AVC Orientation.

Instead, their orientation requirement should be fulfilled by a Dual Enrollment specific orientation tailored to focus on college expectation, terminology, supports, and resources specific to Dual Enrollment. This orientation for our Dual Enrollment students should be mandatory.

#### **Expand Student Services from an HSI Perspective**

#### [3] - AVC Online Orientation

To better support our students as an HSI (Hispanic Serving Institution), AVC's online orientation should be available in spoken Spanish, either in person or as a recording. While subtitles are currently provided, some students may comprehend Spanish verbally better than in written form. This extra step ensures inclusivity.

#### [3] - Catalog Webpage (eLumen)

The AVC website offers language options in Chinese, French, German, and Spanish; however, the selected language does not carry over when navigating to the catalog. As the catalog contains vital information about academic requirements and procedures, ensuring the language remains consistent is essential.

#### [5] - Interpreter Services

To better serve our diverse student population, implementing language interpreter phone services for Student Services is crucial. While Spanish is commonly encountered, other languages frequently appear, and we often rely on creative methods to bridge communication gaps which.

#### [5] - Spanish-Language Marketing

The current 4-6 month wait time for translated marketing materials through AVC's Marketing department does not align with the rapid pace of Outreach | Dual Enrollment activities. As recruitment and enrollment is a priority, prioritizing faster Spanish translations is essential for effective outreach efforts.

# 4 Likely disruption to

to pose a disruption to the Outreach | Dual Enrollment Program

#### **COMPENSATORY - FLEX TIME & MILEAGE**

Many Outreach | Dual Enrollment events take place outside regular hours, including late Fridays and weekends. While overtime compensation is helpful, it can unintentionally push staff into higher tax brackets, creating an additional financial burden. Moreover, it doesn't replace the essential need for rest following these events, which can impact morale, productivity, and increase the risk of burnout. Offering flexible compensatory time off within the same week would boost well-being, decrease absenteeism, encourage participation in more community events, and improve employee retention.

Additionally, staff should be able to claim mileage reimbursement for events attended in personal vehicles, particularly when event locations are closer to their homes than campus. Requiring employees to retrieve college vehicles adds time and inconvenience. Allowing direct travel to and from events would streamline efforts and underscore our commitment to supporting those who represent the college.

Implementing flexible scheduling, compensatory time off, and mileage reimbursement demonstrates our commitment to staff well-being and supports those who represent the college through their dedication. These adjustments would enhance morale, retention, and the overall impact of our outreach efforts.

4
Likely
to pose a disruption to the
Outreach | Dual Enrollment
Program

#### **Aspirations**: (Include your data analysis of relevant metrics in your response.)

Consider the following questions:

- What does your program/area want to be known for?
- What is a desired future?

The Outreach | Dual Enrollment Division will be known as the DREAM CATCHERS, capturing the dreams of our community and guiding them towards reality. We are committed to providing a comprehensive pipeline of education, resources, access and support pipeline for all students, potential students, parents and community partners. Aligned with AVC's goals of outreach, enrollment, retention and student success, Outreach | Dual Enrollment will ensure that all populations served can gain access to and achieve their educational goals and explore diverse career pathways.

As we expand our focus on 9-12 grade students with the full implementation of the Dual Enrollment program, we also seek to broaden our outreach efforts by promoting the campus wide initiative of increasing headcounts and FTES. This will include targeted outreach to 8<sup>th</sup> grade students and their parents as they prepare for 9<sup>th</sup> grade. Additionally, we aim to engage the local workforce by collaborating with businesses and community partners, providing tailored information on course options focused on professional development. This strategic outreach approach aims to support job growth and career advancement and also serves to promote our campus initiative.

With a strong foundation in delivering seamless onboarding services, expanding our capacity to assist students with the enrollment process from any location within our service area in the future semesters is a goal worthy of noting. By building a team that can focus on specific areas of Outreach | Dual Enrollment, as outlined in this program review, and nurturing the mental wellness needed for innovative and creative solutions, the division is positioned to lead AVC towards higher enrollment and retention rates.

#### Part 2C. Review and comment on progress toward past Outcomes Improvement Plans

List your past **Outcomes Improvement Plans** and progress toward meeting those plans. *If you have not completed your Outcomes Improvement Plans, please review Operational Outcomes and <u>Outcomes Improvement Plans</u> training in Canvas and contact the Outcomes Committee directly.* 

Past Outcomes Improvement Plans	Progress Made
Fall 2023 Outcome Improvement Plan Indicated - More staffing was needed [3 F/T]	<u>Progress Made</u> : No Progress Made
Fall 2023 Plan Indicated – Ed Sights – Expand Implementation   Scale services offered	<u>Progress Made</u> : Fall 2024 – Effective August 2024, Ed Sights has been reimplemented under FYE SYE, with ongoing coordination for check-ins and follow-ups handled by the divisions Project Supervisor.

#### Part 2D. Review and comment on progress towards past program review goals:

List your past program review goals and progress towards those goals.

Past Goal	Progress Made
Fall 2023 Goal Indicated: Increase outreach efforts by attending more	<u>Progress Made</u> : The campus reorganization has merged Outreach and Dual
community and school activities	Enrollment into a single division, with the Director of Dual Enrollment now
Suggested Steps: Hire additional staff including a Director of Outreach	serving as the Director of Outreach   Dual Enrollment.
Fall 2023 Goal Indicated: Provide support to students through Welcome	<u>Progress Made</u> : Effective Spring 2024, ID Services were successfully
Center-Including onboarding and ID machine services with the ability to	implemented in the Welcome Center becoming a part of the onboarding
document the number of IDs made.	process of Outreach.
Suggested Steps: Hiring Project Supervisor for Welcome Center	As of August 2024; the Welcome Center has processed <b>3,394</b> Student ID's, <b>140</b>
	Student Badges, and <b>164</b> Faculty Proxy ID's.
Fall 2023 Goal Indicated: Increase the number of international students	<u>Progress Made</u> : As a result of the campus reorganization, International
	Students are no longer part of the Outreach   Dual Enrollment division.

Part 3. Based o	n Part 2 abo	ove, plea	se list pro	ogram/area	goals:			
Program	Go	oal Suppo	orts whicl	h:	ESP Goal	Goal	Steps to be taken to	Measure of Success
/Area Goal #	<u>ILO</u>	PLO**	SLO**	OO (Service area Outcomes)	Primarily Supported:	(Student-focused)	achieve the goal?	(How would you know you've achieved your goal?)
#1	ILO 2. Creative, Critical, and Analytical Thinking				Goal #1 Service: Realign college policies, practices, and processes to remove barriers and to become more effective, efficient, and responsive to students, employees, and the community.	To enhance operational efficiency and processes, increase outreach efforts, and effectively target and engage a larger student population	<ol> <li>Hire Additional Staff</li> <li>[2] Program Specialist</li> <li>[1] Enrollment Services         Tech</li> <li>[1] Adjunct Counselor           Advisor [or liaison]</li> <li>[1] Clerical III</li> <li>Hire [4-9] additional         student workers with all         budgeted to work 20hrs         per week</li> <li>Implement the [4]         Units of Outreach           Dual Enrollment</li> <li>Strengthen Dual         Enrollment Unit</li> <li>Establish and refine         program protocols and         guidelines</li> <li>Foster strong         partnerships with high         schools through         consistent         communication and         collaborations.</li> </ol>	Expanded Outreach  Measurement: O DE Calendar of Events, registration logs, student surveys.  Enhanced Critical and Analytical Thinking  Measurement: Creation of new processes streamlined processes and innovative program planning aligned with campus mission and student needs.  Increased Community Partnerships  Measurement: Database maintained by O DE tracking partnership activities. Measured by database kept and maintained by Outreach  Reduced Staff Burnout  Measurement: Noting staff retention rates at the time of the next program review
#2	Community /Global Consciousn ess				Goal #2 Equity: Improve the college culture by becoming a	To cultivate a college going mindset by removing barriers that contribute to negative	<ul><li>1. Revise AVC Online     Orientation     Update to align     with current</li></ul>	Higher Application Completion Rates and Increased Enrollment

more caring, welcoming, accessible, and inclusive campus.  The campus accessible, and inclusive campus.  The campus accessible, and inclusive campus.  The campus accessible, and inclusive campus accessible and creating a welcom supportive experience where students feel confident in their abilit to succeed and our abit to serve them.	ing, and CCC requirements.  • Remove the test to reduce barriers  orientation and application completion rates before and after revisions. Review campus data for overall
--	---

#3	ILO 1. Communic ation	Goal #3 Resources: Increase student awareness about campus resources.	To increase student, parent, district, faculty, and community knowledge of the Dual Enrollment program, leading to higher engagement and enrollment.	2.	Development of the Dual Enrollment Case Management Unit College within a College Model Increase awareness and understanding	Expanded Outreach  Measurement: O DE Calendar of Events, registration logs, student surveys.  Offer information sessions
				4.	Intentional Outreach Target:      8 <sup>th</sup> Graders      Hispanic and Black     High Schoolers      Foster Youth  Create Community Based Team Recruitment cohorts      Local Sports Groups      Churches      AV Chambers of     Commerce, Black &     Hispanic      Youth based     mentorship     programs	Measurement: track number of attendees at create and analyze surveys to assess knowledge gained from sessions.  Intentional Outreach  Measurement: Monitor the volume of calls, emails, and online inquiries received about the program.  Analyze engagement metrics from social media and marketing campaigns targeted towards these groups.  Increased Engagement  Measurement: track the number of community partnerships established and the number of students recruited through that partnership.

#4	ILO 2. Creative, Critical, and Analytical Thinking	Goal #6 Success: Boost success rates by prioritizing the student experience.	To engage Dual Enrollment students in campus culture and activities, increase visibility on their high school campuses, and provide acknowledgments, awards and SWAG in recognition of their participation in the program.	<ol> <li>3.</li> </ol>	Increase on campus presence at the high school Conduct regular visits to high school partners to include information sessions or pop-ups from AVC affinity groups and academic divisions. Host campus events for Dual Enrollment students  Student/Parent campus tours Registration Festivals with Student ID distribution privileges Athletic Events Acknowledge Student Achievement Recognition Program Dual Enrollment Ambassadors/ment ors End of the year celebratory event	Increased Visibility  Measurement: Track number of visits to sites as well as create and provide results of interest surveys.  Participation Rates  Measurement: Track attendance logs and survey feedback.  Positive feedback stronger sense of belonging Measurement:  Track the number of recognitions given. Collect student testimonials about Dual Enrollment classes.  Build Dual Enrollment Ambassadors to encourage leadership/mentorship within their high schools.  Assess the overall impact on retention and students' overall satisfaction.
#5	ILO 4. Career and Specialized Knowledge	Goal #4 Vision: Being more future-thinking, agile, innovative, and proactive.	To collaborate with AVC divisions, local businesses and community partners to develop tailored course offerings that align with professional development incentive, that could lead to opportunities for job growth and career	2.	Research local business or community organizations whose staff might benefit from taking courses or obtaining certificates from AVC. Conduct needs assessments with local business, community	Increased enrollment Measurement: Increased enrollment in identified courses  Surveys and Feedback Measurement: Conduct surveys with participating business to gauge satisfaction with program

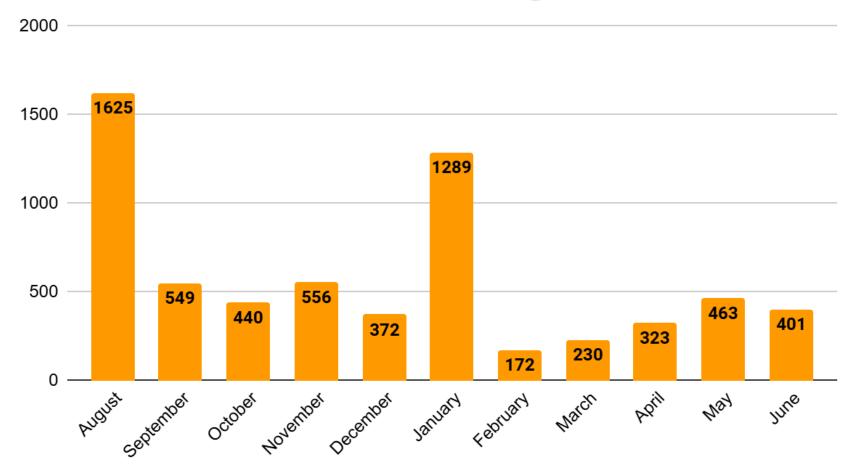
advancement for their	organizations, and AVC
staff	divisions to identify Positive Feedback
	desired skills and Measurement: Course
	pathways. completion rates and
	3. Develop a list of feedback from the
	targeted courses and participants on the job skills
	programs based on impact and career
	identified needs, progression.
	including both credit
	and non-credit options.
	4. Promote courses to
	employees of
	community partners by
	means of presentations
	and information
	sessions.

<sup>\*\*</sup>If applicable for instructional areas

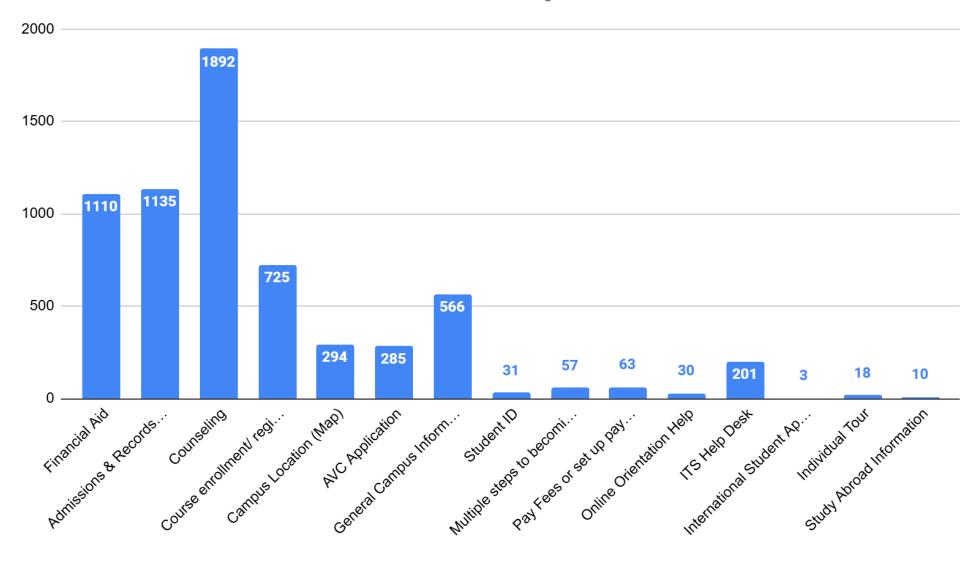
Type of Resource Request	Summary of Request	Which of your Program/area goals (Part 3) does this request support?	New or Repeat Request	Amount of Request, (\$)	One-Time or Recurring Cost,	Contact's Name	
Choose an item.	HIRE [2] Program     Specialist	#1	New	[2] Program Specialist \$52,322.68	Recurring	VP Idania Padron	
Classified Staff	HIRE [1] Enrollment     Services Tech	#1	New	\$54240.65 + Benefits	Recurring	VP Idania Padron	
Faculty	HIRE [1] Adjunct     Counselor	#1	New	\$54.94/hr	Recurring	VP Idania Padron	
Other	Student Workers     Budgeted at 20hrs /     week	#1	New	\$1280 / month	Recurring	VP Idania Padron	
Technology	<ul> <li>Update Online         Orientation</li> <li>Research Spanish         Language Marketing         Vendors</li> <li>Research &amp; Acquire         language Interpreter         Services</li> </ul>	#2	New	??	Recurring	VP Idania Padron	

• Supporting data/information

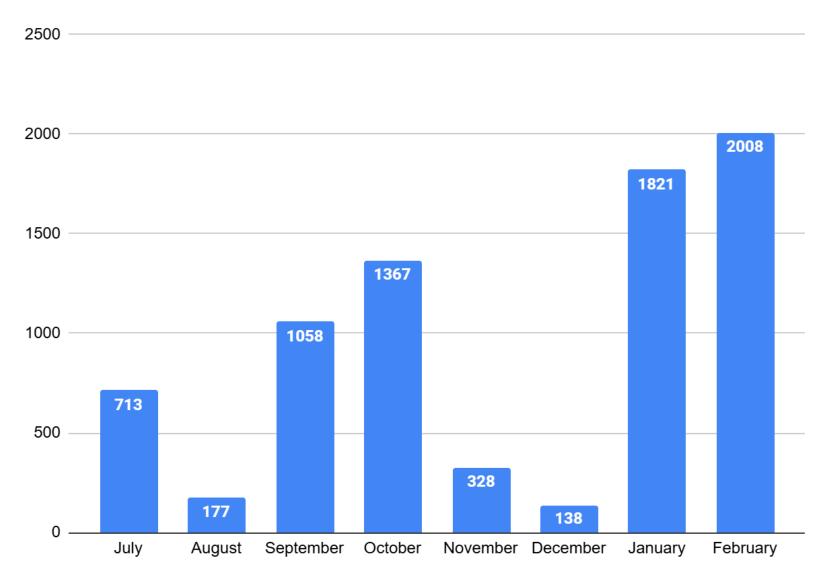
# **Welcome Center Sign-In's**



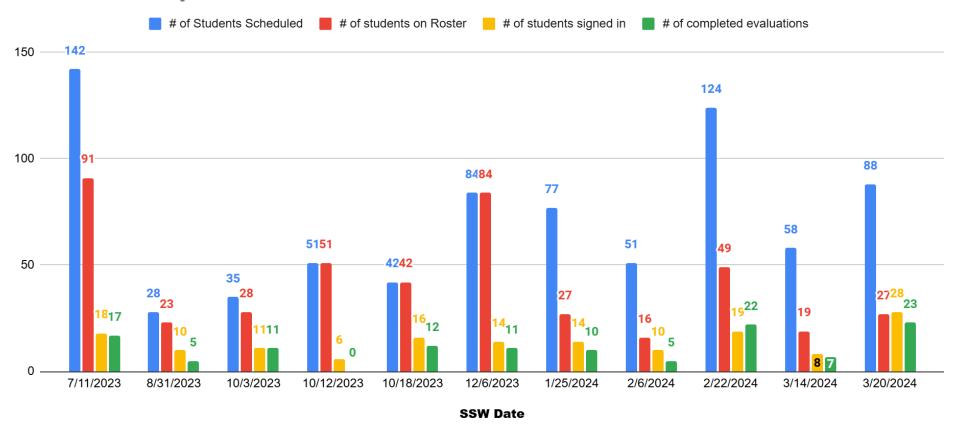
### **Welcome Center Purpose of Visit**



### **Total SSW Calls Per Month**



### SSW Data Comparison: Scheduled vs. Attended



#### Outreach Events Data:

T = Tabling CT = Campus Tour P = Presentation CF = College Fair	Date	Event	Classified Staff OT or Modified Work Schedule	Time	Mode (Virtual/In Person)	Location	Event Contact	Set Up Time &/or Instructions	# of Student Ambassador s/ Peer mentors Needed	Student Ambassador s/Staff	# of anticipated attendees	# of Actual Attendees	Attendees Profile	Notes
T	August 11, 2023	Opening Day		TBD	In Person	AVC Campus								
Ţ	September 14, 2023	Options for Youth WIOA Kick-Off	n/a	12:00 PM to 3: 00 PM	in-Person	1160 Commerce Center Dr, Lancaster, CA 93534	Liliana Escobar lescobar@pro pelcmg.org			Raul	50	40	9th-12th grade students	No formal presentation w be needed, we would like our students to learn more about the college with resources and information
т	September 15, 2023 Friday	Latino Knowledge Bowl at Eastside High School	ОТ	4:30-6 PM	In-Person	3200 E Ave J 8, Lancaster, CA 93535	David Rivas drivas@avhsd .org	Arrive to AVC at 3:30	1-2	Paloma & Denise	200	50	9th-12th grade students	
CF	September 16, 2023 Saturday	Latino College and Career Expo	ОТ	10 AM - 2 PM	In Person	Cal Poly Pomona 3801 W Temple Ave, Pomona, CA 91768			3	Raul, Xitalli, Ernesto, & Arely	10,000	1,000		
CF	September 20, 2023 Wednesday	Tehachapi High School 2023 College & Career Fair	М	6:30 AM to 1: 00 PM	In-Person	achapi High Sch	Amanda Westerby awesterby@te hachapiusd. com	Leave campus at 6:30 Set up begins at 7:30am	2-3	Raul & Paloma	1,000	1,000	9th-12th grade students	Map for Parkir
СТ	October 5, 2023 Thursday	Campus Tour Summerwind Elementary	n/a	10:00 AM to 1: 00 PM	in-Person	AVC Campus	Katrina D Burris kdburris@pal mdalesd.org		4	Paloma, Sabrina, Crow, Denise, Ines, Oscar	110	87	5th grade students	
т	October 7, 2023 Saturday	Kaleidescope Art and Music Festival	М	10:00 AM to 6: 00 PM	In-Person	2723 Rancho Vista Blvd, Palmdale CA 93551	Laura Rice Irice@cityofpal mdale.org	Depart from AVC at 8:30am	3-4	Raul (2:00-7: 00), Paloma (8: 30-2:00), Erica, Taylor, Esmeralda, David, Ernesto	6,000	6,000	Community	Awaiting response from Arts Division regarding whice faculty will be there to facilitate the arts activity
СТ	October 10, 2023 Tuesday	Campus Tour Tehachapi High School	n/a	9:00 AM to 12: 00 PM	In-Person	AVC Campus	Julie Heaslet jheaslet@teha chapiusd.com		2	Raul, Stephanie, & Crow	50	19	9th-12th grade students	,
J'	October 11, 2023 Wednesday	JPC Job Fair	n/a	10:00 AM to 2: 00 PM	In Person	AVC Campus - FA Quad			2					
GO	October 11, 2023 Wednesday	Senior Workshop Quartz Hill High School	n/a	9:45 AM to 12: 45 PM	In-Person	6040 West Avenue L Quartz Hill CA 93536	Dianna Aguirre daguirre@avh sd.org		2	Paloma, Amber	800	800	12th grade students	
GO	October 17, 2023 Tuesday	Quartz Hill High School	n/a (if Raul M) Lets Discuss this one.	::00pm - 5:00pm	in-Person	6040 West Avenue L Quartz Hill CA 93536	Dianna Aguirre daguirre@avh sd.org		*1.	Paloma, Ella	60	40	11th-12th grade students	

T = Tabling CT = Campus Tour P = Presentation CF = College Fair	Date	Event	Classified Staff OT or Modified Work Schedule	Time	Mode (Virtual/In Person)	Location	Event Contact	Set Up Time &/or Instructions	# of Student Am bassador s/ Peer mentors Needed	Student Ambassador s/Staff	# of anticipated attendees	# of Actual Attendees	Attendees Profile	Notes
CF	October 24, 2023 Tuesday	College Information Night	М	4:30 PM to 7: 00 PM	In Person	nue H, Lancaste	Andrea Gonzalez- Briones abriones@avh sd.org		3-4	Raul, Paloma, Kenya, Erica, Ella, Denise, Paul	5000	2000	9th thru 12th	Kenya signed up and requested 4 tables. Need to email them letting them know that we have a new full time clerical III who will be the properties of contact.
СТ	October 26, 2023 Thursday	Campus Tour Palmdale Academy Charter		9:00 AM to 12: 00 PM	In-Person	AVC Campus	Brittany Sixt besixt@palmd alesd.org		2	Kristabella, Ashna, Crow, Daniel	44	36	9th grade AVID students	
CF	October 26, 2023 Thursday	R. Rex Parris College Fair		9:45AM TO 2PM	In-Person		Mayra Martinez memartinez@a		4	Paloma	400	200	10TH-12TH grade students	Requested financial aid info/workshop: Welcome Center info, Palmdale Campus Info Campus Resources
Г	October 26, 2023 Thursday	Paving the Way Re-Entry Job Fair		10 AM to 2 PM	In-Person	44738 Sierra HWY, Lancaster, CA 93534				Raul, Sabrina		130		
CF	November 2, 2023 Thursday	College Fair Desert Winds High School		10:00 AM to 2: 00 PM	In-Person	ering St, Lanca	Tammie Hardin thardin@avhs d.org	Set-up at 9:45		Paloma, Sabrina		60		
Т	November 3, 2023 Friday	Antelope Valley Medical Center- Spanish- Speaking Breastfeedi ng Support Group	n/a	9am to 2: 30pm	In Person	City of Hope B	Lauren Synder	set up 8- 8:45am	1	Raul , Paul	300	2	Community	They requester spanish speakers. Ever was poorly Attend recommended that we DO NOT attend this event in the future.
Ţ	November 4, 2023 Saturday	STEM Conference for Girls	М	9:00 AM to 12: 00 PM	In Person	Drive Lancaste	Duane Robertson drobertson@a vhsd.org	Set up @ 8: 30am	1	Paloma, Stephanie	200	60	9th-12th grade students	60 Minute presentation to parents. Generally ar overview of classes and programs AV has to offer
CF	November 7, 2023 Tuesday	Palmdale HS College & Career Fair	n/a	11:30-4pm	In Person	ve R , Palmdale	Jaclyn Mendez- Pflieger jmendez- pflieger@avhs d.org		1-2	Paloma, Ella, Amber, Denise	3,000	2,000	9th-12th grade students	

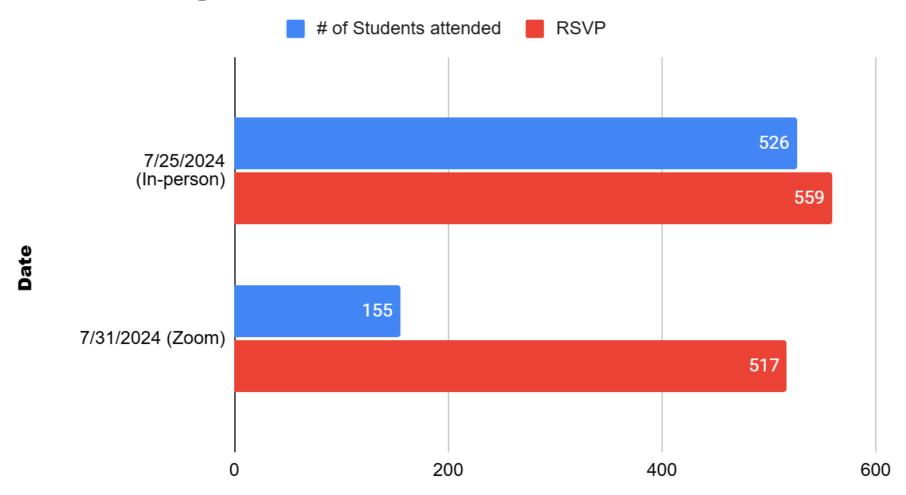
T = Tabling CT = Campus Tour P = Presentation CF = College Fair	Date	Event	Classified Staff OT or Modified Work Schedule	Time	Mode (Virtual/In Person)	Location	Event Contact	Set Up Time &/or Instructions	# of Student Ambassador s/ Peer mentors Needed	Student Ambassador s/Staff	# of anticipated attendees	# of Actual Attendees	Attendees Profile	Notes
СТ	November 9, 2023 Thursday	Campus Tour Assurance Learning Academy		10:00 AM to 1: 00 PM	In Person	AVC Campus	Erika Gonzalez egonzalez@a ssurancelearni ng.org		1	Raul, Daniel, Sabrina	30	18	11th-12th grade students	
СТ	November 13, 2023 Monday	Campus Tour for Keppel Academy		10:00 AM to 12:00 PM	In-Person	AVC Campus	Madison Goulet mgoulet@kep pel.k12.ca.us		2	Paloma, Ella, Paul	36	34	8th grade AVID students	
СТ	November 14, 2023 Tuesday	Campus Tour Tehachapi High School		10:00 AM to 12:00 PM	In-Person	AVC Campus	Leaha Ward lward@tehach apiusd.com		2	Paloma, Daniel, Esmeralda	50	44	11th-12th grade students	
СТ	November 15, 2023 Wednesday	Campus Tour Joshua Hills Elementary		9:00 AM to 12: 00 PM	In-Person	AVC Campus	Karen Muehlberger kmuehlberger @palmdalesd. org		4	Raul, Paul, Erica, Stephanie, Ella	105	94	4th grade AVID students	
СТ	December 5, 2023 Tuesday	Campus Tour Highland High School		10:00 AM TO 1:00 PM	In- Person	AVC Campus	Hanna Khalifa hkhalifa@avhs d.org		2	Raul, Paloma, Sabrina, Stephanie	50	50	9th - 12th EL Student Under Title 1	
СТ	December 7, 2023 Thursday	Campus Tour Eastside Education Academy		9:00 AM to 12: 00 PM	In-Person	AVC Campus	Anna Fisk afisk@avhsd. org		1	Paloma, Esmeralda, Paul (Backup)	30	28	9th grade students	
GO	December 11, 2023 Monday	AVC Presentation at Highland High School/WE CARE		1:40-2:37 PM	In-Person	39055 25th Street West Palmdale, CA 93551	Mary Robayo mrobayo@avh sd.org	1:00 PM		Paloma, Erica	40	20	12th grade students	AVC General and OSD Information
GO	January 23, 2024 Tuesday	Parent University - The Palmdale Aerospace Academy		9:00 AM to 11: 00 AM	In-Person	3300 E Palmdale Blvd Palmdale Ca, 93550	Kathy Medina kmedina@tpa a.org			Paloma, Erica	50	20	Parents of students	Parent University is to help inform ou parents regarding life a
СТ	Feburary 5, 2024	Campus Tour AV High	11	0:00 AM - 1:00 PI	In-Person	AVC Campus	Francis Allen- Munoz		1	Paloma, Stephanie	30	28	12TH GRADE	Contacted 10/19/23 - C
СТ	February 7, 2024	Campus Tour	9:	00 AM to 12:00 F	In Person	AVC Campus	Mark Notterman		2	Raul, Laisha, Denise	40	20	11th and 12th grade -	
P/T	February 8, 2024	AVC Presentation		10:00 AM to 1: 00 PM	In Person	177 Holston Drive,	Erika Gonzalez	10:30-10:45 AM	1	Paloma, Sabrina	30	8	10th-12th grade	Presentation for 10-30
СТ	February 13, 2024	Campus Tour Lancaster	10	0:00 AM to 1:00 F	In Person	AVC Campus	Seth Johnson sjohnson@av		3.7	Raul, Erica, Sabrina, Laisha till 12:30. Paul	100	100	12th grade students	
СТ	February 15, 2024	Campus Tour Enterprise	10	0:00 AM to 1:00 F	In-Person	AVC Campus	Matthew Blackwood		3?	Paloma, Erica, Sabrina, Stephanie	100	79	5th grade students	Event in from 5
Т	2024 Thursday	Desert Sands Charter	ОТ	4:00-7:30 PM	In-Person	h St. West, Lan	Destiny Carswel arswell@dschs.		30 Pa	aloma, Amelia, Tay	100	10	de students and	Event is from 5 00-6:30pm. Reauested
GO	February 20, 2024	AVC Presentation		10:00 to 11:00 AN	In-Person	n	Nancy Lopez lopez@avhsd.or	g		Paloma, Laisha		18	- 100 MA STATE - 100	
СТ	February 21, 2024	Campus Tour Lancaster		9:00 AM to 12: 00 PM	In Person	AVC Campus	Consuelo Meza			Paloma, Denise,	50	43	12th grade students	
Т	February 27, 2024 Tuesday	CCAV Heartful Harmony		1:00-5:00 PM	In-Person	45111 Fern Avenue, Lancaster, CA 93534	Katherine Quiles kquiles@childr enscenterav. org		1-2	Paloma, Ty (NextUp), Daniel	300	200	18-25 years- old transitional age youth	164 confirmed attendees, 6f table and 2 chairs will be provided

T = Tabling CT = Campus Tour P = Presentation CF = College Fair	Date	Event	Classified Staff OT or Modified Work Schedule	Time	Mode (Virtual/In Person)	Location	Event Contact	Set Up Time &/or Instructions	# of Student Ambassador s/ Peer mentors Needed	Student Ambassador s/Staff	# of anticipated attendees	# of Actual Attendees	Attendees Profile	Notes
СТ	February 28, 2024 Wednesday	Campus Tour Mojave River Academy		10:00 AM to 1: 00 PM	In-Person	AVC Campus	Maribel Herrera mherrera@mo javeriver.net			Raul, Laisha	20	20	8th-12th grade students	
CT	March 12, 2024 Tuesday	Campus Tour Lake Los Angeles School		9:45 AM to 12: 45 PM	In Person	AVC Campus	Katy Hoerman khoerman@ke ppel.k12.ca.us		3-4	Paloma, Crow, Sabrina	82	67	6th-8th grade students	
CF	March 12, 2024 Tuesday	Lancaster High School College & Career Fair		9:00 AM to 12: 00 PM		44701 N 32nd St West, Lancaster CA 93534	Jamie Christensen jtchristensen @avhsd.org			Raul, Kyle, Erica	300	200	11th-12th grade students	
СТ	March 13, 2024 Wednesday	Campus Tour Knight High School		10:00 AM to 1: 00 PM	In-Person	AVC Campus	Ashley Orr aorr@avhsd. org			Paloma, Jonathan	26	25	12th grade students in Youth Employment Skills Class	Contacted 10/19/23 - C Vidana
CF	March 13, 2024	Desert Christian		9:00-10:30 AM	In-Person	2340 W. Ave J-8,	Regina Bloemendaal	Set-up at 8: 00-8:55 AM		Raul, Stephanie,	240	200	9th-12th grade	
СТ	March 19, 2024 Tuesday	Campus Tour Daisy Gibson School		9:00 AM to 12: 00 PM	In-Person	AVC Campus	John Kell jkell@keppel. k12.ca.us			Raul. Erica, Crow, Kyle (Shadow)	60	60	8 grade	
СТ	March 21, 2024 Thursday	Campus Tour AV YouthBuild		12:00-3:00 PM	In-Person	AVC Campus	Monica Rios monica. rio01@youthb uildcharter.org			Paloma, Daniel, Kyle/Taylor (Shadow)	15	16	11th-12th grade students	
GO	March 27, 2024 Wednesday	AVC General Overview for Empower Generations Charter School		11:00 AM to 12:00 PM	In-Person	44236 10th Street West, Suite #105, Lancaster, CA 93534	Roselia Calderon roselia. calderon@em powergenerati ons.org			Paloma, Jonathan, Kyle	35	35	9th-12th grade students	
СТ	March 28, 2024 Thursday	Campus Tour SAGE Magnet Academy		10:00 AM to 1: 00 PM	In-Person	AVC Campus	Gerald Bonus gcbonus@pal mdalesd.org			Raul, Sabrina, Erica, Kyle (Shadow)	50	32	6th-8th grade AVID students	Lunch break around 11:30
CF	March 28, 2024 Thursday	Palmdale Academy Charter School College & Career Fair	ОТ	3:00-7:00 PM	In-Person	3838 E Ave R, Palmdale, CA 93550		3:30-4:00		Paloma, Crow, Paul		150		Event time; 4 15-6:00 PM
ст	April 3, 2024 Wednesday	Campus Tour Mariposa Computer Science Magnet Academy		9:00 AM to 12: 00 PM	In-Person	AVC Campus	Stephanie Hernandez hemandezst@ lancsd.org			Paloma, Jonathan , Kyle, Laisha	76	55	6th grade students; computer science/AVID	Group will bring lunches to campus tour
CF	April 3, 2024 Wednesday	Palmdale School District Career Fair	ОТ	5:00-7:30 P.M.	In-Person			3:30-4:00 p.m.		Raul	500	80		
ст	April 16, 2024 Tuesday	Campus Tour Lancaster High School		10:00 AM to 1: 00 PM	In-Person	AVC Campus	Dana Vazquez dvazquez@av hsd.org			Paloma, Kyle, Sabrina	35	26	12th grade students WE CARE College & Career Readiness Transition Program	Contacted 10/19/23 - C Vidana

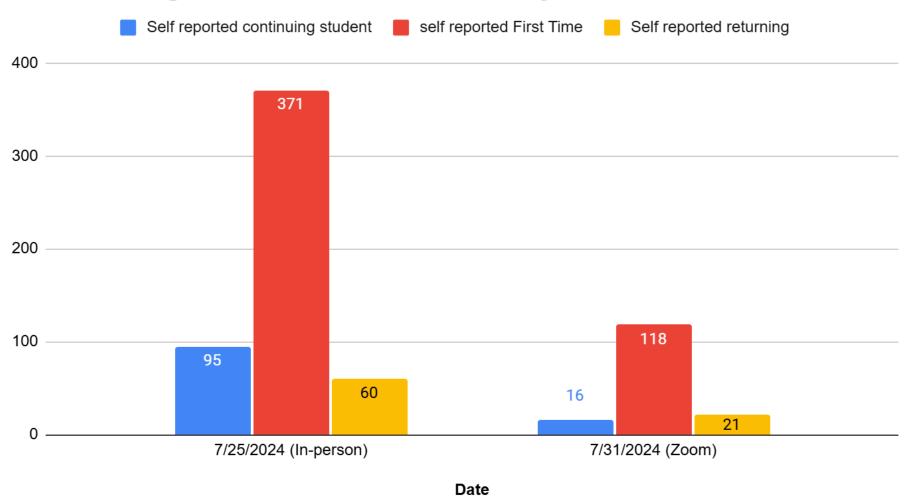
T = Tabling CT = Campus Tour P = Presentation CF = College Fair	Date	Event	Classified Staff OT or Modified Work Schedule	Time	Mode (Virtual/In Person)	Location	Event Contact	Set Up Time &/or Instructions	# of Student Ambassador s/ Peer mentors Needed	Student Ambassador s/Staff	# of anticipated attendees	# of Actual Attendees	Attendees Profile	Notes
СТ	April 17, 2024 Wednesday	Campus Tour Jacobsen Middle		10:00-11:30 AM	In-Person	AVC Campus	Leaha Ward lward@tehach apiusd.com			Raul, Stephanie/ Jonathan	30	21	8th grade	
CF	April 17, 2024 Wednesday	R. Rex Parris High School		9:15 a.m. to 2: 30 p.m.	In-Person	38801 Clock Tower Plaza	Mayra Martinez	9:45 a.m.		Paloma, Kyle	200	60	11-12th grade	Event time: 10:15 a.m. t
T <sup>-</sup>	April 19-21, 2024 Friday-Sunday	California Poppy	ОТ		In-Person	AV Fair & Events Center 2551 W Avenue H, Lancaster, CA 93536				All		40,000		
CF	April 25, 2024 Thursday	Aerospace Valley Career Fair - Salute to Youth 2024	9	00 AM to 12:00 F		ne Boeing Compa 25 E Ave P, Palm		org		Paloma, Raul, Er	3000	3000	jh school stude	nts
СТ	May 8, 2024 Wednesday	Campus Tour Oak Tree Community Day School		9:00 AM TO 12:00 PM	In-Person	3042 W Ave K, Lancaster, CA 95356	Janell Richard jirichard@pal mdalesd.org		2	Raul	40	14	4th- 8th grade students	
СТ	May 14, 2024 Tuesday	Campus Tour Dos Caminos Dual		9:30 AM to 12: 30 PM		AVC Campus	Lizeth DeLaTorre Idelatorre@pal			Paloma	60	52	7th grade students	

Fall Registration Events 2023:

# Fall 2023 Registration Events Attendees and RSVPs

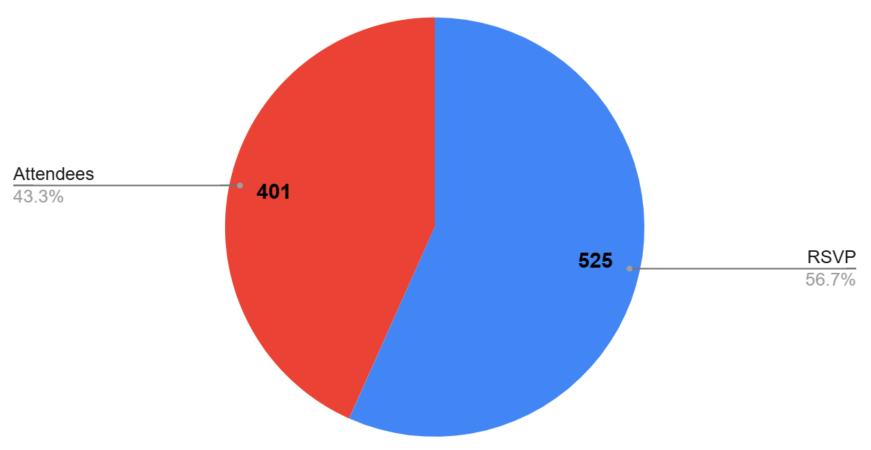


### Fall 2023 Registration Events Attendees by Student Status



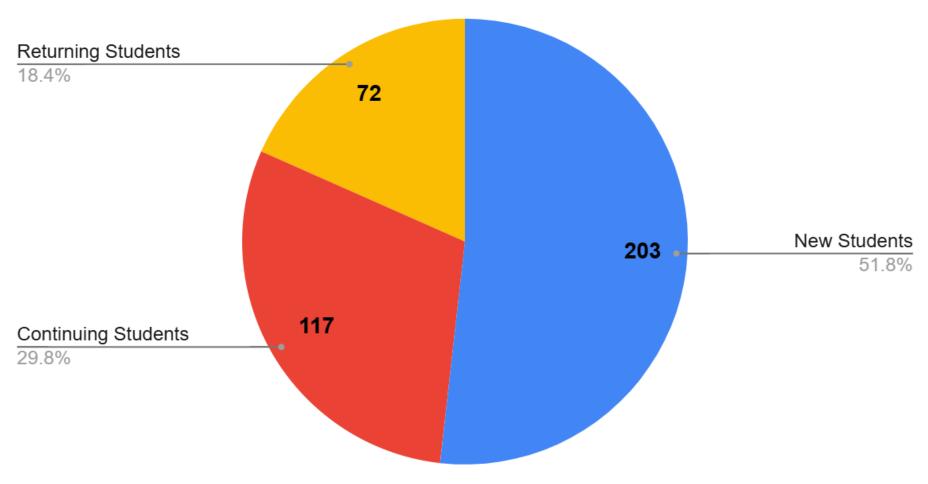
# Spring 2024 Registration Event: November 29, 2023

### **Data by RSVP and Attendance**



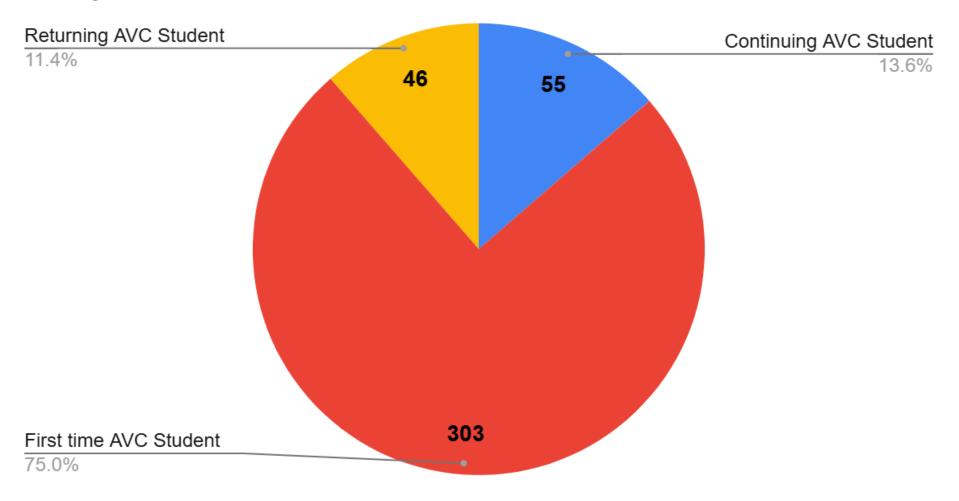
# Spring 2024 Registration Event: November 29, 2023

### **Data by Student Status**



# Fall 2024 Registration Event: June 26, 2024

### **Data by Student Status**



## ID Type (select all that apply)

3,659 responses

