

# Appendix XII

## Student Success and Support Program Rights and Responsibilities

Reference: [Board Policy 5050 Matriculation](#); [Administrative Procedure 5050 Student Success and Support Program](#)

The Student Success and Support Program (3SP) in the Ventura County Community College District recognizes that student success is the responsibility of the district's three colleges and its students. The program creates a framework for the provision of core matriculation services, including orientation, and counseling/advising/educational planning services that are intended to increase student access and academic success. 3SP services also include the provision of intervention and follow-up services to academically at-risk students such as those that are on academic or progress probation, or are otherwise identified as at-risk students.

### College and District Responsibilities

The District and its colleges shall develop processes to ensure that information regarding its matriculation policies under the Student Success and Support Program are accessible and available to all students during or prior to enrollment, and are included in class schedules, catalogs or other appropriate communications describing student rights and responsibilities under the 3SP. The colleges shall make reasonable effort to avoid duplication of services that are funded through the 3SP or funded through other programs.

Each of the District's colleges shall develop internal processes for the delivery of 3SP services to students. Appropriate college and district staff shall collaborate in the development of such processes to ensure accurate data collection and MIS reporting. No 3SP process will subject a person to unlawful discrimination as prohibited by subchapter 5 (commencing with section 59300) of chapter 10. Failure of a nonexempt student to meet the requirements of the 3SP may result in a hold placed on registration or loss of registration priority.

At a minimum the colleges and district shall provide students, as mandated and except as exempted, with of the following 3SP services:

- a) Orientation (via online or in-person delivery modes or a combination thereof)
- b) Assessment through evaluation of external course work, and other multiple measures;

c) Counseling, advising and/or other educational planning service culminating in the development of an abbreviated and/or comprehensive student educational plan, identification of the student's educational goal, and course of study;

d) Follow-up services to at-risk students;

e) Referral of students to appropriate support services including but not limited to financial aid, support services for foster youth and military veterans, tutorial or other instructional support services, campus child care services, EOPS and/or DSPS programs and services; and to appropriate curriculum offerings that may be available including but not limited to basic skills, ESL and noncredit instructional programs.

### **Orientation (Title 5, Section 55521)**

Each college shall provide students with information on a timely basis, as determined by the college, regarding policies, procedures and information including, but not limited to:

1. Academic expectations and progress and probation standards pursuant to section 55031;
2. Maintaining registration priority pursuant to section 58108;
3. Prerequisite or corequisite challenge process pursuant to section 55003;
4. Maintaining California College Promise Grant eligibility pursuant to section 58612.
5. Description of available programs, support services, financial aid assistance, and campus facilities, and how they can be accessed;
6. Academic calendar and important timelines.
7. Registration and college fees.
8. Available education planning services.
9. Other issues, policies, and procedures the college determines as necessary to provide a comprehensive orientation to students.

### **Assessment (Title 5, Section 55522)**

Each college will provide assessment and placement services using multiple measures that include, but are not limited to:

1. Assessment test instruments for use in placing students in English, mathematics or English as a Second Language (ESL) courses that are approved by the California Community Colleges Chancellor's Office and appropriately validated for the college;
2. Self-assessment instruments;
3. Evaluation of college coursework, assessment scores and placement recommendations from other colleges and universities;
4. Evaluation of other test scores including but not limited to AP, SAT, IB tests and EAP results.

No assessment test process shall be used in a manner or for a purpose other than that for which it was developed or has been otherwise validated; assessment tests including the TOEFL, in conjunction with multiple measures may be used to determine the admission of minors as special part-time or full-time students, and of international students. No assessment test, method, or procedure shall be used to exclude students from any particular course or educational program, except that districts may establish appropriate prerequisites pursuant to sections 55002 and 55003.

The colleges may use an assessment test to select students for its nursing program, provided that:

1. they comply with all other provisions of this subchapter;
2. the assessment test or other measures are used in conjunction with other assessment test, methods, or procedures to select students for enrollment in the nursing program; and
3. the Chancellor has determined that the assessment test predicts likelihood of success in nursing programs, has approved use of the assessment test for that purpose and has established statewide proficiency cut-off scores for that test pursuant to Education Code section 78261.

### **Counseling, Advising and Other Educational Planning Services**

Each college shall provide counseling, advising and educational planning services which include, but are not limited to:

1. Assistance to students in the identification of an education and career goal and course of study, including, but not limited to, preparation for transfer, associate degrees, and career technical education certificates and licenses;

2. The provision of information, guided by sound counseling principles and practices, using a broad array of delivery, including technology-based strategies, to serve a continuum of student needs and abilities to enable students to make informed choices;
3. Guidance and assistance in the development of an education plan to accomplish a course of study related to a student's education and career goals.
4. Assistance to students in the exploration of education and career interests and aptitudes;

Each college shall make a reasonable effort to do all of the following:

1. ensure that all nonexempt students who are on academic or progress probation or facing dismissal participate in counseling as provided in section 55023;
2. ensure that all nonexempt students who do not have a course of study participate in counseling, advising, or other education planning services to assist them in the process of selecting an educational goal and course of study pursuant to section 55530;
3. ensure that all nonexempt students who are enrolled in non- degree-applicable basic skills courses participate in counseling, advising, or other education planning services.

### **Requirements of the Student Success and Support Program and Loss of Eligibility for the Board of Governors' Fee Waiver**

The District and its colleges notify students who are at risk of losing their enrollment priority due to their academic standing or due to exceeding the maximum unit limit as established under [Board Policy 5055 Enrollment Priorities](#) and [Administrative Procedure 5055 Enrollment Priorities](#). Students will be notified about the requirements of the Student Success and Support Program including notifying students who are at risk of losing California College Promise Grant eligibility due to their being placed on academic or progress probation for two consecutive terms. Students will be notified of their status no later than thirty days following the end of the term that resulted in the student being placed on academic or progress probation.

The colleges will ensure that, within a reasonable time of receiving such notice, students shall have the opportunity to receive appropriate counseling, advising, or other educational planning services in order to provide students with an opportunity to maintain enrollment priority and fee waiver eligibility.

Appeals for the reinstatement of enrollment priority and the California College Promise Grant are initiated by students with the college Counseling office.

- The reinstatement decision for the Board of Governor's Fee Waiver are determined at each college. The reinstatement approval is based on verifiable evidence of extenuating circumstances, untimely accommodation for disabled students that applied for but did not receive accommodation, academic and/or progress improvement, changes in economic status, inability to obtain essential support services, no enrollment, and special consideration factors for CalWORKs, DSPS (EAC/ACCESS), EOPS and Veterans. Foster Youth and Former Foster Youth (up to 24 years of age) are not subject to the loss of fee waiver under the regulations.

## **Student Education Plan**

Each college shall provide students with an opportunity to develop Student Education Plans that are either:

1. **Abbreviated:** Abbreviated student education plans are one to two terms in length, designed to meet the immediate needs of entering students and those for whom a comprehensive plan is not appropriate; or
2. **Comprehensive:** The comprehensive Student Education Plan is tailored to meet the individual needs and interests of the student and may include other elements to satisfy participation requirements for programs such as EOPS, DSPS, CalWORKs, veterans' education benefits, athletics. It will address a student's education goal and program of study requirements, applicable course prerequisites or corequisites, placement results, potential transfer institutions, the need for basic skills, and the need for referral to other support and instructional services as appropriate; and will include the steps the student needs to take on their educational path to complete their identified course of study. The planning process will take into account a student's interests, skills and career goals.

Each college shall develop processes to ensure that all continuing, nonexempt students have selected an educational goal, program of study and have developed a comprehensive Student Education Plan once they have completed 15 units of degree-applicable college coursework.

The District and its colleges will ensure that comprehensive educational plans are accessible and recorded in electronic form, and will make a reasonable effort to not duplicate educational planning processes for students participating in special programs.

If a student believes the District or college has failed to make good faith efforts to develop a plan, has failed to provide programs and services specified in the student education plan, or has otherwise violated the requirements of this section, the student may file a complaint pursuant to section 55534(a). See the section on Violations and Appeals further down in this document for complaint procedures.

## **Accommodations**

(a) Student Success and Support Program services for students with disabilities shall be appropriate to their needs, and colleges shall, where necessary, make modifications to the services provided or use alternative tests, methods, or procedures to accommodate the needs of such students. Colleges may require students requesting such accommodations to provide proof of need. Disabled Students Programs and Services (DSPS) is authorized, consistent with the provisions of subchapter 1 (commencing with section 56000) to provide specialized services and modified or alternative services as identified in 55520. Notwithstanding this authorization, participation in the DSPS program is voluntary and no student may be denied necessary accommodations in the assessment process because he or she chooses not to use specialized matriculation services provided by these programs.

(b) Student Success and Support Program services for students served by the Extended Opportunity Programs and Services (EOPS) who are disadvantaged by economic, social, and educational status shall be appropriate to their needs, and colleges shall, where necessary, make modification to the services provided or use alternative supports to meet the needs of such students. EOPS is authorized, consistent with the provisions of subchapter 2.5 (commencing with section 56200) of chapter 7 to provide services that are over, above, and in addition to services otherwise provided to all credit-enrolled students. Notwithstanding this authorization, participation in the EOPS program is voluntary and no student may be denied necessary supports because he or she chooses to not use specialized services provided by this program.

(c) Colleges shall ensure that Student Success and Support Program services are accessible for English language learners and are appropriate to their needs. Colleges shall, where necessary, make modifications to the services provided to accommodate the needs of such students. Modified or alternative services for limited or non-English-speaking students may be provided in English as a Second Language programs.

## **Student Responsibilities, Exemptions, and Appeals**

### **Student Responsibilities**

(a) All students shall be required to:

1. identify an education and career goal;
2. diligently engage in course activities and complete assigned coursework; and
3. complete courses and maintain progress toward an education goal and completing a course of study.

(b) Nonexempt first time students shall, within a reasonable period of time, be required to:

1. identify a course of study.
2. be assessed to determine appropriate course placement.
3. complete an orientation activity provided by the college.
4. participate in counseling, advising, or another education planning service pursuant to section 55523 to develop, at a minimum, an abbreviated Student Education Plan.

(c) For the purposes of this section, a first time student is a student who enrolls at the college for the first time, excluding students who transferred from another institution of higher education. For purposes of this section, first time enrollment does not include concurrent enrollment during high school. To the extent that a college has the capacity to require and provide the services identified in (b)(1) through (4) to other students, nothing in this section would preclude a college from doing so.

(d) Nonexempt students who have completed the services identified in (b)(1) through (4) shall be required to complete a comprehensive education plan after completing 15 semester units of degree applicable credit course work or prior to the end of the 3rd semester.

(e) Failure to fulfill the required services listed in (b) may result in a hold on a student's registration or loss of registration priority pursuant to section 58108 until the services have been completed.

(f) Information obtained from the matriculation process shall be considered student records and shall be subject to the requirements of subchapter 6 (commencing with section 54600) of chapter 5.

## **Exemptions**

Students may opt to exempt themselves from orientation, counseling, advising, or education plan development services if they meet one or more of the following criteria:

1. has completed an associate degree or higher;
2. has enrolled at the college solely to take a course that is legally mandated for employment as defined in section 55000 or necessary in response to a significant change in industry or licensure standards;
3. has enrolled at the college as a special part-time student pursuant to Education Code 76001.

Exempt students shall be notified that they may participate in those services.

Students who opt to exempt themselves from one or more of the services shall be advised that they will not receive priority registration that is granted to students who complete all of the services.

### **Violations and Appeals**

The district and its colleges shall notify students of their right to challenge any alleged violation of the provisions of this administrative procedure, and the steps required to do so.

1. Challenges and complaints relative to this administrative procedure shall be submitted pursuant to the requirements of the district Student Grievance Process.
2. If a challenge contains an allegation that a college or the district has violated the provisions of Title 5, section 55522(2), the district shall, upon completion of the challenge procedure established herein, advise the student that he or she may file a formal complaint of unlawful discrimination pursuant to subchapter 5 (commencing with section 59300) of chapter 10. Completion of the challenge procedure shall be deemed to be an effort at informal resolution of the complaint under section 59327.