

DRAFT -

Student Services Support for ESL students: Throughout the Semester

April 15, 2010

When	What	Why	Who
Summer	Create list of community outreach sites	Identify best ways to get information to targeted audience	Marta
Summer	Develop recruiting materials (Matriculation steps, General info about OC and classes offered)	Provide clear, consistent information to students about what they have to do - Remove unintended barriers	Marta Maria Valerie w/ESL Fac.
Summer	Develop general outreach plan	"Now is the time to start planning for Fall - Register now"	Maria Marta ESL faculty
Beginning of semester	Assist new students with Admission and FA	Provide assistance - especially to those who are new to higher education and seem unsure of themselves	Marta Ambassadors
After 1 st two weeks	Class Visits	Intro Marta to students as available resource	Marta ESL Dept Chair ESL Faculty
Early - mid semester	Help students create MyVCCCD account	Help to empower students to become self-sufficient	Marta Ambassadors
End of semester	Promote registration for following semester Assist with registration process	- Ensure that current students register prior to semester end - Involve classroom instructors in sequence placement	Marta ESL instructors
Ongoing	Provide Spanish phone welcome, return messages	Allow for non-native speakers to have personalized access	Marta Rae
	Translation services	Provide important information in Spanish	Marta
	Enable Spanish "button"	Ensure Spanish website info	Marta Jeff (?)

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Matriculation Process for non-matriculating ESL students (ie. not seeking certificate or degree)

STEP	PROCESS	ISSUE(s)
1. Outreach	Information provided in community with clearly stated starting point	Provide welcoming environment and clearly identified starting point - Not too much info to start
2. Admission	Assist students in Welcome Center - Set up MyVCCCD - Apply (CCC Apply) - BOG -	- Ambassador support (training...) - Outline for guidance
3. Orientation College overview	Basic info about - Requirements to register - Responsibilities of students - How to register - Deadlines ("What is different from HS?")	- How to do this? (in-person, self-directed, or on-line?) - Track / document - Make Assessment appointment, provide review -
4. Assessment	Take assessment for placement info	What if starts at 1 st level? Provide overview How to minimize anxiety?
5. Counseling	Determine placement level Discuss course load and goals Provide sequence info	

Note: Summer "ESL Matriculation Day"

- Schedule 2 – 3 each summer (day, evening, Sat)
- Advertise well
- Students
 - a) assess (in group),
 - b) orient (while scores being processed),
 - c) participate with group counseling with ESL and counseling faculty to advise re: course placement
 - d) complete registration form