

feel more engaged, build personal relationships and ultimately perform better academically.²⁴ In 2009, LMC's Student Services staff engaged in a year-long process of researching and exploring opportunities to better integrate their program functions in order to increase student success. As a result of this planning, the team identified early outreach, orientation and welcoming programs as critical needs for our students.

STRATEGIES for COMPONENT 1: OUTREACH and ORIENTATION

Create new programs, as well as expand and enhance current programs, to introduce, connect, and prepare Hispanic and other low-income students for equitable access and college success.

- **East County Community & Schools Partnerships**
- **Customized New Student Orientations**
- **Bilingual Welcome Center and Activities**

"I felt disconnected my first semester at LMC. As the first person in my family to attend college, I was totally lost. The fact that services were simply on campus was not enough because I clearly had no idea that I would qualify for them." Johnny Martinez, LMC Student

Community and Schools Partnerships (C&SP): One of the key benchmarks that the Survey of Entering Student Engagement (SENSE) study has pointed out is the importance of early connections with students before college.²⁵ Both TVP and SENSE also emphasize the importance of an effective track to college readiness or, as the SENSE benchmark phrases it, 'clear academic plan and pathway' from high school to transfer. Based on this, **LMC will build an East County Community and Schools Partnership (C&SP)** to strengthen our relationships and systemic practices with local K-12 systems, regional institutions of higher education, and the community to **create a strong and sustainable launching pad for our transfer pipeline.**

²⁴ Hollins, Jr., T.N. (2009). *Examining the impact of a comprehensive approach to student orientation*: Inquiry: The Journal of the Virginia Community Colleges.

²⁵ Center for Community College Student Engagement.(2009). *Benchmarking & Benchmarks: Effective Practice with Entering Students*. Austin, TX: The University of Texas at Austin, Community College Leadership Program.

Working closely with our Latino Community Advisory Committee, we will create a **variety of bilingual programs and family events (*Día de Familia*, Latino Youth Summit, college fairs, informational workshops, websites, resource materials)**, supporting students and families in becoming active, well-informed collaborators in making educational choices by linking them with appropriate programs and services for Hispanic and low-income students. Additionally, LMC will partner with the Parent Institute for Quality Education (PIQE), a culturally and linguistically responsive non-profit organization dedicated to helping low-income, ethnically-diverse families support their children in school. Its nine-week, bilingual training program, free to participants, helps families navigate the educational system, interact with teachers, counselors and administrators, encourage college attendance, and create educationally supportive home environments. Since its inception in 1987 more than 90% of the children of PIQE-educated parents graduated from high school (average Latino rate is 50%) and more than half have gone to college.²⁶ LMC has successfully partnered with PIQE in two schools, resulting in many children of PIQE graduates now attending LMC.

Using Santa Ana-California Pre-K-18 Partnerships, CUNY-Lehman College's Enlace Program and El Paso Collaborative for Academic Excellence, as models for our expanded C&SP Outreach Programs, we will formalize our local partnerships. Currently, our Outreach Coordinator has limited capacity, making visits to our many feeder schools sporadic at best. The addition of a C&SP Coordinator, a full-time bilingual Welcome Center Coordinator, Counseling Interns (local graduate students who will apprentice with our counselors) and LMC Student Ambassadors will provide LMC with the staffing needed to facilitate these partnership activities

²⁶ http://www.piqe.org/about_accomplishments.php

and to maintain a regular and expected presence on all feeder high school campuses to work with students to create a high school educational plan to prepare them for success in college.

PARTNERS who have agreed to participate in the East County C&S Partnership:	
All six Feeder School Districts	Universities of California , Berkeley and Davis
California State Universities , East Bay, Sacramento and San Francisco	
Private Universities , Saint Mary's College and University of the Pacific	
Community Organizations: One Day at a Time (ODAT), Contra Costa Interfaith Supporting Community Org (CCISCO), Village Drive Resource Center, La Clínica de la Raza, Hispanic Chamber of Commerce, Youth Intervention Network and PIQE	

Bilingual Welcome Center and Activities: Each spring, LMC will provide accessible and culturally relevant, bilingual full-day **Customized New Student Orientations** in which students will receive credit (.30 of a unit). Rather than its current one size fits all orientation, this new venue will provide information and relationship building critical to new students as they enter their college experience.

LMC NEW STUDENT ORIENTATION (Bilingual sessions for parents and students)
• Welcome by President, Faculty Senate, Dean of Students and Associated Students Pres.
• Campus Tours by Student Ambassadors
• Campus Involvement Presentation & Student Panel
• Program Information Fair Including Reps from top Transfer Universities
• Career Assessments for Students with Undeclared Majors
• Transfer Pathways and Process for Transfer Intended Students
• Recruitment & Application for Transfer Learning Communities and Cohort Programs (i.e. Puente, Umoja, AVID, MESA, Honors, Transfer <i>Academia</i>)
• Academic Advising sessions for groups based on academic goals: STEM Transfer, Liberal Arts Transfer, CTE (Stressing the importance of early enrollments in English and math)
• First Semester Course Registration
• Bilingual Family Orientation Track including such workshops as Parents Panel, Financial Aid, Navigating Higher Education, and How to Support your Student

In fall 2008, only 16% of incoming freshmen attended orientation. Our goal is for at least 75% of incoming freshmen that are enrolling in 6 units or more to attend orientation.

Welcoming of New Students: Responding to the research regarding the importance of focusing attention on students as they enter our doors, we will sponsor a **Welcome Week** each fall comprised of multiple events designed to greet new students and engage them in campus activities and services while creating a sense of excitement, belonging and the opportunity to develop relationships with peers and LMC faculty and staff.

A focal point of the Welcome Week will be a *Welcome Day* - featuring motivational speakers, interactive community-building activities, as well as program specific information sessions for Cohort and Learning Communities. The Office of Student Life will coordinate the week in collaboration with several campus departments in an effort to provide a seamless campus-wide approach to welcoming new students. Additionally, a new **Welcome Center, staffed by the Welcome Center Coordinator, Counseling Interns and Student Ambassadors** will be established to provide a face to the college and provide important information and first key contacts, as well as linkages for students throughout the year. Also, **all Student Services staff will participate in a Professional Development program designed to shift their roles from transactional services to student-affairs professional educators.** *“We are all educators at LMC, teaching students how to be effective college students.”* D. Belman, Dir. Student Life.

RATIONAL for COMPONENT 2: TRANSFER READINESS - ÉXITO TRANSFER CENTER AND SERVICES

Transfer Culture Infrastructure: The Recommended Guidelines for Community College Transfer of the California Community Colleges Transfer Center Directors’ Association emphasizes the importance of administrative and faculty support at the community college for success of a Transfer Program. Support is needed from the college president and top campus administrators in student services and instruction to promote transfer as a primary mission of the