# Student Success at Coastline Community College

## Definition of Student Success

At Coastline Community College we support student success through practices that promote students achievement of performance indicators related to our mission and institutional outcomes. For example, some of the measureable outcomes include number of degrees and certificates earned, success and retention rates, as mastery of the institutional outcomes.

## Student Need

At Coastline we are committed to academic excellence by providing accessible, flexible, quality education to students within and beyond the traditional classroom. We have a broad range of students from many different geographic areas, special populations. In addition, we have many populations of students who have unique needs. Our largest population of students is enrolled for the purpose of obtaining degrees, certificates, or transfer to other institution. However we also have many students who also need assistance in career and personal development.

* Academic development
  + Graduate with degrees and certificates
  + Transfer to 4-year colleges and universities
  + Obtain skills to be ready for college level classes
* Career development
  + Vocational degrees and certificates
  + Improve career and technical skills to maintain employment or for the purpose of advancement
  + Prepare for entry level employment opportunities
    - Proficient in their field as well as English, Math, and computer skills
* Personal development
  + Communication skills to allow students to be active members of the community
  + Obtaining United States citizenship
  + Community members need assistance with learning disabilities and challenges
    - Brain injury
    - Psychological disabilities
    - Intellectual disabilities

## How Students are Supported

Students are supported through collaboration between student services and instruction to provide integrated support and services for all students. Due to the large percentage of distance learning students, attention is given to how we provide support at a distance. In addition, we also have programs for students who need help in becoming active members of society and independence.

* Instruction
  + Online Library
  + Classes and programs that lead to degrees, certificates, and transfer
  + Student Success Center coordinating support for remediation in English and Mathematics
    - Online and face-to-face tutoring
    - Basic Skills classes in English and Math classes
  + ESL classes
    - Improving student language and communication skills to college level
    - Preparing students to be able to communicate in the workforce
  + Special programs
    - Classes in a variety of special programs to help students with injuries and disabilities reach their personal goals (often personal independence)
  + Career and Technical Education
    - Classes that are located at the Le Jao Center and have support of ESL faculty.
* Student Services
  + Counseling, Advising, Financial Aid, Assessment, DSPS, EOPS, Admissions, and Registration support for students locally and at a distance
    - Online and electronic processes and procedures
    - Online orientation
    - eChat
    - eAdvising
    - Strong relationships between DSPS & Distance Learning to ensure online courses are within state and federal guidelines for accessibility
    - ESL Counselor on site
* Other
  + Award winning ISD content available to instructors in General Education and Basic Skills course
  + College Wide Student Success committee has been meeting for two years to develop ideas and job descriptions for reorganized Student Success Center
  + Grants and external funding
    - Title III ANAPISI grant focuses on student success ($3 million/5yr)
      * Assist in development and implementation of processes and procedures modeled after best practices for student success
      * Mentoring
      * Accelerated programs
      * Professional development for faculty and staff
    - ESL Citizenship grant ($71,373/annually)

## Successes

* Over 2,000 degrees and certificates conferred in 2008/2009 as well as 2009/2010
* Eligible for the ASPEN Institute prize “to recognize community colleges with outstanding academic and workforce outcomes in both absolute performance and improvements over time.”
* Recognized by the California Department of Education as one of the top 10 citizenship program in the state
* We contribute to graduation at OCC and GWC
  + 24% or GWC graduates in 2008-2009 completed one or more class at CCC
  + 16% of OCC graduates in 2008-2009 completed one or more class at CCC
* Recognized as a Military Friendly Institution
* Named as one of the nation’s top Military Friendly School for 2011 by G.I. Jobs magazine, for offering the best educational benefits to students who are taking classes while serving in the U.S. Military

## Need for Continued Improvement

* Expand tutoring to all appropriate divisions and disciplines
* Hire a full-time faculty member (in progress) to oversee and implement new structure and offerings
* ESL – balance speed and proficiency
* Due to limited resources Coastline must continue to be innovative in our use of budget and funding to maximize opportunities and support for students
* Student success is also dependent on the reliability of our IT infrastructure. At this time we are without a full-time director of computer services.