CONTENTS

I. Key Personnel
   • Introduction
   • Student Demographics
   • Charts

II. College-wide Student Services and Special Programs
   • Accomplishments

III. Collaboration

IV. Summary

PHOTOS by: Carl Jones
KEY PERSONNEL

COLLEGE PRESIDENT
Brad Davis

STUDENT SERVICES
Dr. Victoria A. Hindes—Vice President
Stephanie Kashima—Dean of Instruction and Student Success
Carol Pavan—Division Chair
Azar Babakan—Senior Administrative Assistant
Angela Sias—SS/Counseling Administrative Assistant

ADMISSIONS AND RECORDS
Herlisa Hamp—Director of Enrollment, Admissions & Records/Assessment
Barbara Ogilvie—Assistant Director of Admissions

ARTICULATION
Freba Cognetta—Counselor/Articulation Officer

ASSESSMENT
LeAnn McGinley—Assessment Coordinator
Jeremy Sias—Assessment technician

COUNSELING & MATRICULATION
Melissa Salcido—Department Chair
Beverly Harp—Senior Administrative Assistant

DESP
Cheryl Miller—Coordinator

Student Support Services Program—TRiO
Elise Johnson—Director/Counselor
Lee Rodriguez—Retention Specialist

EOPS
Irene Serna—Director

FINANCIAL AID
Maritza Cantarero—Director of Financial Aid
Lien Pham—Assistant Director of Financial Aid

HEALTH SERVICES
Becky Perelli—Director
George Mageles—Community Resource Coordinator

OUTREACH
Joe McDevitt—Outreach Supervisor

STUDENT LIFE & CAMPUS CENTER
Dr. Michelle Donohue-Mendoza—Director
Bernadette Walker—Marketing & Communications Coordinator
Student Life & Veteran’s Resource Center

TRANSFER CENTER
Tom Golbetz—Director
Susie Tong—Transfer & Career Center Advisor

INSTRUCTIONAL PARTNERS
Library
Tutorial Center
Introduction

The Student Success Initiative
SB 1456
Student Services personnel kept extremely busy planning for the implementation of SB 1456 no later than fall 2014. Because students begin enrolling in April, the implementation of “Enrollment Priorities” must be tested and completed by March 2014. The 22 recommendations from the Student Success Task Force brought about specific policy changes to improve educational achievement in California. The California Community Colleges Board of Governors approved changes that will establish system-wide enrollment priorities designed to ensure classes are available for students seeking job training, degree attainment or transfer and to provide incentives to students who make progress toward their educational goals.

New students who have completed college orientation, assessment and developed educational plans (EdPlans) as well as continuing students in good standing who have not exceeded 100 units by April 2014 (not including units in basic English, Math or English as a Second Language) will now have priority over students who do not meet the criteria. Student Services at both West Valley College and Mission College developed administrative procedures for enrollment priorities. This has been a complicated process since there are many components to it such as mandatory orientation, assessment, educational planning, Satisfactory Academic Progress (SAP), and maximum units completed. Student Services has been extremely busy developing processes for implementation, researching best practices, and developing common protocols appropriate for both colleges.

Student Success Committee
With the passage of the SB 1456, West Valley College identified three existing committees that share overlapping goals and responsibilities. These are: the Matriculation Committee (now called Student Success and Support Program), SEAS (Student Equity Access & Success), and Basic Skills. The chairs of these committees joined together, along with key administrators, to form the Student Success Committee. This is a transitional team that will become a core college team with broader participation and will report to College Council. The purpose will be to address student success in a purposeful, coordinated
manner, and to maximize campus resources in order to assist students along their pathways to success.

West Valley College is proud that Student Services developed and completed the College’s Student Success Plan. The Student Success Plan integrates student equity factors and addresses the needs and gaps identified in the Basic Skills Plan as well. The accomplishments throughout the year have focused on institutional efforts on improving pathways of support. Specifically, the New Student Convocation, now in its fourth year was revised to have a stronger student development and wellness focus. The New Student Convocation was recently selected as one of only two recipients for the statewide Community Colleges Student Success Awards. In response to the Student Success Act much work has also been accomplished which focused on developing new administrative procedures for enrollment priorities, Student Academic Progress (SAP), orientation and educational planning. Student Services web pages have been redesigned and improved upon. In preparation for accreditation, numerous documents were gathered, compiled and housed in a centralized location.

Congruent with the Student Equity Plan, the college has continued to improve access to students by conducting focused outreach and recruitment at targeted schools and agencies. The college also continued to improve student retention and success by supporting Student Services in implementing appropriate interventions and activities which are described in the following pages.
ENROLLMENT

AT THE SPRING 2012 CENSUS DATE, WEST VALLEY COLLEGE ENROLLED 10,549 STUDENTS, WHICH IS 812 FEWER STUDENTS THAN SPRING 2011 SEMESTER, A RESULT OF STATE-IMPOSED WORKLOAD REDUCTION.

- The college average **success** and **retention** rates for fall 2011 were slightly higher than the statewide averages.

- 13% of enrollments are in **evening classes**, a decrease of 3% from spring 2011

- Credit **FTES** is 3,630, a 9.2% decrease from spring 2011

- 69% of students are enrolled **part-time** (fewer than 12 units)

**Gender:**
The majority of students at West Valley College are women (56%).

<table>
<thead>
<tr>
<th></th>
<th>WVC</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Success</td>
<td>65.5%</td>
<td>65.2%</td>
</tr>
<tr>
<td>Retention</td>
<td>84.6%</td>
<td>84.1%</td>
</tr>
</tbody>
</table>

**Student Education Goals**

- Transfer 54%
- Vocational 18%
- Other (Personal Interest, GED) 11%
- Undecided or Unreported 17%
Admissions & Records

Admissions & Records continues to serve as the heartbeat of the campus. As the first stop and “gateway” to the college, the office assists faculty, staff, new students, former students, potential students and the community at-large. The Admissions & Records Staff assists students with a seamless transition through the registration process with application assistance and information; residency determination, transcript requests and degree and certificate evaluation. The Admissions team is also in charge of maintaining all enrollment records, compliance with Title 5 and works collaboratively with feeder schools. The A & R staff are very thankful for our reliable and loyal hourly staff that fill in when needed. A few of our updates are listed below.

Accomplishments for 2012-2013

- Point of Service Survey – Over 70% of the students that participated had a pleasant encounter with the office and were pleased with the office hours
- Developed a student friendly webpage now maintained by staff
- Transcript requests were sent within 5-7 days at end of term
- Students can now order transcripts electronically which allows students and colleges to receive them immediately
- We are close to completing the Laserfiche scanning of all old transcripts
- Took lead on introducing Degree Audit to West Valley students. Secured a consultant to upload catalog information in Degree Audit and train “super users” on the function
- 702 Academic Appeals Petitions were reviewed this academic year
- Developed a strong alliance with Health Services which allows us to send referrals
• Created an A & R tutorial for faculty to better understand deadlines for census rosters and online grades.

• Enforcement of payment policy has ensured that all students were registered prior to the beginning of the semester with outstanding fees kept to a minimum.

• Director and Assistant Director sit on the Statewide MyEDU Steering Committee

• Continue to meet Student Task Force Recommendations and support the West Valley College Community

• All A & R staff participated in Convocation, summer 2012 and summer 2013 and graduation, spring 2013.
By providing course placement testing for Math (2217 students), English (2183), Reading (2477), and ESL (168), the Assessment Program supports students in the matriculation function of assessment. With the exception of the marked decrease in the number of ESL students tested, the numbers of students tested remains remarkably stable from one year to the next. Similarly, the percentage of students placing into each level of Math, English, Reading and ESL remains within one or two percentage points for each level. The reading placement test is also used to determine graduation proficiency in reading. Assessment supports student success by validating the placement processes to ensure that students are appropriately placed into basic skills or transfer-level courses in English, ESL, math and reading.

Consequential validation research conducted in Spring 2013 documents that the placement testing processes are, in most cases, effectively and appropriately placing students. For math, all courses, except Math 104 and Math 4A, exceeded the State 75% placement accuracy standard. These anomalies are deemed not to be significant for the overall placement processes. English 1A and English 905 also exceeded the 75% accuracy standard. English 903 fell just below the standard with 73%. Additional data will be collected in Fall 2013. Reading exceeded the standard with the faculty judgments for both Read 961 and Read 53 at or above 90% accuracy. The recommendation is for the Reading department to consider lowering the cut score to allow more students into Read 53.

Disproportionate impact data was collected using the Fall 2011 testing cycle. Disproportionate impact into the target courses of English 1A, Read 53, and Math 106 and Statistics (used for Math 106 and higher) was noted for varying and ethnicities and age groups. The subsequent Spring 2013 consequential validation research data was disaggregated by gender, ethnicity, and age. Analysis of that data, using state-approved methodology, ameliorated the disproportionate impact determinations. The ESL Holistic Essay received 6-year re-approval from the CCCCO in July 2012.
Assessment intends to implement computerized placement testing, using ACCUPLACER, in late Fall 2013. The decision was made by the President and the executive staff based on the recommendations of the Assessment Coordinator. The recommendations were the result of research of other California Community Colleges and of the piloting of two computerized testing systems by members of the Math, English, Reading, and ESL Departments. This initiative requires the allocation of a physical space, a set of computers, and additional staff time.

The Assessment office also provides support to the college by processing results for MBTI and STRONG inventories. Based on the numbers of students (total 1272) taking the MBTI (857) and STRONG (320), and Combined (95) inventories, Assessment continues to efficiently and effectively provide students with the opportunity to explore their personality types and career interests. This information assists students in making personal, academic and career decisions.
COUNSELING

Counseling is a partnership between West Valley College and its students. The Counseling staff guide students towards graduation and academic and career goals. Several West Valley College counselors also serve on the Mental Health Advisory team and work closely with Health Services to provide health and wellness information and resources which contribute to student success.

Counseling assistance includes but not limited to:

- Orientation to College
- Instruction of Counseling courses
- Developing an academic plan
- Counseling services for Educational, Career and Personal planning and goal setting
- Personal counseling and referrals to other services (Health Services) and agencies
- Helping students understand the College’s degree and certificate programs, interpreting College procedures
- Registration assistance, transfer guidance
- Transfer Programs and application services to four-year universities
- Retention through special programs such as Puente, SUCCESS, the First-Year Experience, and Honors
- Referrals to campus resources that encourage classroom success.

Counseling data:

Unduplicated count of students from August 2012-August 2013—5,353

Orientation

- Counseling 00A Orientations = 19 orientations held for a total of 665 students
• Early Admission Workshops for incoming freshmen: 5 workshops held for a total of 300 students
• Early Admissions Saturday workshop: 100 students attended and a Parent Boot Camp attended by 70 parents. Boot Camp is a special mini-orientation for the parents of incoming first year students.

Counseling Classes
• 56 sections of transferrable counseling coursework including Careers and Lifestyles, 012; College Success, 005; Cross Cultural Perspectives, 050 (this class meets the Cultural Diversity Requirement for the AA/AS degree); Personal Growth, 024; Academic and Personal Planning, 002; and Successful Study Strategies, 045.

Early Alert Program
Fall 2012 Early Alert participation

➢ 651 sections out of 1162 total sections reported Early Alert grades
➢ This represents 56% of all sections

Spring 2013 Early Alert participation

➢ 734 sections out of 1024 total full semester sections reported Early Alert grades
➢ This represents 72% of all semester length sections

Fall 2013 Early Alert participation

➢ 719 sections out of 1212 total semester length sections reported Early Alert grades
➢ That is 59% of all semester length sections
➢ 2239 students received an Early Alert message from the college with their grades and information on how to access support.
## COUNSELING, ATHLETICS 2012-2013

<table>
<thead>
<tr>
<th>Team</th>
<th>Overall Team GPA’s for Fall 2012</th>
<th>Overall Team GPA’s for Spring 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volleyball</td>
<td>3.28</td>
<td>3.04</td>
</tr>
<tr>
<td>Softball</td>
<td>3.22</td>
<td>Volleyball</td>
</tr>
<tr>
<td>Water polo (w)</td>
<td>3.06</td>
<td>Track (m)</td>
</tr>
<tr>
<td>Baseball</td>
<td>Track (w)</td>
<td>2.77</td>
</tr>
<tr>
<td>Swim (m)</td>
<td>Football</td>
<td>Track (m)</td>
</tr>
<tr>
<td>Swim (w)</td>
<td>2.99</td>
<td>Football</td>
</tr>
<tr>
<td>Water polo (w)</td>
<td>2.91</td>
<td>Basketball</td>
</tr>
<tr>
<td>Baseball</td>
<td>3.03</td>
<td>Basketball</td>
</tr>
<tr>
<td>Baseball</td>
<td>2.88</td>
<td>Water polo (m)</td>
</tr>
</tbody>
</table>

The athletic support program is serviced by two full-time counselors: Dr. Wanda Wong (12.5 hours per week) and Sara Patterson (9.5 hours per week) for student athletes. This includes weekly collaboration to coordinate activities and services. Counselors attend the physical education division meetings held monthly at 6:45am or at 5:30pm. As part of the necessary ongoing training and updates, athletic counselors attended the California Community College Counselors Athletic Advising Association (3C4A) conferences held in Los Angeles October 18-19, 2012 and in San Mateo March 27-29, 2013. They also attended the northern California Drive-in meeting at Ohlone College on March 4, 2013. In addition, the two counselors attended the yearly student athlete contact training for the Commission on Athletics on August 22, 1012. Sara Patterson attended the National Association of Athletic Academic Advisors conference at University of Southern California in Los Angeles. Wanda Wong also serves as the national representative for all two-year colleges to the National Collegiate Athletic Association (NCAA) which met in Indianapolis January 31-February 1, 2013 and teleconferenced with the NCAA on April 29, 2013.

Group workshops for each team are organized once a semester with the coaches’ support. Rooms are reserved, registration dates are procured, and
student’s ID numbers are inputted into Datatel in preparation of the group workshops. An educational plan is on file in the office and the counselors must verify that an EdPlan is on file for every active athlete to the state electronically. Every student athlete has a release of information and academic responsibility sheet on file along with dates of appointments. Special orientations for student athletes are held in April and in June along with special parent orientations. Thirty-nine parents attended the April 2013 orientation and thirty parents attended the June orientation. Student attendees numbered 38 for the April 2013 orientation and 35 for the June 2013 orientation. Individual appointments are available in PE and online information regarding orientations, workshops, and NCAA rules are available online. Scholar athlete award lists are based on student athletes maintaining a 3.0 or higher in 9 or more academic units while they are enrolled in 12 units or more. The Presidential Scholar Athlete Award is recognized at graduation to the student athlete who has maintained an overall GPA of 3.8 in at least 4 semesters and is attaining an associate degree. For 2013, a female volleyball athlete was the honored recipient. Finally, a physical education celebration of graduates, certificate, and transfer students was held on Thursday, May 23, 2013 and it was well attended by students, parents, and friends.
**DISABILITY and EDUCATIONAL SUPPORT PROGRAM (DESP)**

DESP assists students with disabilities along their pathways to achieve their educational goals, including career, transfer, associate degree and basic skills improvement, by providing a variety of specialized courses and services designed to insure access to all campus programs, services, and facilities and to facilitate maximum student independence. Support Services are provided on an individual basis and include, but are not limited to, test taking assistance, notetakers, interpreters/real time captioning, counseling, alternative media/e-text, and registration priority.

**DESP** is proud of our numerous accomplishments during the 2012-2013 academic year, highlighted below:

- Provided support to almost 800 eligible students
- Proctored 1,765 tests in the DESP Test Center, a 16% increase from the previous year
- DESP student received the Re-entry President’s Scholar award and was chosen as the 2013 Valedictorian
- Hosted over 100 students and parents at annual On-to-College event, an information session for incoming high school students
- LS001, Learning Strategies for College and Life, was revised and will meet the Orientation standards as required by the Student Success Act
- Revised LS941C, Effective Essay Writing to parallel English 905 objectives and content and received approval from the English department to add as a prerequisite to English 1A
- LS 932, Effective Learning: Reading added as a prerequisite to Reading 961; LS942, Development of Effective Reading Skills added as a prerequisite to Reading 053 and English 1A
- Hired new associate faculty member to teach adaptive physical education courses due to the retirement of Ruth Haynes, a long-time associate faculty member
- Developed and conducted the DESP Student Satisfaction Survey: 95.5% of those surveyed rated the overall quality of DESP services as “very good” or “excellent” 93.5% rated the overall satisfaction of DESP staff as “very good” or “excellent”
- Initiated development of DESP team site on the West Valley College Portal
- Reviewed and revised accommodation processes and procedures
- Revised accommodation and general DESP forms
• Initiated electronic notification to instructors of students’ accommodation eligibility

• Conducted two fundraisers: See’s Candy and West Valley Gala Silent Auction
• Two DESP staff members attended On Course training sponsored by the Basic Skills Advisory Committee
• Participated in an increased number of outreach events, including information nights and transition fairs sponsored by San Jose Unified, Fremont Unified and Cupertino High School.
Extended Opportunity Programs and Services (EOPS) is a state-funded program for students who are financially and academically disadvantaged. It provides rewarding opportunities and focused services to improve the educational experiences of students and help them achieve their academic goals. Some of the key services include counseling, supplemental instruction in math, peer tutoring, book services, emergency loans, and childcare assistance and referrals. The following outlines the Programs major accomplishments.

- In 2012-13, EOPS served **301 unduplicated students**, which was 107 over the number to be served based on the State allocated funds. The staff is committed to providing access and support for students who meet the low-income and educationally disadvantaged criteria, therefore made every effort to serve the greatest number of students possible, even with limited resources.

- EOPS staff achieved their goal to increase acceptance of recent high school graduates. Last year, EOPS accepted 84 recent high school graduates. For the most part, they are first-generation college students, and need more intrusive counseling and services.

- Successfully offered the PAL Academy, which is facilitated by Mathematics instructor, Faun Maddux. In both fall and spring semesters, three separate one-hour supplemental instruction sessions were offered for Math 103, Math 106 and Math 10; 45 students completed the PAL requirements and passed their math course over the 2012-13 year. The Supplemental Instruction sessions, in conjunction with peer tutoring, contributed to EOPS students
successfully passing their math classes. Additionally, peer tutoring was offered to all EOPS students.

- Effectively promoted the Counseling Intervention Contract (CIC) for EOPS students experiencing academic challenges in their coursework. The counselor met with students to review and discuss academic & personal challenges that may be inhibiting students’ success. Each student identified issues and strategies to improve performance. Students scheduled to meet the counselor 2-3 times per month to check in on academic progress & determine strategies for improvement. CIC helped students stay engaged with completing their courses and continue on at West Valley the following semester.

- College Readiness Assessment - transitioned to on-line Discovery Wheel: Master Student, developed by David Ellis. In 2012, EOPS counselors implemented the Discovery Wheel to allow students to use an on-line mechanism to assess their strengths & weaknesses for college readiness. The Discovery Wheel is quick and easy to complete; additionally, results are electronically scored, allowing for immediate feedback. This helps counselors guide students with resources to enable academic success by giving them specific follow-up and resources to utilize for time management, motivation, test taking and other strategies for college readiness. Counselors provided comprehensive review of Discovery Wheel outcomes and notated student files for future reference.

- Offered focused orientation sessions for New Incoming EOPS students, Continuing, Transferring students as well as students participating in CIC. These specialized sessions covered services and topical themes for each group of students based on student academic stage, helping them to understand services available, goals and objective setting to set and resources to utilize as they move down their academic pathway.

- Organized new Advisory Board panel and held 1 meeting in April 2013. Advisory Board meetings provide opportunity to bring together community support to more effectively serve EOPS students with both college and external resources, i.e. support for foster youth, housing and food services. Additionally, the Advisory Board helps to disseminate information about West Valley College & EOPS to support recruitment.

- In April 2013, EOPS conducted a survey to determine how the needs of current students were being met. With 51% of all current EOPS students completing the survey, students reported a good to excellent review and a high satisfaction rating of 90% or more for the services they receive or participate in. Students utilizing the EOPS counselors were asked to rate their overall counseling experience and indicate if their counselor helps them to understand their Educational Plan, academic major, and general education requirements. With 85 of the 120 surveys indicating participation in this service, 88% of students value the counseling as good or excellent.
• The EOPS student center has an average of 30 - 40 students who use services daily. EOPS students convey they feel welcome and appreciate the personalized counseling, daily refreshments, support staff, tutoring, study area and computer/printer use.

• Hosted 5 students at the EOPS Consortium meeting/Leadership conference at UC Santa Cruz. Comments from students included “I really learned a lot about leadership and how to go about it and I learned a lot more about myself. I’m glad I went because it was very interesting and educational” and “The conference was great. I learned about the stuff I desperately needed to hear; especially regarding time management in the workshop held by Maryam as well as the citizenship information from the Latin studies professor”. (See picture below)

• EOPS hosted a successful Year-End celebration to recognize graduates, transfer completion and Scholarship recipients. 38 EOPS received scholarships totaling over $49,000; of those, 25 received their AA/AS degrees and/or transferred to a 4-year university.
Financial aid offers multiple and different programs funded by the Federal Department of Education, state agencies and private sources including the West Valley-Mission Advancement Foundation. Programs such as grants, work-study, loans and scholarships are available to eligible students to help them meet the cost of attending college. The Financial Aid Office staff continues to face many challenges due to ongoing changes to state and federal regulations. Even though we were able to fill one of the two positions that we had lost during 2011-2012 budget reduction measures, the new financial aid technician decided to transfer to another department within the district at the beginning of 2013. Again the FA staff had to endure overloading responsibilities to continue to serve West Valley College students. We are currently in the process of hiring a Financial Aid Advisor.

2012-2013 academic year has been a year of trials with many drastic changes to eligibility criteria that have affected many community college students:

- The Consolidated Appropriations Act (CAA) 2012 limits the duration of a student’s eligibility to receive a Federal Pell Grant to the equivalent of six years of full time enrollment. Monitoring Pell Grant Lifetime Eligibility Used (LEU) during 2012-2013 has been a manual intensive process. Community college students often start their education requiring many basic skills/ESL courses before attempting college level courses; therefore, this federal regulation often hinders access to a four year college due to lack of financial aid funds at the time they are ready to transfer. The Financial Aid staff proactively advises students on carefully planning their remaining eligibility.

- In addition, the CAA 2012 eliminated financial aid eligibility for students without a High School diploma. Before the 2012 Act, students who did not possess a H.S diploma or a GED were eligible to take and pass an Ability to Benefit test (ATB).

- Implementation of California Dream Act: AB130 allows students who meet AB540 criteria to apply for and receive non-state funded scholarships for public colleges and universities. AB 131 allows AB540 students to apply for and receive state-funded financial aid such as institutional grants, community college fee waivers, Cal Grant and
Chafee Grant. Many community college students have already received the benefits of a fee waiver during Spring 2013.

2012-2013 Financial Aid Accomplishments:

- Established new procedures to process California Dream Act Applications. Manually reviewing applications and determining eligibility criteria to award Board of Governors’ Fee Waivers (BOGW) to AB540 students.
- Created new Cal Grant awards to comply with three different sets of income and assets ceilings established by the California Student Aid Commission (CSAC) for 2012-2013.
- Streamlined the appeal process to communicate, in a more effective way, the decisions of the Financial Aid Appeals Committee.
- Developed and established new procedures to comply with LEU requirements by monitoring weekly reports and informing students of their remaining options.
- Developed and printed a flyer with updated financial aid information to inform the college community (students, parents, staff, and faculty) of multiple changes to federal and state regulations.
- Planned and participated in 54 different outreach/inreach events in multiple languages to promote financial aid.
- Created a Financial Literacy PowerPoint presentation. Posted links to Budget Worksheet and Practical Money Skills for Life to assist students in developing and/or enhancing their money management skills. [http://westvalley.edu/services/financialaid/](http://westvalley.edu/services/financialaid/)
- Participated and supported the enhancement of the Veterans’ Resource Center/ Veterans Welcome Event

<table>
<thead>
<tr>
<th>FAFSA Applicants 2012-2013:</th>
<th>13,101 – 6.4% Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unduplicated Applications:</td>
<td>7,266 – 10% Increase</td>
</tr>
<tr>
<td><strong>In-reach Events</strong></td>
<td><strong>Attendees</strong></td>
</tr>
<tr>
<td><strong>Outreach Events</strong></td>
<td><strong>Attendees</strong></td>
</tr>
<tr>
<td><strong>Total students</strong></td>
<td>2,268</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>In-reach Events</strong></th>
<th><strong>Attendees</strong></th>
<th><strong>English</strong></th>
<th><strong>Spanish</strong></th>
<th><strong>Vietnamese</strong></th>
<th><strong>Farsi</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outreach Events</strong></td>
<td><strong>Attendees</strong></td>
<td><strong>English</strong></td>
<td><strong>Spanish</strong></td>
<td><strong>Vietnamese</strong></td>
<td><strong>Farsi</strong></td>
</tr>
<tr>
<td><strong>Total students</strong></td>
<td><strong>2,268</strong></td>
<td><strong>1096</strong></td>
<td><strong>41</strong></td>
<td><strong>25</strong></td>
<td><strong>69</strong></td>
</tr>
<tr>
<td></td>
<td><strong>699</strong></td>
<td><strong>214</strong></td>
<td><strong>124</strong></td>
<td><strong>0</strong></td>
<td><strong>0</strong></td>
</tr>
</tbody>
</table>
HEALTH SERVICES

Student Health Services facilitates the physical, emotional, and social well-being of students to increase their potential for educational success. Services are provided by a multi-disciplinary team including registered nurses, mental health counselors, consulting clinical experts, and support staff. Health Services provides programs and services with activities focused on risk reduction and health prevention within four program components:

- Integrated Clinical & Mental Health Care
- Prevention Education and Health Promotion
- Group & Classroom Presentations
- Consultation

Highlights of key accomplishments for 2012-2013 are the following:

- Clinical and Mental Health Visits Conducted – 2153 visits; unduplicated number of individuals was 910; average 21 students/day; 2.4 visits per individual. Clinical 67%/MH 33% of all visits; gender and ethnicity of students visiting proportionally reflect WVC enrollment population.
- Electronic Health Record (EHR) and Appointment System implementation – completed Year 4, inclusive of document scanning, forms development, creation of new reports with increasing accuracy reflecting students served
- Sustainability - continued to delete old paper records according to regulations – have 5 years remaining of hard copy records prior to all being destroyed. Continued to consolidate supplies/materials to improve aesthetics of limited workspace. Learned use of internet portal for information-sharing to decrease generation of paper fliers
- Website updated with major changes and program activities added (ongoing)
- Online Student Health 101 Newsletter – hired Campus Correspondent X 3 months to enhance content and increase student interest with creation of interactive videos.
- Budget Oversight of Health Fee Revenue – proactively reviewed implications of Health Fee Mandate (elimination) with District Finance for future program planning.
• Initiated the Medi-Cal Administrative Activities (MAA) program to generate income through outreach and referral of students to Medi-Cal programs in the community.

• CCC Student Mental Health Programs Mental Health Initiative grant – completed year 1 of 2 year grant cycle. All objectives in grant continue to be addressed, monthly and quarterly reports have been submitted, and evaluations have been completed as required. (All grant information is available upon request, as it is too lengthy to include in this annual report.) HS program director continues to participate in state COAGSMH committee to advocate and plan for mental health of students.

• Conducted the National College Health Assessment (NCHA) as part of CCC consortium and the MHI grant to ascertain wide range of health behaviors; 559 WVC students were surveyed.

• Increased Visibility for Personal Counseling (PC) – number of PC visits increased slightly; Depression screening (PHQ) is integral to every visit with additional suicide risk assessment as indicated by PHQ; have refined tracking of screenings such that recovery can be better measured; considering additional suicide screening tool (C-SSRS) that is becoming standard of care and predictive of suicidal attempts.

• Nutrition Consultant - held 4 group sessions; 16 individual students seen for nutrition counseling and education.

• Campus Chaplain – available on-site weekly for personal counseling; 6 Students counseled; NAMI on Campus liaison – 8 group sessions held.

• Victim Advocate – provided weekly on-site counseling/consultation to students via the Victim Advocacy Project as collaboration with YWCA Domestic Violence Dept. 8 students seen.

• Vision Voucher Program – in collaboration with Los Gatos Lions Club continue to offer community service referral to provide vision screening, exam & corrective lenses for students in need.

• Emergency Assistance Fund – policy/procedures finalized with addition of Director of Student Development as alternate signatory on account; informed Student Services Council of fund availability and encouraged all programs to refer students; 24 students were provided emergency funds. Total amount dispersed $4,285.00.

• Mental Health Intern Training Program – completed Year 6 with four individuals participating (SJSU MSW Program & USF MFT Program).

• Family Nurse Practitioner (FNP) preceptorship – graduate nursing student from CSULB precepted 16 hours weekly for the academic year 2012-2013.

• Certified Medical Assistant (CMA) student internship – brief 4-week (32 hours total) observational internship of WVC CMA student.
• Mental Health Services Advisory Committee (MHSAC) – continued enhancement of campus visibility and access; 27 Students of Concern (SoC) discussed and managed.

• Consultation on Students of Concern – provided to individual faculty and departments (requests represented 4 departments); tracking form, monthly report form, Incident Report Form, and Procedures Schematic completed through multi-disciplinary Mental Health Services Advisory Committee (MHSAC) and the MHI-3.

• QPR Suicide Prevention Training – similar to last year, 3 sessions conducted.

• Bullying/Violence Prevention – observation by MHSAC of increased number of incidences; goal for summer 2013 to develop anti-bullying policy to include student and employees; better tracking of these incidences has begun (see above).

• Prevention Education Classroom/Group Presentations - 1466 individuals contacted – topics covered: drug and alcohol use, stress management, smoking implications/strategies for quitting, overview of health service programs and services, relationships, suicide prevention, and bullying.

• Convocation Participation – conducted mini-workshop “Choices” to inform new students of services offered and to encourage healthy decision-making; 250 students participated.

• Mental Health Intern Project– conducted focus group with Puente Students regarding mental health perceptions and experiences; National Alliance of Mental Illness (NAMI) In Our Own Voice (IOOV) college-wide event held with 175 attendees (classes attended, extra credit vouchers provided); NAMI on Campus club initiated – charted as WVC club and as official NAMI Chapter.

• Associated Student Organization (ASO) Collaboration- met weekly with Director of Health & Wellness and with H & W subcommittee of ASO; Implemented second annual college-wide “Wheel of Wellness: Where are You?” SP 2012 (56 students; 20 planners/implementers representing 7 departments).

• Received Santa Clara County Dept. of Health support for Smoke-Free Campus - free nicotine replacement products; received and posted 12 new outdoor banners on campus; individually counseled 15 students

• Facility Planning – met with staff regarding the “must haves” for new health services facility as part of the Student Services Center planning process.

• Facility reorganization/aesthetics – ongoing attention to equipment and materials accessibility; rehabilitated the previous EOPS Classroom into the Health Services Valley Oak Room – multi-purpose use for meetings, office work, outreach preparation and overflow storage for materials and supplies.
**International Students**

**International Student Profile for 2012-13**

<table>
<thead>
<tr>
<th>GPA</th>
<th>Fall</th>
<th>Spring</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.0</td>
<td>16%</td>
<td>10%</td>
</tr>
<tr>
<td>3.5-3.99</td>
<td>28%</td>
<td>25%</td>
</tr>
<tr>
<td>3.0-3.499</td>
<td>19%</td>
<td>22%</td>
</tr>
<tr>
<td>2.5-2.999</td>
<td>16%</td>
<td>14%</td>
</tr>
</tbody>
</table>

**Overall average GPA** 3.189 3.04  
**Total Students** 62 55  
Percent of students earning a 3.0 or higher 63% (fall), 57% (spring)  
7 students transferred and 3 graduated at the end of Fall 12  
3 students transferred and 2 graduated at the end of Spring 13  
**Total student appointment contacts** for International Counselors for 12-13: 503

**Recruitment**  
Trip to VTEC partner site in Vietnam Fall 2012 (Wong)  
Recruitment Fair at Golden Gate Language School in Campbell, CA (Eppley/Patterson)  
San Jose State Rep visit for International students Fall 2012 (ALL)
International Student Program Overview:

The West Valley College International Student Program consists of two DSO’s: Dr. Wanda Wong and Terry Eppley as well as one PDSO: Sara Patterson. These three individuals work with international students from the initial intake through the entire matriculation process, which is either an associates agree followed by work permit or transfer to university. International students must file a special application to apply to the college and must provide detailed information regarding their financial status, English level and prior transcripts showing they have finished at least a high school level program in their home country or transcripts showing US or foreign college/university attendance. These requirements are mandated by the US Governmental agencies that oversee the issuance of the I-20: Certificate of Eligibility. In order for a student to be issued an acceptance into West Valley College, they must show that they have the financial resources to attend college in the US, and have met the recommended English level to be successful (TOEFL minimum 61 on iBT, IELTS minimum of 5.5, Step Eiken minimum of pre-1 level or satisfactory placement on the West Valley College ESL or English placement test). We also require an immunization record similar to California High School standard for attendance.

After students are accepted they must complete an orientation to the college called Counseling 2 that highlights matriculation requirements as well as immigration requirements. This information is vital as students need to understand how they will remain in good standing with the US Government (Department of Homeland Security: DHS, Student Exchange Visitor Information System: SEVIS and Immigration and Customs Enforcement: ICE). Early alerts are issued for students who need academic problem solving, but international students are followed closely for full time unit maintenance since they cannot drop below full time enrollment pursuant to the DHS regulations. Special regulations are also in place for transferring to a university as well as for employment on or off-campus.

Recommendations:

The International Student Program at West Valley College has made numerous recommendations in the past in order to strengthen the program and also become a financial benefit to the college in creating a continuous revenue stream. Prior recommendations that still hold true are:

- Increased recruiting money in order to brand our college in the International student market place. Recruitment is essential for having the West Valley College name out there if the college wants to be recognized as a place to go to either graduate with an Associate Degree or transfer to a university. Currently we take one big trip per year and
conductor smaller local recruitment. The recruitment needs to be done outside the US to strengthen our “brand” as a destination college.

- Develop a consistent funding source such as allocating funding from international student fees and fed back into the international student program. It takes money to make money and a consistent revenue source would help this process become a standard not just an occurrence that happens every once and a while.

- An ESL program that offers full time enrollment in 12 units so that we can admit students that need language prior to college level and who have not taken prior TOEFL, IELTS or Step Eiken. Accelerated ESL program to accelerate the process towards college level English. Currently our TOEFL, IELTS and Step Eiken test scores place most students at ESL 962/963 level and it would take a student up to 5 semesters to reach English classes needed for transfer. Programs at our sister college, Mission, or Cabrillo College are excellent examples of accelerated programs.

- Create a full time classified staff position for international recruiting. This would be a less expensive way of recruitment, since the recruitment is currently handled by a faculty member. A full time position is ideal as other districts like De Anza and Foothill have, which could again get our “brand” out in the world market.
The mission of the Library is to provide information services, instruction and resources to students, staff, and faculty to facilitate successful learning. Through orientations, one-on-one student interaction, and formal credit courses, the Library seeks to provide students with information competency skills that will enable them to become successful in their academic and career paths.

The following are selected accomplishments for the 2012 – 2013 year:

### INSTRUCTION:

- 1,261 students registered for Library 4 – Information Competency course with a success rate of 73% and a retention rate of 91%
- 2,422 students participated in 77 subject-specific library orientations
- Beginning in fall 2012, students in orientations have hands-on practice in finding information whereas in the past the orientations were strictly lecture-based.
- Student Learning Outcome Surveys were distributed to a total of 174 students from six classes that were brought to the library for an orientation. All students were “Very confident” or “Somewhat confident” that they could locate books through the West Valley Library Catalog (100%) or Link+ (96%), periodical articles using Academic Search Premier (96%) and web sites (98%).
SERVICES:

- Transfer of Technology Center computers to the Library began in June and will continue through fall 2013
- The number of library visitors was 321,719
- Offered extended hours during Study Week and Finals Week courtesy of the Associated Students Organization
- Selected, purchased, and processed textbooks for ASO’s Books for Food Program
Outreach

The Outreach team is charged with carrying to the community the community college mission of open access. The team is charged with educating prospective students and those that influence them (parents, counselors, teachers, grandparents, etc.) on the variety of paths available in higher education (transfer and/or career) in California and specifically at West Valley. Through information sharing events such as college fairs, workshops, panels, classroom presentations and campus visits, students are introduced to the benefits of higher education and the steps to meet their goals. In some cases it begins at the foundation level of helping students develop goals and in others it is weighing the benefits of one program vs. another. Outreach partners with a variety of programs; Financial Aid, Counseling, TriO, EOPS, ESL, DESP (among others) in educating about the plethora of student services available.

- In partnership with the Vice President of Student Services, applied for, and was awarded, an $88,000 Middle College Grant.

- Increased the number of book scholarships for the Middle College and College Advantage students.

- Enrolled the largest class for the College Advantage program (increase by 50%).

- Expanded the K-16 Program to include 2 additional schools and Middle College.

- Laid the groundwork to expand K-16 Bridge to 2 new schools for 2013-2014.

- In partnership with Counseling, utilized the K-16 Bridge ed plan to design a streamlined Early Admission Ed Plan.

- Took the Middle College and College Advantage students on 2 college tours (UCSC & Sonoma State, Cal & St Mary’s), senior project trip to Google headquarters, and junior project trip to Hoover Institute at Stanford.
• In partnership with the marketing committee, reestablished the senior mailing to 12,000 potential WVC students. Resulted in standing room only at the Senior/Parent Information Night. (over 400 attendees)

• Panelist at the Share Learn Connect Conference (over 350 high school counselors) on the new AA -T, AS -T degrees and the best paths to successful transfer.

• K -16 Bridge Program continued to partner with Boynton High School and began utilizing K -16 with the Middle College students. Set up partnerships for 2013 -2014 with Phoenix High School, Pioneer Plus and evaluating the Nova program.

• In an effort to reach out to underserved students as outlined in the Student Equity Plan, targeted mailings to students at Del Mar, Boynton and Prospect High Schools.

• In conjunction with the Office of Instruction, facilitated 2 off campus classes for high school students: Anthropology at Los Gatos; Sign Language at Leigh.

• To maximize the increased summer opportunities, mailed concurrent enrollment information to the homes of all sophomores and juniors at the feeder schools in the Campbell Union High School District.

• Facilitated the partnership of Jeremiah’s Promise, a group that provided monthly self-empowerment workshops to former foster youth.

• Held a summer writers’ “boot camp” for Middle College students with the goal of enrolling 15 students. 32 students participated.

• Increased the number of campus tours by 2%.

• Partnered with Financial Aid to provide 8 FAFSA workshops at Feeder High schools.

• Partnering with the Articulation Officer and the various departments, added streamlined flow charts on class progression (ESL, English, and math) to the schedule of classes and the catalogue.
PUENTE

The Puente Program at West Valley College has been in existence for many years. It is designed to assist students to complete their courses at West Valley College and to facilitate their successful transfer to four-year institutions. The focus of the Program is on accelerated writing instruction, intensive academic counseling, and mentoring by members of the community. The Program follows an interdisciplinary approach, providing a focused, sustained, and engaging learning environment for students.

- **Mentor Training** - Recruited and trained 7 new mentors in October; 30 total volunteer mentors

- In October, the Puente Class (30 students) attended the Northern California **Puente Student Motivational Conference** at **Sonoma State University**

- **Mentor-Student Dinners** were hosted at WVC in October and February, with an average of 60 guests at each event (students and mentors)

- The Puente students created a **Dia de los Muertos (Day of the Dead) altar** in the Campus Center. A local Latino artist came to create a painting in front of the altar to commemorate this cultural event, demonstrating the creative process at work.

- **Noche de Familia (Family Night)** dinner event was hosted at WVC in November, where students brought their families to campus to meet their Puente teacher, counselor, and their mentors, and learn about the Puente Project and college culture in general. There were 80 guests.

- Coordinated campus visits for our Puente students to attend 3 universities: Sonoma State University (for the student conference), UC Santa Cruz and St. Mary’s College for transfer workshops and tours
• The **Year End Celebration** - a joint event held with Student Activities, DESP, and SUCCESS - was held in May, to which mentors, students, and families were all invited

• A Puente student (Maria Guadalupe Lopez) was selected as one of 60 participants (out of 123 applications) to attend the UC Riverside Leadership Conference, a 10 day residential all-expense paid program

**Outstanding highlights of 2012-2013:**

• **17 students** transferred and participated in commencement.

• 23 scholarship recipients, with awards totaling over $59,000, including the prestigious $20,000 UCSC Pfizer Scholarship, which was awarded to our Puente transfer student, Ana Diaz.
### Number of Internal/External meetings, workshops hosted in each Campus Center venue

<table>
<thead>
<tr>
<th>Venue</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Art Gallery</td>
<td>5</td>
</tr>
<tr>
<td>Baltic Room</td>
<td>156</td>
</tr>
<tr>
<td>Campus Center Patio</td>
<td>6</td>
</tr>
<tr>
<td>Club Room</td>
<td>420</td>
</tr>
<tr>
<td>Concierge Desk</td>
<td>10</td>
</tr>
<tr>
<td>Entry Lounge</td>
<td>4</td>
</tr>
<tr>
<td>Event Center</td>
<td>57</td>
</tr>
<tr>
<td>Faculty/Staff Lounge</td>
<td>3</td>
</tr>
<tr>
<td>Global Citizenship</td>
<td>245</td>
</tr>
<tr>
<td>Kirkorian Pavilion</td>
<td>135</td>
</tr>
<tr>
<td>Lower Lounge</td>
<td>57</td>
</tr>
<tr>
<td>Media Lounge</td>
<td>40</td>
</tr>
<tr>
<td>Ostrus Family Plaza</td>
<td>5</td>
</tr>
<tr>
<td>Recreation Room</td>
<td>145</td>
</tr>
<tr>
<td>Veterans Plaza</td>
<td>3</td>
</tr>
<tr>
<td>Viking Grove Forum</td>
<td>12</td>
</tr>
<tr>
<td>Campus Center Building</td>
<td>2</td>
</tr>
<tr>
<td><strong>FALL SEMESTER TOTAL:</strong></td>
<td><strong>598</strong></td>
</tr>
<tr>
<td><strong>SPRING SEMESTER TOTAL:</strong></td>
<td><strong>707</strong></td>
</tr>
<tr>
<td><strong>2012-2013 RESERVATION TOTAL:</strong></td>
<td><strong>1305</strong></td>
</tr>
</tbody>
</table>

### EXTERNAL GROUP

<table>
<thead>
<tr>
<th>EXTERNAL GROUP</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monarch Media</td>
<td>$2,251.41</td>
</tr>
<tr>
<td>Entrepreneurship Forum</td>
<td>$54.27</td>
</tr>
<tr>
<td>Pharmacy Tech. Grad.</td>
<td>$218.08</td>
</tr>
<tr>
<td>Lee Wedding</td>
<td>$1,895.00</td>
</tr>
<tr>
<td>Omnium Foundation</td>
<td>$267.00</td>
</tr>
<tr>
<td>Black Memorial</td>
<td>$742.08</td>
</tr>
<tr>
<td>Van Nest Trade Show</td>
<td>$1,545.00</td>
</tr>
<tr>
<td>Soroptimist District Meeting</td>
<td>$400.00</td>
</tr>
<tr>
<td>Bridge Tournament I</td>
<td>$3,000.00</td>
</tr>
</tbody>
</table>
A major function of the Campus Center is, “Room Reservations and Facility Rentals” which has seen an increase in the number of events and meeting requests now that the renovated Campus Center and Viking Grove Complex are open and functioning. Our operation includes handling on-line, walk-in and email submissions that are coordinated by one dedicated part-time student worker who receives all requests, schedules them, reviews set-up and AV needs, and confirms all logistics with the user. We require every user to submit a reservation request before we schedule any meeting facility. We hosted over 1,300 meetings/events in the Campus Center/Viking Grove this year.

Additionally, with a dedicated hourly employee whose responsibilities are to market our facility to the external community, we raised over $30,000 in facility revenue this past year.

**PROGRAM BOARD - STUDENT LIFE EVENTS:**
Student Development employs a group of students known as the Program Board. They plan and implement six events a month to benefit the WVC student population. Each event supports a theme to benefit the overall growth and development of the student community. This year each Program Board
member chose a theme that they were responsible for during the duration of the year. The Program Board delivered 38 events and was also responsible for running the Campus Center Concierge Desk. A brief description of the program themes and a listing of their programs follow. Over 4,000 students attended Student Life events.

<table>
<thead>
<tr>
<th>6 Student Learning &amp; Development Program Themes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Veteran Support</strong></td>
</tr>
<tr>
<td>This Program Board Member was a veteran and advocated for other student veterans on campus, helped students in the Veterans Resource Center, and connected students with resources both on and off campus to allow the veteran students to succeed and put on events that connect veterans.</td>
</tr>
<tr>
<td><strong>Global Citizenship &amp; Cultural Diversity</strong></td>
</tr>
<tr>
<td>This Program Board Member worked with the Global Citizenship Center to deliver events that supported students becoming global citizens and recognizing cultural diversity.</td>
</tr>
<tr>
<td><strong>Leadership</strong></td>
</tr>
<tr>
<td>This Program Board Member created events to encourage students to become student leaders on campus and develop their skills.</td>
</tr>
<tr>
<td><strong>Service Learning &amp; Volunteerism</strong></td>
</tr>
<tr>
<td>This Program Board Member connected students with opportunities to volunteer within the community, and promoted opportunities to learn while serving the community.</td>
</tr>
<tr>
<td><strong>New Student College Integration</strong></td>
</tr>
<tr>
<td>This Program Board Member planned events that welcomed new students into the campus and allowed them to connect with other students.</td>
</tr>
<tr>
<td><strong>Involvement &amp; Engagement</strong></td>
</tr>
<tr>
<td>This Program Board Member was responsible for getting students involved and engaged with large-scale events happening on campus.</td>
</tr>
<tr>
<td><strong>Student Development &amp; Success</strong></td>
</tr>
<tr>
<td>This Program Board Member focused on providing students with opportunities to learn ways to develop their life and study skills to support continued student success.</td>
</tr>
</tbody>
</table>

Veteran Support Programs-Total students reached: 582
- Veterans Mixer/25 people
- Veterans Day Celebration/200 people
- Veterans Panel Discussion/130 people
- Toys for Tots/200 people
- Game Console Day/12 people
- Paintball/15 people

Global Citizenship & Cultural Diversity Programs-Total students reached: 452
- Day of the Dead/150 people
• World AIDS Day/150 people
• Vietnam Movie - The Vertical Ray of the Sun/35 people
• Black History/32 people
• Woman’s History Month Tea Party/60 people
• Take Back The Night/25 people

Leadership Programs-Total students reached: 104
• Advocacy/15 people
• ASO & ICC mixer/30 people
• National African American Read-In/59 people

Service Learning & Volunteerism Programs-Total students reached: 308
• Service Learning Resource Fair/150 people
• Stanford Blood Drive/80 people
• Campus Clean-up/40 people
• Cancer Awareness/23 people
• Composting Workshop/15 people

New Student College Integration Programs-Total students reached: 925
• Welcome Week-Xbox Kinect Dance Central & Otter Pops/100 people
• Karaoke & choir/300 people
• Holiday Bash/150 people
• Board Game Day/15 people
• Open Mic/60 people
• Nowruz Iranian New Year/300 people

Involvement & Engagement Programs-Total students reached: 1255
• Welcome Week-Get Connected Rock Wall & Jousting/550 people
• Welcome Week-Live Bands/80 people
• Movie Showing Food Inc. & Trail Mix Buffet/150 people
• Welcome Week-Watermelon Eating Contest/50 people
• Halloween/125 people
• West Valley Trivia/50 people
• Skate Show/250 people

Student Development & Success-Total students reached: 375
• Student Support Programs Introduction/5 people
• Student Services Day/350 people
• Planning and Budgeting Workshop/5 people
• Time Management Workshop/10 people
• Test Taking 101/5 people

**ASSOCIATED STUDENT ORGANIZATION (ASO)**
All West Valley College students are members of the Associated Student Organization. ASO is the student governing body with responsibilities for advocating for and representing students of the College. Its members, both elected and appointed, have many opportunities as student leaders to shape the campus community.
ASO Accomplishments

- Continued to support inexpensive access to textbooks through expansion of the Books for Food program.
- Spearheaded the creation of a newspaper club and provided funding to pay for the publication of the first WVC newspaper in 4 years.
- Sent 10 West Valley students to participate in an annual march in Sacramento to raise awareness of the need for state legislators to support higher education funding.
- Notable increase in collaboration between ASO and clubs through ASO funding of club activities and increased participation by clubs in ASO events.
- Implemented a ridesharing program set to go into effect in Fall ’13 to address traffic and parking issues.

**INTER-CLUB COUNCIL (ICC)**

Inter-Club Council (ICC) is the governing body that oversees roughly 30 student clubs and organizations that are chartered at West Valley College. All of these organizations have chosen to be actively involved in their campus community and through co-curricular Student Life and the Campus Center program, are learning crucial leadership development skills as well as have the chance to meet and work with different people. There was an increase in the number of chartered student clubs from 26 to 30 this past year.

30 STUDENT CLUBS:

<table>
<thead>
<tr>
<th>African American Student Union</th>
<th>Fashion Design and Apparel Club</th>
<th>USGBC Student Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alpha Gama Sigma</td>
<td>Finance and Investing Club</td>
<td>Veterans Club</td>
</tr>
<tr>
<td>American Institute of Architectures Students</td>
<td>Global Student Club</td>
<td>Voices Literary Club</td>
</tr>
<tr>
<td>Asian Pacific</td>
<td>Hillel</td>
<td>WVC Improv</td>
</tr>
<tr>
<td>American Students</td>
<td>Human Rights</td>
<td>WV Viking Helm</td>
</tr>
<tr>
<td>Bio-Medical Club</td>
<td>Interior Design</td>
<td></td>
</tr>
<tr>
<td>Blade Runners</td>
<td>Middle College Club</td>
<td></td>
</tr>
<tr>
<td>Business Club</td>
<td>NAMI on Campus</td>
<td></td>
</tr>
<tr>
<td>Ceramic Art Guild</td>
<td>Oasis</td>
<td></td>
</tr>
<tr>
<td>Christians on Campus</td>
<td>Philosophy Club</td>
<td></td>
</tr>
<tr>
<td>Computer Science</td>
<td>Puente Club</td>
<td></td>
</tr>
<tr>
<td>Environmentally</td>
<td>Political Action Club</td>
<td></td>
</tr>
<tr>
<td>Sustainable Campus Club</td>
<td>Spirit Team</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tennis Club</td>
<td></td>
</tr>
</tbody>
</table>
Major ASO/ICC Events:

<table>
<thead>
<tr>
<th>Event Name</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Services/Club Showcase</td>
<td>350</td>
</tr>
<tr>
<td>Welcome Week Watermelon Contest</td>
<td>60</td>
</tr>
<tr>
<td>AIAS Pinkberry Fundraiser</td>
<td>22</td>
</tr>
<tr>
<td>AGS Blood Drive</td>
<td>100</td>
</tr>
<tr>
<td>Global Citizenship Club Movie</td>
<td>25</td>
</tr>
<tr>
<td>Prop 30 Open Mic</td>
<td>75</td>
</tr>
<tr>
<td>Halloween Bash</td>
<td>200</td>
</tr>
<tr>
<td>Thanksgiving Feast</td>
<td>160</td>
</tr>
<tr>
<td>Finals Survival Kit</td>
<td>500</td>
</tr>
<tr>
<td>Ceramic Art Guild Fundraiser(F)</td>
<td>60</td>
</tr>
<tr>
<td>Ceramic Art Guild Fundraiser(Spr)</td>
<td>60</td>
</tr>
<tr>
<td>Spring Fling</td>
<td>225</td>
</tr>
<tr>
<td>Battle of the Bands</td>
<td>70</td>
</tr>
<tr>
<td>Dodgeball Tournament</td>
<td>30</td>
</tr>
<tr>
<td>AGS Blood Drive</td>
<td>80</td>
</tr>
<tr>
<td>Rock the Valley</td>
<td>100</td>
</tr>
<tr>
<td><strong>16 Events</strong></td>
<td><strong>2,117 students attended</strong></td>
</tr>
</tbody>
</table>

STUDENT SERVICES & CAMPUS CENTER MARKETING & COMMUNICATIONS:

- Development & maintenance of the Trio, DESP and Silver Center portal team sites.
- Marketing efforts via Social Media, development of Veteran & Trio Facebook presence.
- Development & Maintenance of Silver Center Website including ASO, Facility Rental pages & Student Activities on web.
• Development, integration, and staff training of the All WVC Campus Calendar on Portal of 26 individual faculty and classified staff, as well as group sessions of various topics relating to portal and web use.

• Development of Graduation marketing material such as graduation logo, grad fair button, graduation invite card, print advertisement design for schedule of classes & portal advertisement, email advertisement to the campus community “Keeping Up With Commencement,” as well as WVC digital signage.

• Development and design of interactive portal advertisement to announce classes such as “Get Your Ducks in a Row”, “Don’t Miss the Boat”, “Success Is the Quality of Your Journey”, “Don’t Let Your Boat Sail Away”, “The Early Bird Gets the Worm”, and many others.

• Development and design of portal announcements such as Student Success Act, Bookstore advertisement and closure notifications.

• Design & development of Articulation website which included staff training.

DANIEL E. FURTADO VETERANS RESOURCE CENTER & VETERANS PLAZA:
West Valley College established an “official” Veterans Resource Center—though still small—it is much bigger and more comfortable than the closet sized room in the “temporary” forty-year old portable building. The new location in the renovated Campus Center, has become the hub for activity. As such, the VRC has been officially dedicated as part of the Veteran Plaza ceremony which included an official proclamation by Senator Beal and full military honors with color guard, military band, and a dedication speech by one of our donors, Dr. Daniel E. Furtado. The installation of all six military branch flags reminds everyone that we honor those who serve. The Veteran Resource Center has been established in joint collaboration with campus support services to provide a
more comprehensive approach for Veterans support on campus. The main goal of the VRC is to eventually provide a “one-stop” shop approach to enable veteran students to succeed with their educational goals, deal with the possible effects of service related issues and to assist in the goal of transfer. Successful vets found that the support provided through the Veterans Resource Center and the Veterans Club, and other key support services on campus are enabling them in social affiliation and making connections with other veterans with similar life experiences. Resources and information included are the veteran website, veteran newsletter, veteran welcome/orientation, monthly veteran events, veteran peer mentoring, job connections with Project Hire & Veteran Job Fairs, veteran bus passes, and more to come in the future to ensure that the transition of veterans into the college environment is smooth and successful.
Accomplishments:

- Completed veteran student survey to determine needed support services
- Ongoing Funding procurement for Veteran bus passes
- Continued collaborative efforts with campus community and with the Veteran Task Force.
- Procurement of $40,000 donation for Veteran Resource Center/ Veteran Plaza.
- Hired veteran student outreach coordinator
- Yearly veteran welcome/orientation with 16-20 students in attendance.
- Revamped Veteran Website in collaboration with colleagues from Financial Aid.
- Improved and implemented Veteran marketing material such as VRC Logo and branding to become more visible on campus, veteran digital signage, Facebook connection, website, portal, fliers, VRC events, VRC brochure and signage.
- Veteran’s Plaza dedication opening which included joint efforts with the Foundation office in which we permanently installed all military service flags in the Veteran Plaza.
- Monthly veteran specific events to promote peer involvement with Oracle corporation, Project Hire collaboration and High Ground movie venture, paintball event that included Trio students, weekly veteran club meetings supported by athletic coach James Winkler
- Veteran’s Day celebration that included the entire campus community.
- Formed connections with Oracle Corporation, Project Hire and Wounded Warriors.
- Increased marketing efforts for VRC by establishing Facebook page, Veteran Website renovation, Display signage, VRC logo completion, as well as veteran brochure completion.
- Connected veteran students with local job fairs.
- Hosted delegation to Veteran Summit.
- On campus veteran Toys for Tots drive and veteran clothing drives.
- Exchange with Cerritos College for Best Practice review of one stop VRC.
The West Valley College Transfer Center is comprised of a dynamic transfer team that provides services that enhances students’ awareness of options at 4-year institutions, facilitate transfer, and prepare students to be transfer ready. The Transfer Center team provides numerous workshops and activities throughout the year. Students can also have individual appointments with counselors or members of the Transfer Team. The Transfer Team consistently updates the college website and the student portal to ensure that students are provided with timely information about the transfer process and the availability of the new Transfer Degrees. In 2011-2012 academic year, the college hired a Transfer Counselor/Articulation Officer and in fall 2013, a Student Success/Transfer counselor joined the team.

The Transfer Center had a very successful year. The Center increased its student contacts by 776 to a total of 10,015. We hosted numerous well attended events. In addition, we’ve increased outreach efforts by visiting over 32 classrooms and strengthened our marketing efforts. This additional marketing proved fruitful as West Valley’s transfer rate increased over the last two previous years. The most recent transfer was 17% above the statewide average.

Presentations:
• 40 Classroom Transfer Presentations
• Local High Schools
• New Student Convocation – 3 Presentations
• Student Services Council

Workshops:
• 18 UC & CSU application workshops
• 6 Personal Essay workshops for UC
• 2 Transfer Admission Guarantee workshops (TAG)
• SJSU “Next Steps” Workshop
• UCLA Admissions Workshop
Marketing & Publicity:
• Strengthened advertising efforts to promote the Transfer Center’s activity. This included staffing a transfer table at numerous events, distributing transfer fliers and brochures, advertising by posting large transfer banners in strategic locations around campus. In addition, we marketed our transfer events on Facebook, Twitter and the Transfer website to reach out to our students.
• Updated the Transfer brochure, including adding marketing material to emphasize the many colleges and universities our students transfer to
• Developed and distributed numerous transfer flyers and handouts
• Updated the Transfer website
• Advertised Transfer events on the WVC portal

Reports and Activities:
• Evaluated the effectiveness of the SLOs through student surveys
• Reviewed and managed over 150 UC TAGs and 30 CSUMB TAGs
• Completed Annual Chancellor’s Office Transfer Report
• Completed a full Transfer Center Program Review

Events & Partnerships:
• Planned and executed a successful fall Transfer Day with 48 colleges & universities participating (attended by over 800 students – the best attendance ever)
• Conducted numerous transfer trainings primarily to counselors and student service personnel
• Partnered with the Writing Lab to assist our UC transfer students with their personal statements.
• Collaborated with the English Department to establish one-on-one personal statement review by an English faculty member
• Further developed relationships with UC, CSU and private university representatives
• Helped facilitate graduation planning and transfer celebration.
The SUCCESS Program is designed to help African American students at West Valley College achieve their educational goal and transfer to four-year universities. The program is comprised of a learning community with English and counseling classes as the core component. The program provides counseling, mentoring, university site visits, cultural activities, and access to available scholarships and other resources.

The Program accomplishments for 2012-2013 include the following:

- Enrolled 28 students in the Success English 905 and Counseling 5 courses. The Program continued in the spring 2013 semester with enrollment in the English 1A and the Counseling 12C.
- Administered the Myers-Briggs Type Inventory Assessment and developed Student Educational Plans (SEPS).
- Fall semester Kick-Off Luncheon with Isaac Newton as featured speaker. This was a Program event scheduled during the Counseling 5 – College Success course with approximately 30 students attending.
- Attendance at Black Nativity Christmas Celebration in San Francisco.
- Read-A-Thon with featured speakers Larnell Ransom and the owner of the Pan African City Alive who provided a presentation on cultural artifacts.
- Program university visitation trips (partnering with TRIO) to UCSC, Berkeley and Saint Mary’s College.
• Field Trip to Museum of the African Diaspora (MOAD) and to the Contemporary Jewish Museum in San Francisco.
• Ten students received scholarships through the West Valley Scholarship program.
• Ten students received laptops through the Land Corporation grant.
• End of Year Celebration in May 2013 partnering with Student Activities, DESP and Puente.
TRiO-STUDENT SUPPORT SERVICES PROGRAM

The West Valley TRiO Program is a competitive, federal grant that was written by the VP of Student Services, Dr. Victoria Hindes, and received in 2009. The purpose of the grant is to assist low income first generation students to transfer and complete college degrees. TRiO services include intensive counseling, educational planning, college tours, tutoring and the development of a supportive cohort for students.

The TRiO grant is intended to serve 140 students. In the second reporting cycle the maximum points available were received on the Annual Performance Report. Over 85% of TRiO students were found in good standing, as compared to the campus average of 67%. In addition, the program had an exciting year as 46 students received AA/AS degrees and/or transferred, meeting the 20% graduation rate and 15% transfer rate in the third reporting cycle, well ahead of the original grant goals. TRiO has web a presence and a community site that keeps students informed concerning tutorial services, career information and scholarship search. This year 24 TRiO students received scholarships and TRiO student, James Manriquez, was awarded the President’s Transfer Scholarship.

Highlights

- Overnight College Tour - May 30-31 to CSU San Luis Obispo and UC Santa Barbara and College Tour to SJSU March 15.
- August of 2012 TRiO Kick Off event that introduced students to new ANGEL Community site, TRiO on the Net.
- On-going workshops including Time Management, Test Taking Strategies, Stress Management, and Career Information.
• Additional tutoring services were provided for TRiO students at no additional cost to the program. Additionally, TRiO employed a TRiO student to provide additional math and science tutoring in the TRiO offices.
• TRiO sponsored a men’s group (MVP- Men Valuing Progress) through the initiative and leadership of the Retention Specialist, Lee Rodriguez, with the goal to support and empower men in achieving their academic and personal goals. This group was so popular that a women’s group was started by the TRiO counselor, Ms. Geneva Leighton.
• Board of Trustees presentation by TRiO staff on April 16
• *Meet and Greet* activities, Graduation Celebration, Doughnut Days, and a combined cultural event with the SUCCESS program to the African History Museum.
• August 2013: Kick Off event will focus on Financial Literacy. Students in all special programs will be invited to attend.
SUMMARY
Every year it has been my pleasure to produce this report. All the accomplishments noted in this report are a direct result of “team work.” This section acknowledges and honors all the individuals in Student Services who worked together in support of every student at West Valley College.

Recently, the college was selected as one of two recipients of the statewide Student Success Awards for the college’s New Student Convocation. West Valley College is an early adopter of the Student Success Act. The New Student Convocation has demonstrated a true and direct connection to the college’s mission “to support students along their pathways to reach transfer and career goals in an environment of academic excellence.”

To this end, Student Services will continue to make a profound difference to the lives of West Valley College students by remaining true to our Student Services Mission statement and Guiding Principles:

---

Student Services enriches the educational experience of students by providing programs, services and instruction that engages them in their learning and empowers them to attain their academic, personal and life goals.

This mission is informed by the following guiding principles:

1. Promotion of Self Responsibility and Empowerment
2. Student Success
3. Collaborative Community for Support
4. Equity and Diversity
5. Forward Thinking