Examples of Meeting Students Where They Are:

Removing Barriers Around Policies Designed to Help Students

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SCAN ME

We will leverage interactive polling:
pollev.com/vinhnguyen321

What does it mean to be student-centered?

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Are you aware of any policies, practices, or interventions at your college which "guarantee" a GPA increase of .25 or greater for participants?

Yes

No

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Transfer Center Success Story

Counselor raised student's GPA from

from **2.0** → to **2.76**

Student was now able to apply to CSUF and CSULB

"Student shared with me today that she just got into CSULB for their Public Relations major after 5 long years at IVC. She will be leaving IVC with her full CSU-GE certification, an ADT degree, and two additional AA degrees."

What magic happened here?
i.e. which policies or processes were used?

Title 5 CCR § 55042 Course Repetition to Alleviate Substandard Academic Work

(a) The district policies and procedures on course repetition adopted pursuant to section 55040 may permit a student to repeat a course in an effort to alleviate substandard academic work. …

(b) If a student repeats a course which is not designated as a repeatable course and receives a satisfactory grade, then he or she may not repeat the course again pursuant to this section and any further repetition of the course must be authorized by another provision of this division … The first two substandard grades may be excluded in computing the student's GPA if the student repeats the class two or more times.

Title 5 CCR § 55046 Academic Renewal Without Course Repetition

(a) The governing board of each community college district shall adopt and publish policies and procedures pertaining to the alleviation of previously recorded substandard academic work …

1. The maximum amount of coursework that may be alleviated;
2. The amount of academic work to have been completed at a satisfactory level (minimum 2.00) subsequent to the coursework to be alleviated;
3. The length of time to have elapsed since the coursework to be alleviated was recorded;
4. A description of any specific courses and/or categories of courses that are, for any reason, exempt from consideration under the alleviation procedures;
5. The procedures to be followed by students in petitioning for alleviation; and
6. The personnel responsible for implementing the procedures.

Title 5 Regulation 55040

ADMINISTRATIVE REGULATION 4225

SOUTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

ACADEMIC AFFAIRS

COURSE REPETITION AND REPEATABLE COURSES

I. COURSE REPETITION AND REPEATABILITY

A. Course Repetition to Alleviate Substandard Academic Work or After Withdrawal

A student may repeat a course in an effort to alleviate substandard (D, F, NP, and NC) academic work or after withdrawing (W, MW, or EW). Students may repeat a non-

II. REPETITION AND ACADEMIC RECORDS

When a course is repeated the District shall disregard the previous grade and credit and include only the most recent credit and grade in the student's grade point average.

A. Students may submit a petition to the Admissions and Records Office for any repeated course not automatically annotated or to reverse automated repetition not desired. All enrollments shall be recorded on the student's transcript using an appropriate annotation.

http://doclibrary.socccd.edu:2656/Documents/Business%20Services/Office%20of%20the%20Deputy%20Chancellor/Conversion%20Files/4000/4225-AR_Course%20Repetition%20and%20Repeatable%20Courses.pdf

Title 5 Regulation 55046

ACADEMIC RENEWAL

In order to qualify for Academic Renewal, students must complete the following requirements:

1. A petition must be filed in the Office of Admissions and Records. The Registrar or Dean of Enrollment Services is the designated authority for approval of academic renewal.
2. Accompanying the petition must be evidence that the previous substandard work does not reflect the student's current performance or capabilities.
3. Previous substandard work will be disregarded. Substandard grades are defined as "D," "F," "FW," or "NP."
4. No more than 30 units of coursework can be considered for academic renewal.
5. A period of at least two terms must have elapsed since the work to be alleviated was completed.
6. The student must have completed 18 units with a 2.00 GPA, 15 units with a 2.25 GPA or 12 units with a 2.5 GPA or higher in sessions subsequent to the substandard work. No units may be excluded for coursework that has previously been used to fulfill degree, certificate, or transfer certification requirements. Work from other accredited colleges will be considered for calculating their GPA.
7. When coursework is disregarded in the computation of the cumulative GPA, the student's academic record will be annotated; all coursework remains on record, ensuring a true and complete academic history. Academic renewal actions are irreversible.

http://doclibrary.socccd.edu:2656/Documents/Business%20Services/Office%20of%20the%20Deputy%20Chancellor/Conversion%20Files/4000/4240-AR_Academic%20Renewal.pdf

When poll is active, respond at **pollev.com/vinhnguyen321**
Text **VINHNGUYEN321** to **37607** once to join

Prior to today, were you aware of your district's policy on academic renewal?

Yes

No

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Respond at **pollev.com/vinhnguyen321**
Text **VINHNGUYEN321** to **37607** once to join, then **A or B**

Do you believe most students are aware of their district's policy on academic renewal?

Yes	**A**
No	**B**

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Student Transcript

Dept	Course Number	Course Title	Units Enroll	Units Attempt	Grade	Footnote	Units Complete	Grade Points	GPA	GEC	IGETC
		Spring Semester 2009									
JA	1	Beg Japan I(I)	5.00	5.00	B		5.00	15.00		C2	6A
		Semester Total	**5.00**	**5.00**			**5.00**	**15.00**	**3.00**		
		Cumulative Total	**5.00**	**5.00**			**5.00**	**15.00**	**3.00**		
		Summer Session 2013									
SOC	1	INTRO TO SOCIOLOGY(S)	3.00	3.00	B		3.00	9.00		D0	4J
		Semester Total	**3.00**	**3.00**			**3.00**	**9.00**	**3.00**		
		Cumulative Total	**8.00**	**8.00**			**8.00**	**24.00**	**3.00**		
		Fall Semester 2016									
CHEM	3	FUNDAMENTAL CHEMISTRY(I)	4.00	4.00	C		4.00	8.00		B3	5A
MATH	124	TRIGONOMETRY(I)	4.00	(4.00)	W		11-02	0.00		B4	NA
		Semester Total	**8.00**	**4.00**			**4.00**	**8.00**	**2.00**		
		Cumulative Total	**16.00**	**12.00**			**12.00**	**32.00**	**2.67**		
		Spring Semester 2017									
MATH	124	TRIGONOMETRY(I)	4.00	(4.00)	D	R	(4.00)	(4.00)		B4	NA
		Semester Total	**4.00**	**0.00**			**0.00**	**0.00**	**0.00**		
		Cumulative Total	**20.00**	**12.00**			**12.00**	**32.00**	**2.67**		
		Spring Semester 2018									
MATH	124	TRIGONOMETRY(I)	4.00	4.00	F		0.00	0.00		B4	NA
		Semester Total	**4.00**	**4.00**			**0.00**	**0.00**	**0.00**		
		Cumulative Total	**24.00**	**16.00**			**12.00**	**32.00**	**2.00**		

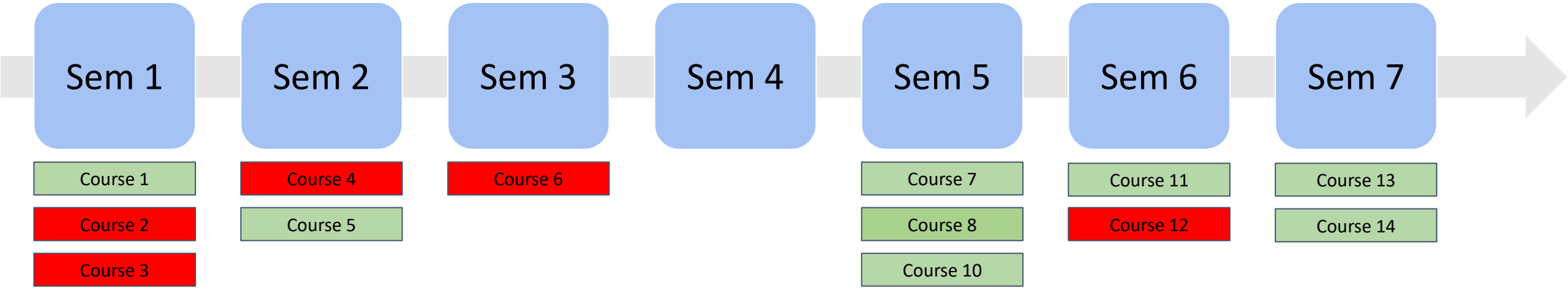
		Fall Semester 2019									
COMM	1	COMMUNICATION FUND(I)	3.00	3.00	A		3.00	12.00		A1	1C
		Semester Total	**3.00**	**3.00**			**3.00**	**12.00**	**4.00**		
		Cumulative Total	**27.00**	**19.00**			**15.00**	**44.00**	**2.32**		
		Spring Semester 2020									
BIO	1	LIFE SCIENCES(I)	3.00	3.00	C		3.00	6.00		B2	5B
		Semester Total	**3.00**	**3.00**			**3.00**	**6.00**	**2.00**		
		Cumulative Total	**30.00**	**22.00**			**18.00**	**50.00**	**2.27**		
		Fall Semester 2020									
MATH	10	INTRO TO STATISTICS(I)		(0.00)	EW		0.00	0.00		B4	2A
		Semester Total	**0.00**	**0.00**			**0.00**	**0.00**	**0.00**		
		Cumulative Total	**30.00**	**22.00**			**18.00**	**50.00**	**2.27**		
		Spring Semester 2021									
BIO	15	GENERAL MICROBIOLOGY(I)	5.00	5.00	B		5.00	15.00		B2	
MATH	10	INTRO TO STATISTICS(I)	3.00	3.00	C		3.00	6.00		B4	2A
		Semester Total	**8.00**	**8.00**			**8.00**	**21.00**	**2.62**		
		Cumulative Total	**38.00**	**30.00**			**26.00**	**71.00**	**2.37**		
		Summer Session 2021									
BIO	11	HUMAN ANATOMY(I)	4.00	(4.00)	W		07-13	0.00		B2	5B
		Semester Total	**4.00**	**0.00**			**0.00**	**0.00**	**0.00**		
		Cumulative Total	**42.00**	**30.00**			**26.00**	**71.00**	**2.37**		
		Fall Semester 2021									
BIO	11	HUMAN ANATOMY(I)		(0.00)	EW		0.00	0.00		B3	5C
COUN	10	COLLEGE STUDY SKILLS(I)	3.00	3.00	B		3.00	9.00		E	NA
		Semester Total	**3.00**	**3.00**			**3.00**	**9.00**	**3.00**		

Is the student eligible for academic renewal?

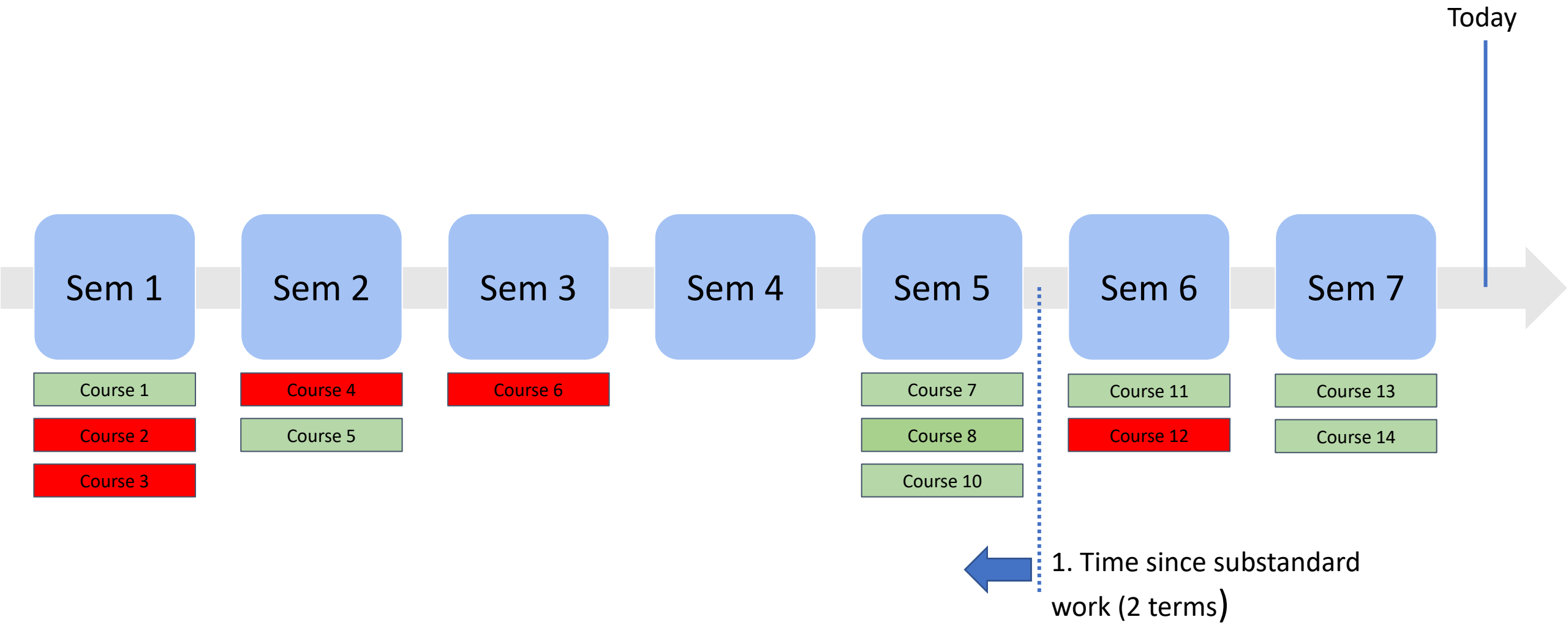
If so, which course(s)?

Answer: not obvious, need to analyze.

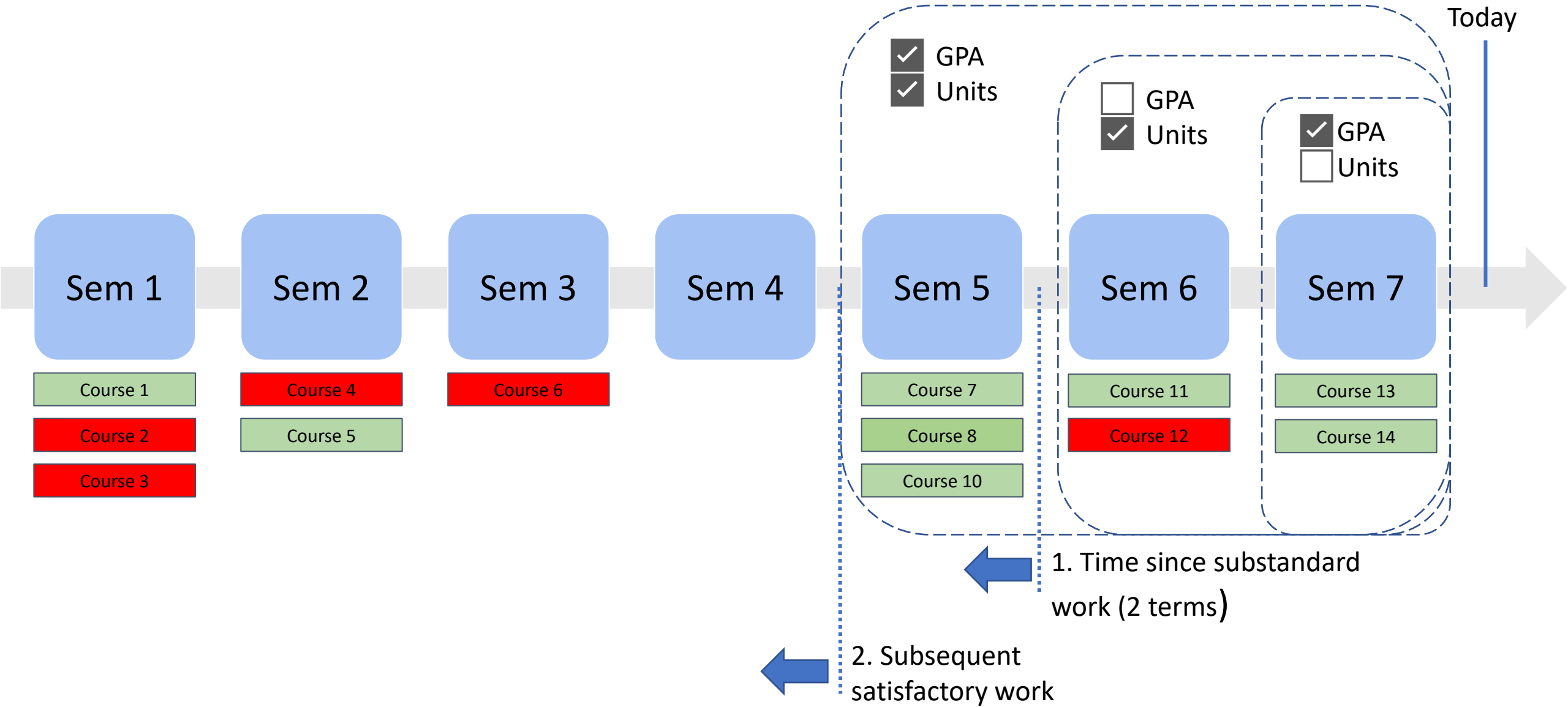
Academic Renewal Eligibility



Academic Renewal Eligibility

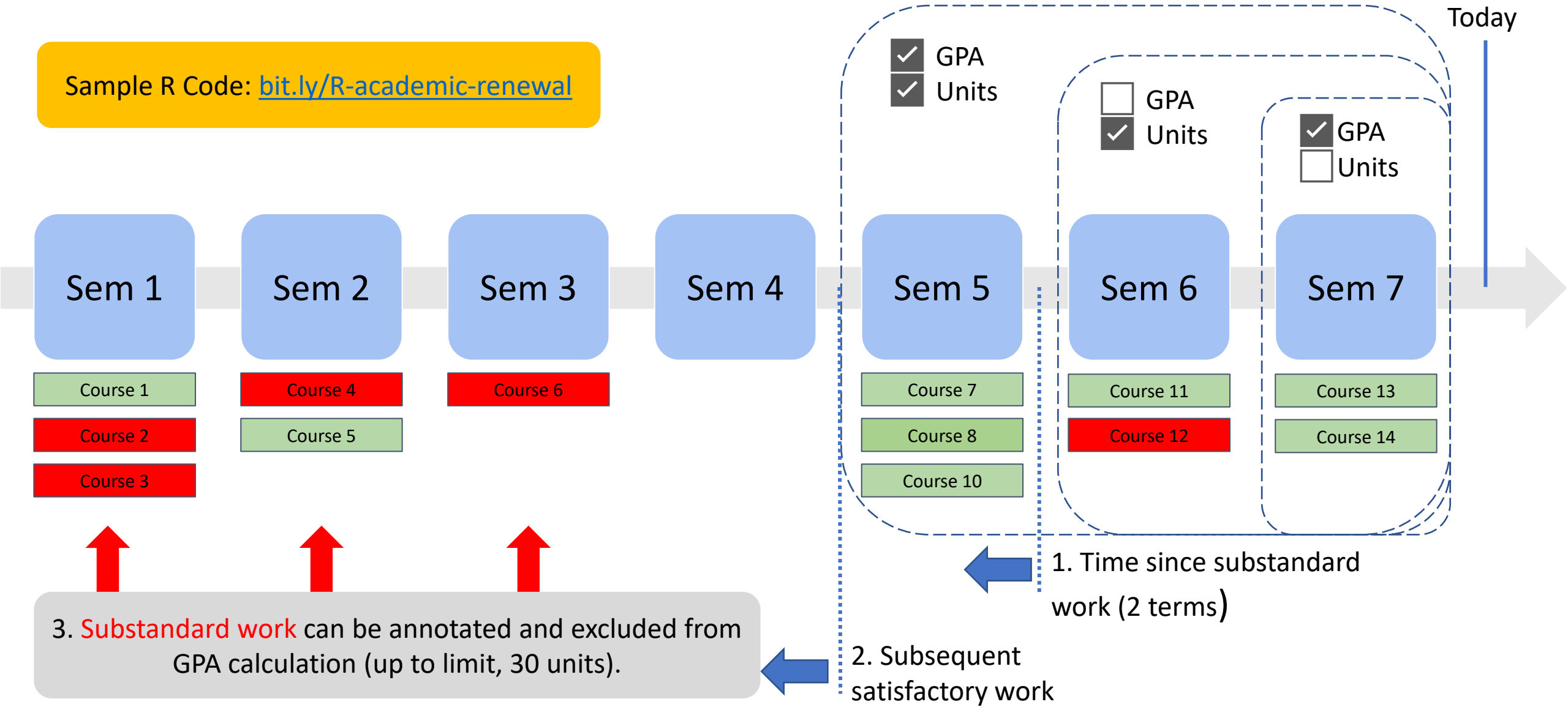


Academic Renewal Eligibility



Academic Renewal Eligibility

Sample R Code: bit.ly/R-academic-renewal



Study: Utilization

Current State and Opportunity

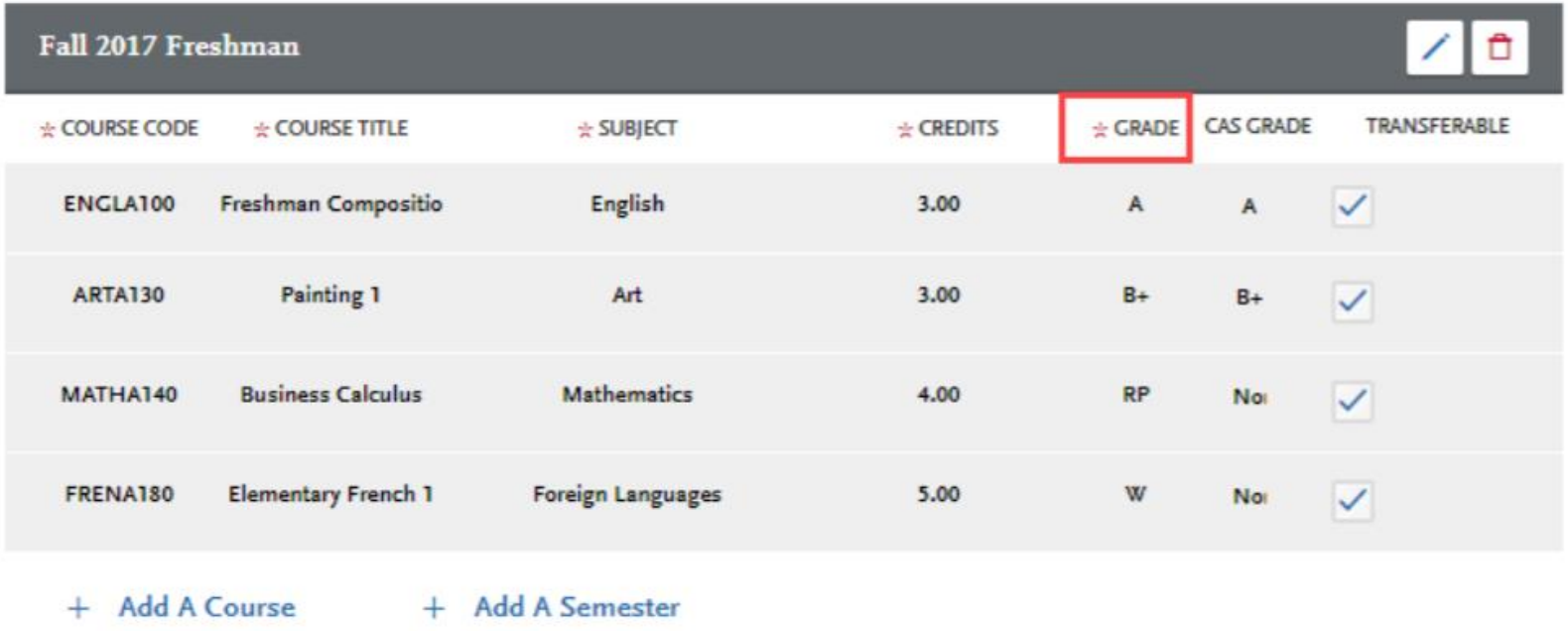
Policy	Students Enrolled Summer 2020 - Fall 2021	Has Leveraged Policy	Can Leverage Policy (Opportunity)	Total Courses
Repeat Annotation	16,966	2,604	**1,454**	2,173
Academic Renewal	16,966	736	**2,098**	4,677

Why is the opportunity size so large?

Barrier 1: Awareness of Policy - 1st Encounter in CSU Application?

GRADE: Enter in the grade as listed on your transcript. All attempts and grades should be included.

Enter repeated courses noted on the transcript with a grade of RP. Enter Academic Renewal courses with a grade of AR.



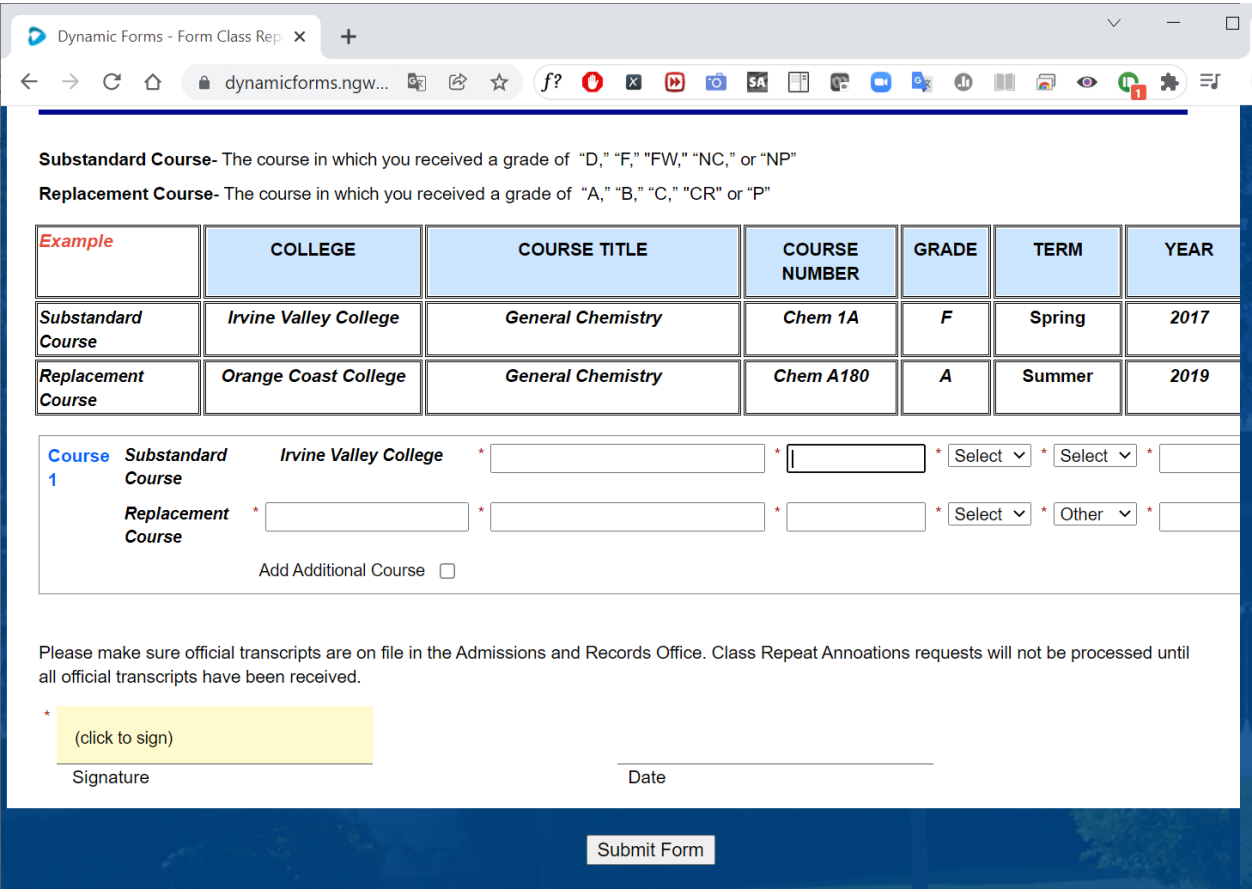
Fall 2017 Freshman

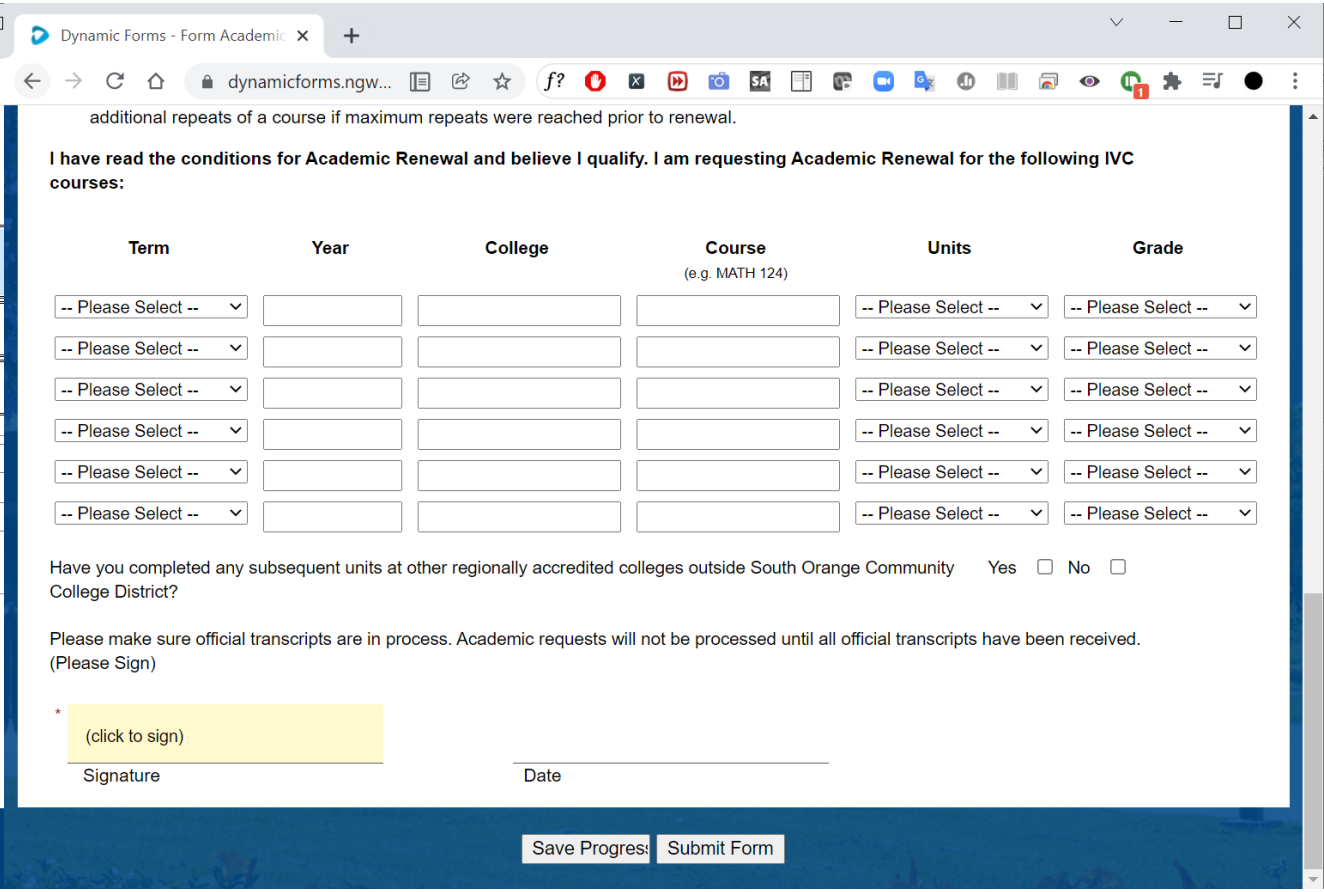
☆ COURSE CODE	☆ COURSE TITLE	☆ SUBJECT	☆ CREDITS	☆ GRADE	CAS GRADE	TRANSFERABLE
ENGLA100	Freshman Compositio	English	3.00	A	A	✓
ARTA130	Painting 1	Art	3.00	B+	B+	✓
MATHA140	Business Calculus	Mathematics	4.00	RP	No	✓
FRENA180	Elementary French 1	Foreign Languages	5.00	W	No	✓

+ Add A Course + Add A Semester

https://www.calstate.edu/apply/transfer/documents/cal-state-apply-transfer-credit-entry-guide.pdf

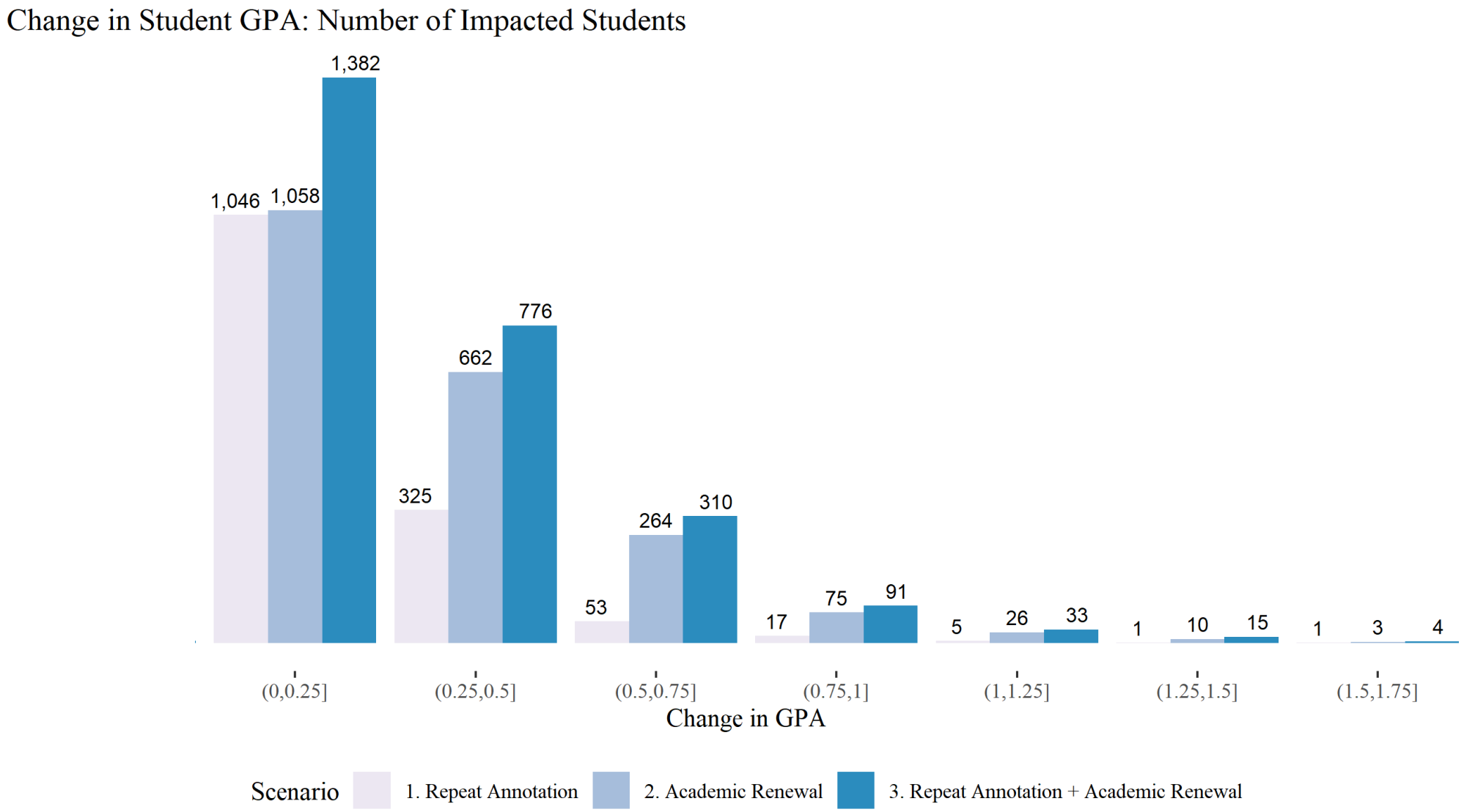
Barrier 2: Awareness of Process / When Students Qualify?





Study: Benefit to Students

Potential Impact on Student GPA



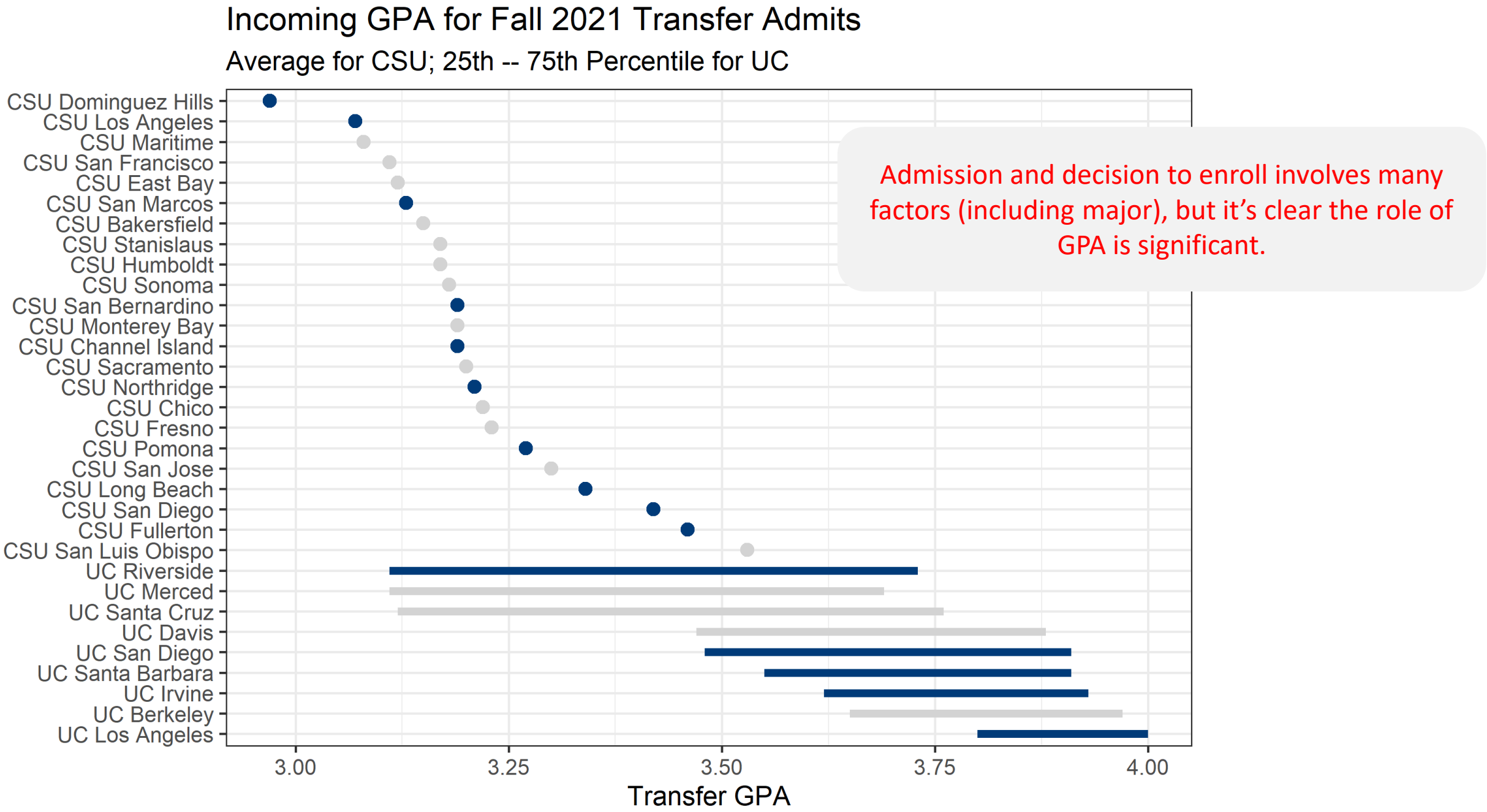
Higher GPA vs. Lower GPA

Transfer into school of choice

Transfer into major of choice (impacted majors)

Transfer-eligible vs. not (GPA=2.0 for CSU)

Self-confidence to maintain/sustain academic progress



Blue means local (2 hour drive) to Irvine Valley College; data downloaded from UC and CSU on 3/28/2022.

Disproportionately Represented Groups

Qualify for Repeat Annotation

- Hispanic / Latino
- Native Hawaiian / Pacific Islander
- First Gen
- Financial Aid
- Foster Youth
- Veteran
- DSPS

Qualify for Academic Renewal

- Hispanic / Latino
- First Gen
- Financial Aid
- Foster Youth
- Veteran
- DSPS

What can the institution do to ensure all eligible students make use of these policies?

Given what's presented thus far, what approach would you take for increasing utilization of these policies?

Email all students informing them of policies	A
Email all students asking them to meet with a counselor for transcript review	B
Provide stipends to counselors to analyze all student transcripts and reach out to impacted students	C
Email all students who qualify for the policy	D
None of the above	E

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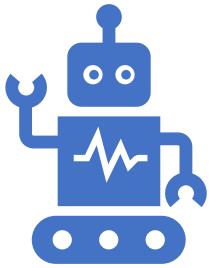
Case for Change / Scaling Policies

Existing Efforts



Automation of Repeat Annotation by district IT: Fall 2022

Transfer Center Workshops: Both policies covered

Transfer Support Program (Fall 2020, Fall 2021): Analysis of transcript and outreach to near-transfer students

A More Student-Centered Approach?

- Identify students that would benefit from policies
- Alert students of option to petition
- Students “accept” petition submission
- Apply policies

An Even More Student-Centered Approach?

Identify students that would benefit from policies

Apply policies automatically on students' behalf

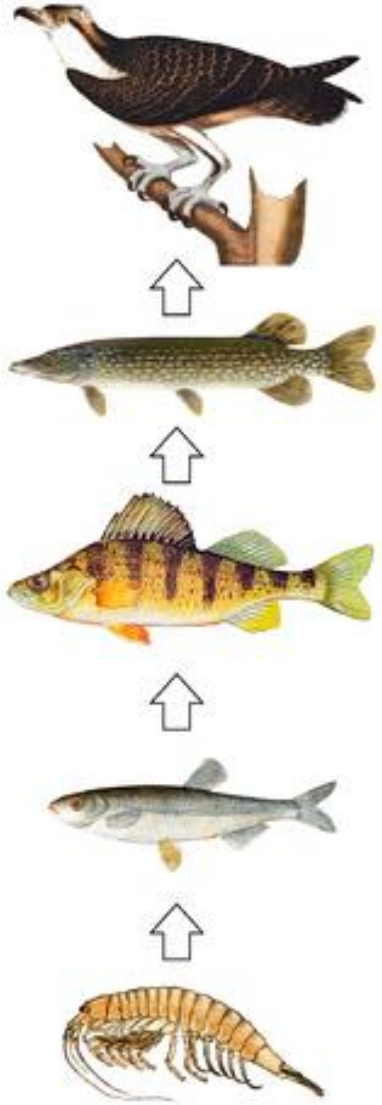
Students petition if they do not want it.

Short detour on IRPE office approaches to implementing change on campus

Translation

Leading from the <u>bottom</u>
(Vinh)

Leading from the <u>outside</u>
(Loris)



Avenues to Consider

Admissions & Records

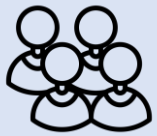
Counseling

Institutional Research

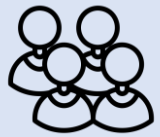
College Governance

Cabinet / Executives

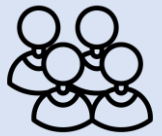
Participatory Governance Body



Associated Student Government



Classified Senate



Academic Senate

Avenues to Consider

1. Direct (Collegial)

Barriers: Buy-in, workload, oversight

Benefits: closest to actual implementation

Admissions & Records

Counseling

Institutional Research

College Governance

Cabinet / Executives

Participatory Governance Body

Associated Student Government

Classified Senate

Academic Senate

Avenues to Consider

2. Participatory Governance (Peer Pressure)

Barriers: no decision, time consuming, back to #1

Benefits: coverage, campus awareness

Admissions & Records

Counseling

Institutional Research

College Governance

Cabinet / Executives

Participatory Governance Body

Associated Student Government

Classified Senate

Academic Senate

Avenues to Consider

3. Cabinet / Executive Overseeing (Top-down)

Barriers: loss of trust (?), too operational (?)

Benefits: approval, support, funding, awareness

Admissions & Records

Counseling

Institutional Research

College Governance

Cabinet / Executives

Participatory Governance Body

Associated Student Government

Classified Senate

Academic Senate

Avenues to Consider

4. Academic Senate (Vocal & Feared)

Barriers: no decision, other priorities, leadership

Benefits: support, awareness

Institutional Research

College Governance

Cabinet / Executives

Participatory Governance Body

Associated Student Government

Classified Senate

Academic Senate

Avenues to Consider

5. Students (Vocal & Embraced)

Barriers: agency, leadership dependencies

Benefits: student voice, awareness

Admissions & Records

Counseling

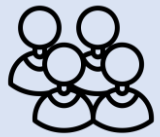
Institutional Research

College Governance

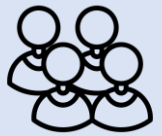
Cabinet / Executives

Participatory Governance Body

Associated Student Government



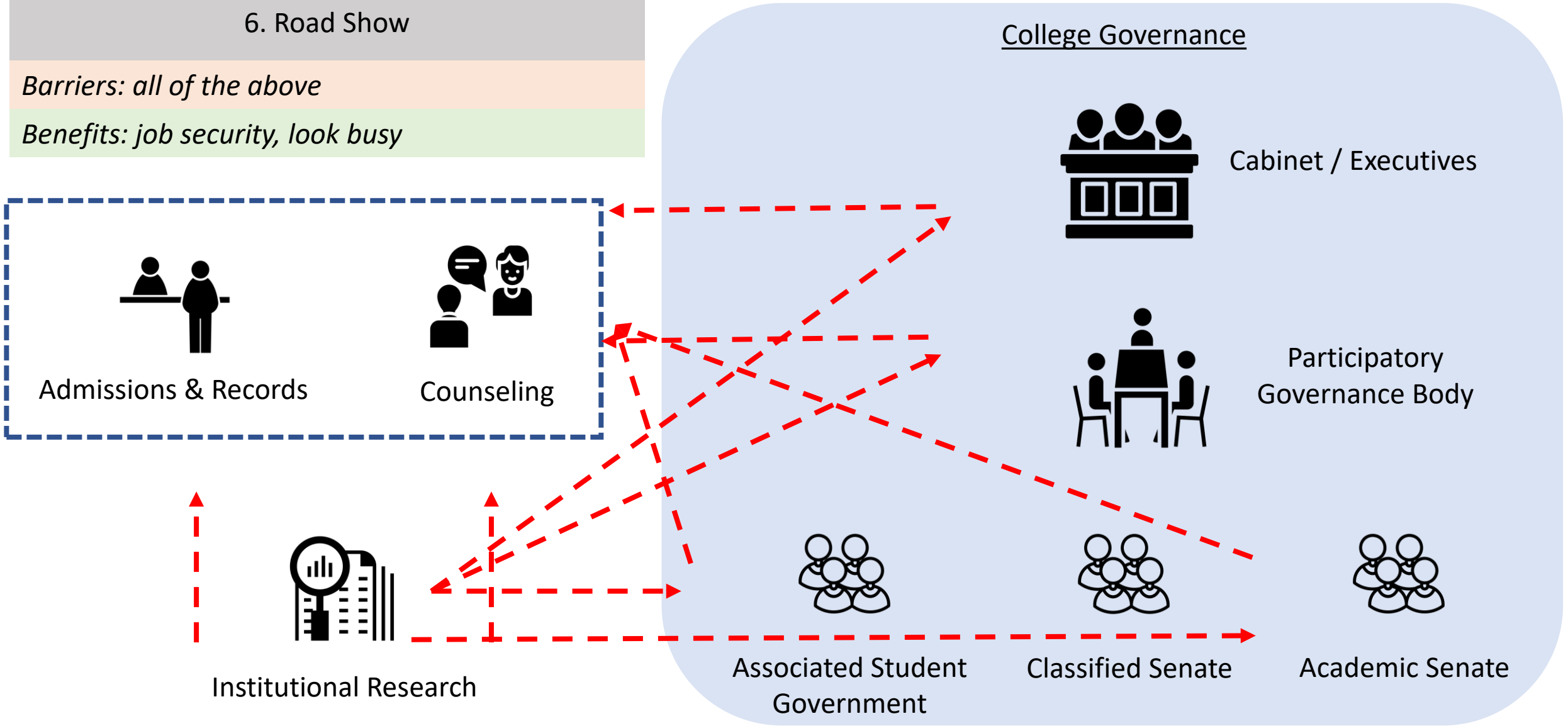
Classified Senate



Academic Senate

Avenues to Consider

6. Road Show
Barriers: all of the above
Benefits: job security, look busy



Respond at **pollev.com/vinhnguyen321**

Text **VINHNGUYEN321** to **37607** once to join, then **A, B, C, D, E...**

Which approach would you take to implement a more student-centric approach to academic renewal at your institution?

Direct	**A**
Participatory Governance Process	**B**
Cabinet/Executives	**C**
Academic Senate	**D**
Student Government	**E**
Road Show	**F**
Other	**G**

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Making the Case / Plan of Action

Educate Campus (Participatory Gov.)

What are these policies?

Opportunity and Impact

Barriers and Equity

Solutions: short-term vs. long-term

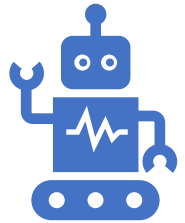
Spring 2022: Outreach (Short-term)

Workgroup: Research, A&R, Counseling

Email Campaign: Personalized Message

Action: Students submit petition with provided information

Expectation: low response



Beyond (Long-term)

Automation

Apply on students' behalf with option to opt-out

Petition to reverse?

Concerns from Implementation Workgroup

Concern	Counter-argument or Solution
A&R work load: cannot support 1,500 petitions	• Past email campaigns: 5-10% of students act, no more than 20% • Batches of students
Policies irreversible, all students should see a counselor prior to petition	• Don't add more barriers! • Cannot be scaled (work load) • Very few students will come in
Denials and complaints Not optimized - logic can't be automated	• Validate logic with sample of students • Be transparent in messaging (may qualify)

Pilot: Personalized Email Message

Dear [redacted]

The South Orange County Community College District (Irvine Valley College and Saddleback College) has two policies that you could utilize to **potentially** increase your college and/or transfer GPA:

1. Course Repeat Annotation: for courses where you have repeated and have earned a better grade (A, B, or C), you could petition to have the previous attempts of the course be excluded from your GPA calculation.
2. Academic Renewal: you could petition to have up to 30 units of previous substandard coursework (D or F grades) be excluded from your GPA calculation.

Based on an analysis of your transcript at the district, we believe the following course(s) **may qualify** for these policies:

Policy	Term	College	Course ID	Units
Course Repeat	Fall 2019	Irvine Valley	ASTR 20	3
Academic Renewal	Spring 2018	Irvine Valley	PSYC 2	4
Academic Renewal	Spring 2018	Irvine Valley	WR 1	4

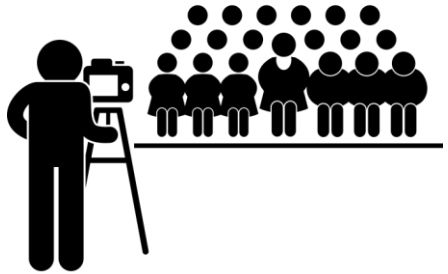
Please note that in some cases, D grades may be counted towards the accumulation of 60 units to qualify for transferring to a CSU; counted to meet general education requirements for a CSU; and/or counted for associate degree requirements. Therefore, you should consider the pros and cons of applying Academic Renewal for courses with a D grade since this policy is **irreversible**. *Please **consult a counselor** to better understand the impact specific to your personal situation.*

For courses taken at Irvine Valley College, a petition for class repeat annotation could be submitted here, and a request for academic renewal could be submitted here.

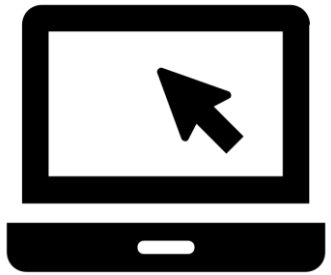
For courses taken at Saddleback College, an online petition for class repeat annotation could be submitted here, and a request for academic renewal could be submitted here.

If you have any questions on how to leverage these two policies or how to properly submit these forms, please schedule an appointment with a counselor in the Transfer Center or in the Counseling Center. Please note, general questions about these policies can also be addressed through IVC's drop-in counseling services, which do not require an appointment.

Spring 2022 Pilot Outcomes



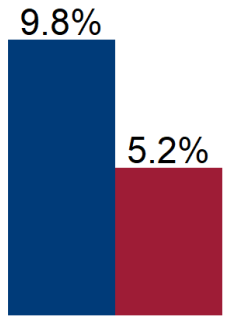
1,307 eligible students identified, emailed



258 clicks from email (20%)

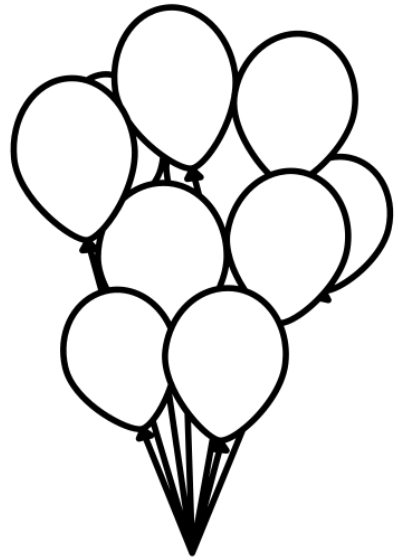
117 (AR) petitions submitted (13%)
102 approved (11%)

Courses Annotated on Transcript (Among Eligible)



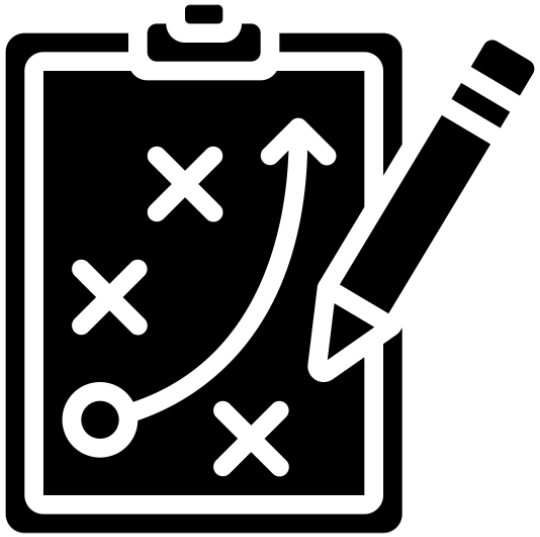
Academic Renewal

Course Repeat



Personalized Email (Treatment) Sister College, No Outreach (Control)

Next Steps (Post-Pilot)



- Pilot: doubled utilization, but not 100%
- Long-term: investments with technology for a more student-centric approach.
- Hurdle: inertia; need commitment / prioritization from college
- Push: besides direct benefit to students and equity implications, let’s look at ROI / cost of inaction

Difficult to Forecast Potential Benefits Outside of GPA

Transfer into school of choice

Transfer into major of choice (impacted majors)

Transfer-eligible vs. not (GPA=2.0 for CSU)

Self-confidence to maintain/sustain academic progress

Potential Return on Investment (ROI)

Associate Degree for Transfer℠

SCFF	$ 927	$ 1,855	$ 2,474
+ 20	$ 18,540	$ 37,100	$ 49,480
5 Years	$ 92,700	$ 185,500	$ 247,400
2 Colleges	$ 185,400	$371,000	$ 494,800

** Rates are tentative for 2022-2023; ignores supplemental allocation (equity bumps).*

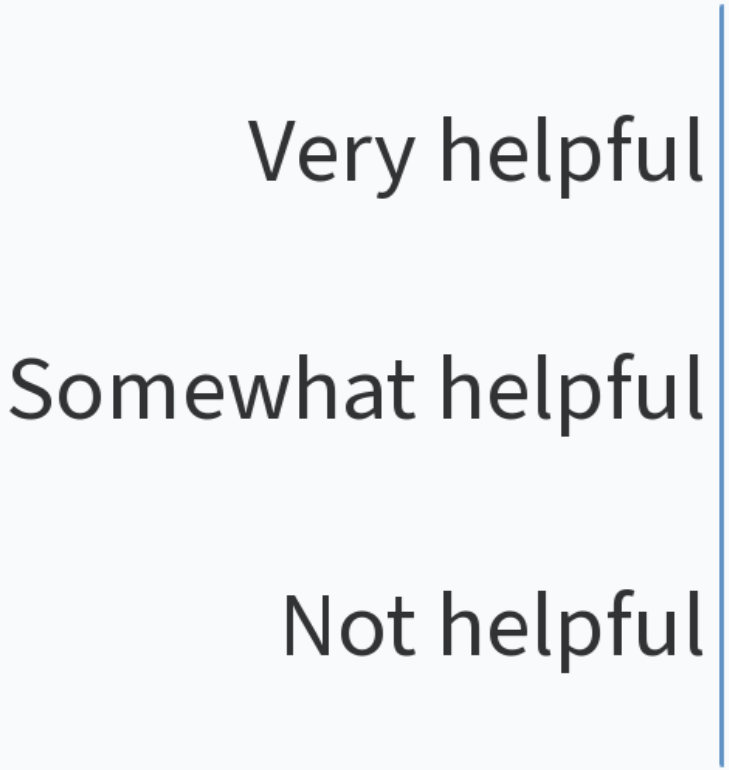
Sample R code: bit.ly/R-academic-renewal

Today's presentation: bit.ly/RP-academic-renewal

Vinh Nguyen (vnguyen216@ivc.edu)
Loris Fagioli (lfagioli@ivc.edu)

When poll is active, respond at **pollev.com/vinhnguyen321**
Text **VINHNGUYEN321** to **37607** once to join

I found this presentation to be:



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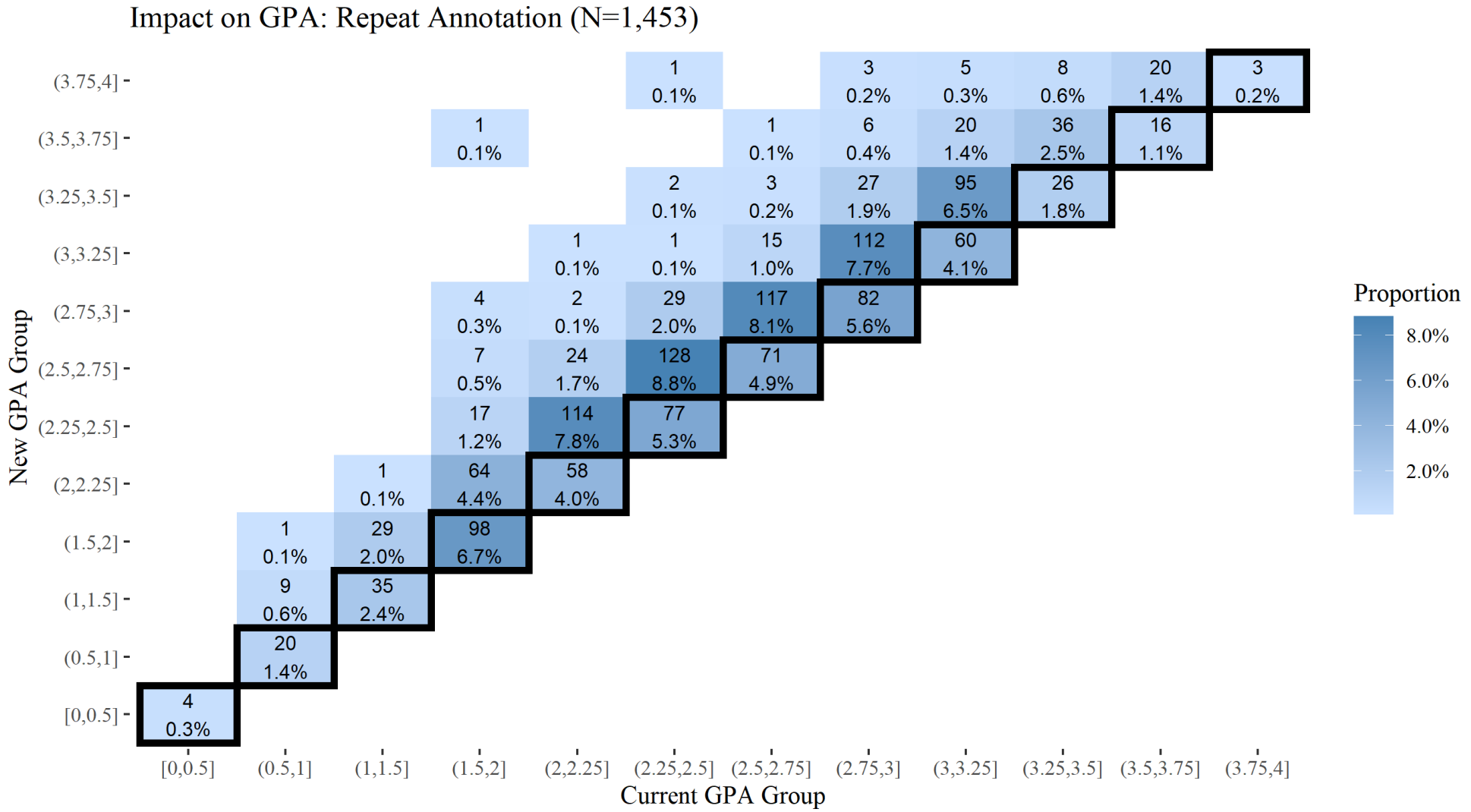
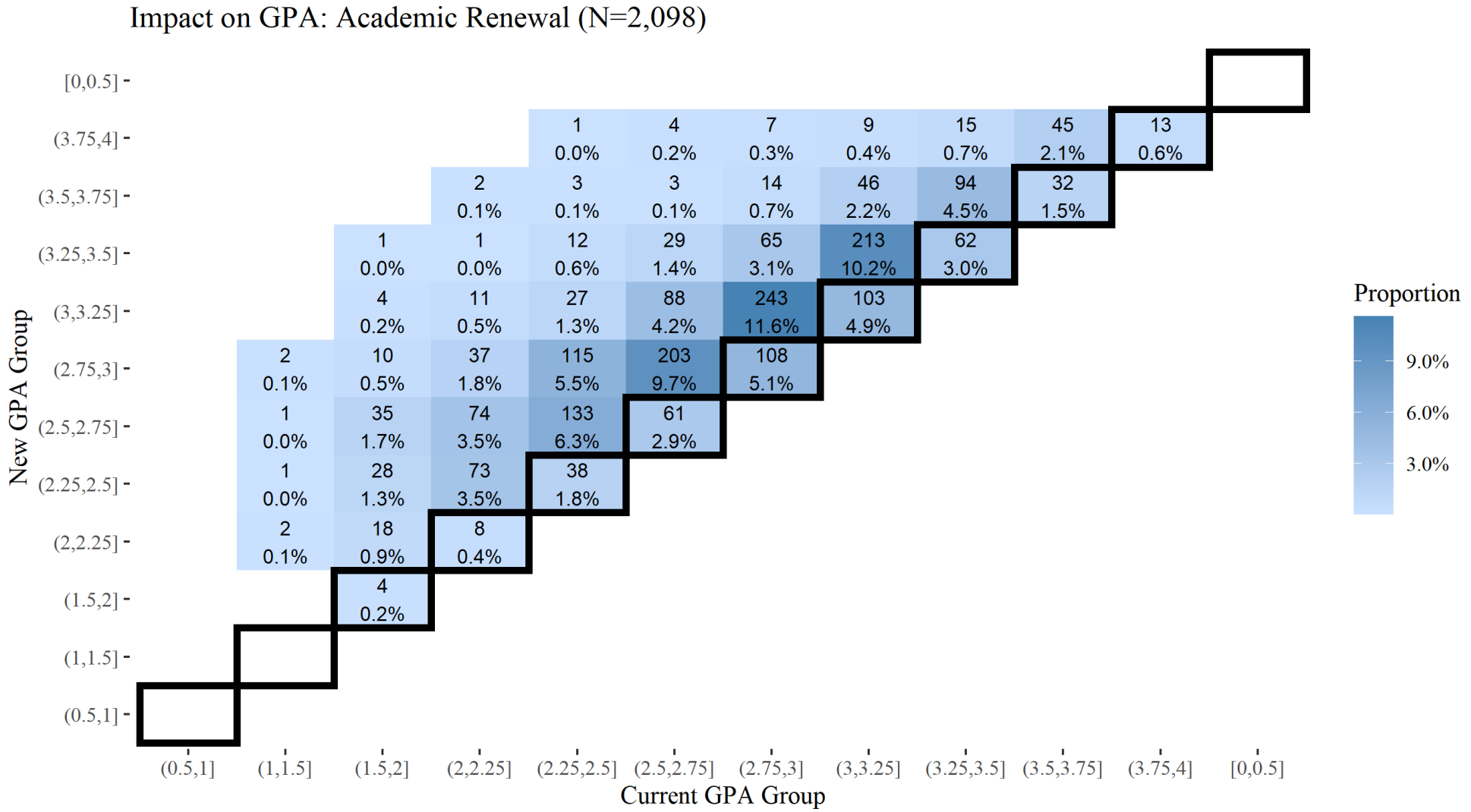
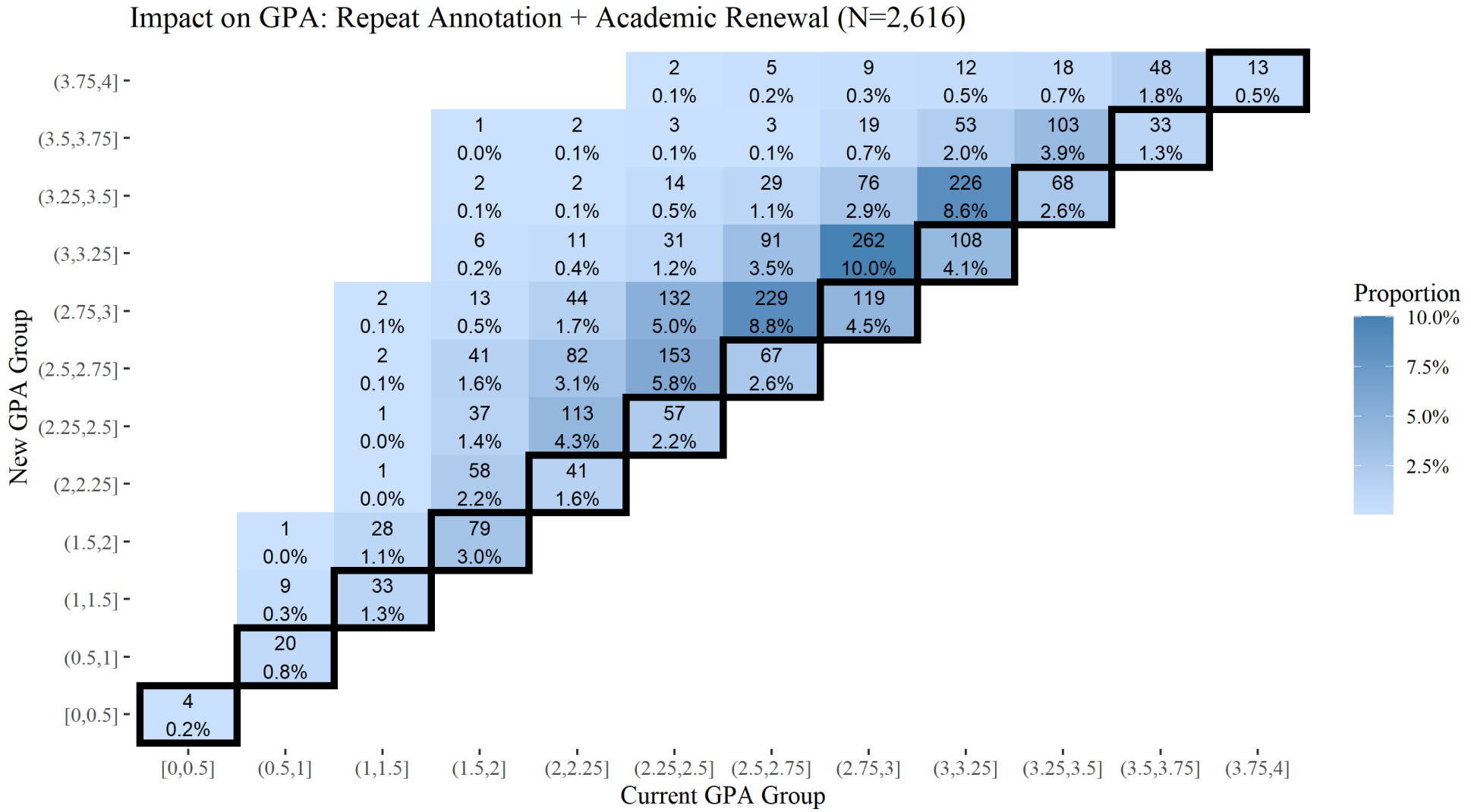
Appendix

903 (62%) of Students Will Increase GPA Group



1,669 (80%) of Students Will Increase GPA Group



1,974 (75%) of Students Will Increase GPA Group