



Dear Faculty,

I hope this letter finds you well-rested after a wonderful summer. This year, I spent my summer vacation getting married! It's been great fun finding love and blending our families together. I think we should have bid on the Brady Bunch house because my household does resemble that now. But enough about me...

Student Services is looking forward to working with our campus partners to provide students with a successful semester. Please see the updates listed below.

SIS – Year Two

As we enter the second year of the SIS, our students are becoming more familiar with all the information available to them on their portals. Staff are better able to access the numerous screens necessary to complete transactions; and faculty are familiar with permission numbers, drop rosters, and grade reports. The SIS expansion in services is in the works and should eventually help students navigate the Pathways initiative.

Student Services – Information Lobby

This past year, we were able to install four computers in the Student Services Center building lobby for student use. These computers allow students to apply, register, search for classes, and log-in to their portals. There is staff available to assist students who need help setting up passwords and accessing information.

Additionally, as in years past, for the first two week of the semester, Student Services will have its first floor conference room set up with numerous laptop computers for students to use to search for classes and add permission numbers. Staff is also available to assist.

Phone Assistance – Call Center

Chancellor Rodriguez issued a directive to establish a Student Call Center to assist students with access/log-on/password issues with the new PeopleSoft Campus Solutions system and to answer general admissions, matriculation and financial aid related questions. A single toll free number is being used with two campus specific phones sent to each campus in the district. Now, in addition to our department phones, each day, staff answer these phones during working hours. The LACCD district Call Center will answers calls from 2pm to 10:30pm Monday through Friday. The district Call Center will end on September 14. The district issues a daily phone report, and LAVC is doing well with the majority of calls being answered. Thanks to our terrific Outreach team, we are able to assist even more students.

Dean of Student Services – Vacant

Last July, we wished Marco De La Garza a congratulatory farewell when he accepted the Vice President position at Clovis Community College. Until this position is filled, please refer all questions and concerns directly to each department: Counseling - Reggie Reed; Registrar - Ashley Dunn; Financial Aid - Vernon Bridges; Outreach - Joel Trudgeon; Cynthia Lopez - First Year Experience. If you still need assistance, please contact me.

New Laws – AB 705 and AB 19

With the passage of AB 705, math and English assessments for ENL (English as Native Language) students and math assessments for ESL (English as Second Language) will be eliminated as of Fall 2019. Guidance on what measures to use to place students has recently been received by the state Chancellor's office. On our campus, faculty from those disciplines are developing a placement model to comply with the law.

The California College Promise, AB 19, has also passed. This is a state-funded tuition program similar to the LA College Promise in that students must be enrolled in 12 units each semester. The major distinction is that the LA College Promise is available to recent graduates of a LAUSD high school only, whereas, the California Promise will benefit all CA high school graduates.

Our campus Valley Promise will work with all new students who have recently graduated from a high school and applied for financial aid. These students are assigned counselors, invited to participate in the summer bridge programs, and attend the GPS (Guided Pathway to Success) program. GPS is a three-day event that introduces students to the college services, resources, and academic/career planning.

Two Apps for Students – MyCollege.laccd.edu and GradGuru

Please encourage your students to get connected by downloading these two free mobile APPS. With **MyCollege.laccd.edu** app students can view class schedules, add/drop classes, search for classes, check grades, view financial aid awards, and much more directly on their phones. **GradGuru** is a free mobile APP that sends students daily push notifications for schedules, deadlines, financial aid actions, campus events, workshops, and other campus information.

Welcome Week – August 28 – August 30

Welcome Week is three fun days at Valley College filled with activities for students to building their Valley College community, learn how to get involved and connected, find out about campus resources, and students clubs and organizations. Faculty are also invited to attend and to meet with students.

As always, you are invited to visit our office and email/call us with any questions, comments, suggestions, or concerns. Have a great semester!



Our Administrative Team

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