

■ **SUMMARY**

This report presents data associated with individuals who received services from the Ventura College **Welcome Center (WC)** between **November 1, 2015** and **April 30, 2016**.

● **Highlights**

GradesFirst	Number	Explanation / Description
Services Provided	3,672	Count of all Appointment Reason Codes
Total of Monthly Contacts	3,181	Total of monthly unduplicated individual contacts
Unduplicated Individuals	2,779	Each individual counted once (November 1, 2015 to April 30, 2016)

Demographics	Number	Explanation / Interpretation
Hispanics/Latinos	1,579	57% of the 2,779 (In fall 2015, 59% of students were Hispanic)
Females	1,481	53% of the 2,779 (In fall 2015, 55% of students were female)
Under 25 years of age	1,652	59% of the 2,779 were in the traditional college-age range
City of Ventura	934	34% of the 2,779 resided in the City of Ventura
HS in Ventura County	1,957	70% of the 2,779 attended a high school located in Ventura County
New to a VCCCD college	298	11% of the 2,779 were new students in spring /summer 2016

● **Data Sources**

Welcome Center: Data related to WC services were obtained from GradesFirst, which also collects **ethnicity** data, but does not gather other demographic information.

Demographic: Data on gender, city of residence, high school, and first-term at VCCCD were obtained by matching Student IDs to the following Banner SDA Views:
 Student Term: Fall 2015 and spring 2016
 Application: For individuals not matched to one of the above terms

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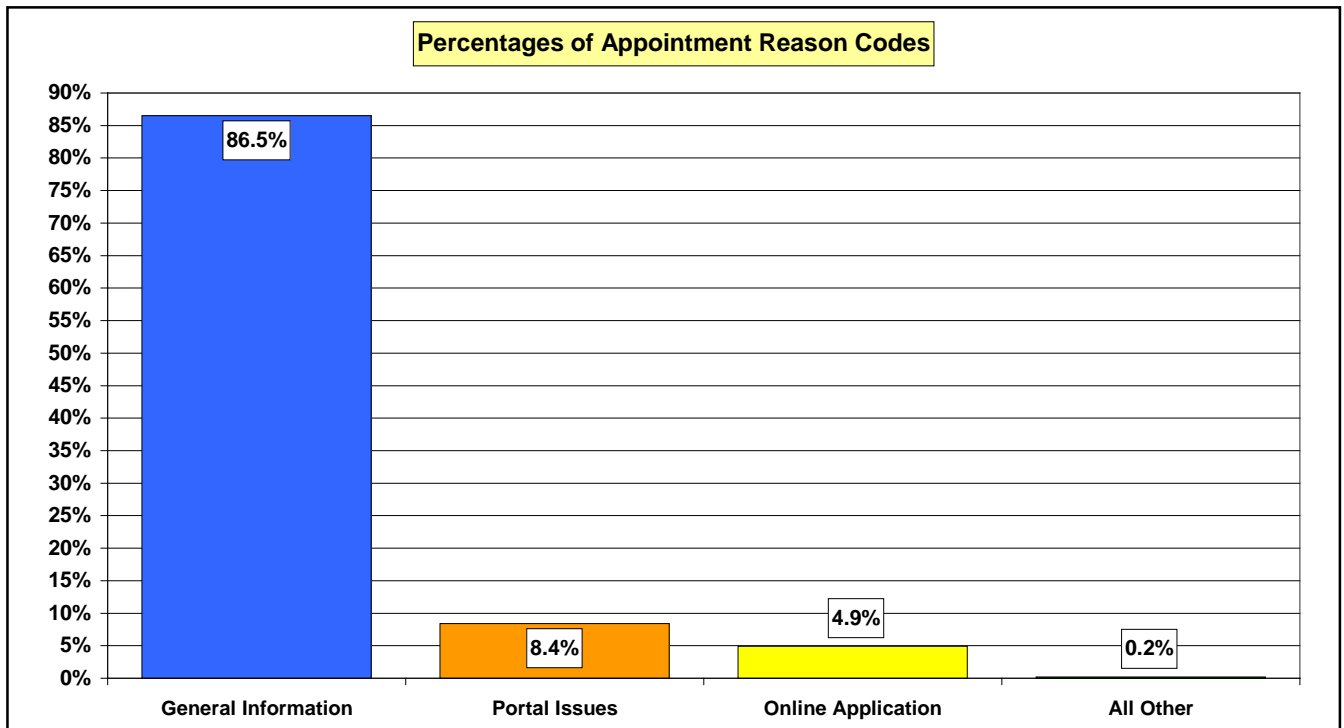
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• **Appointment Reason Codes**

There are **six** Appointment Reason Codes which are used to record services provided to individuals who have contacted the Welcome Center. **Three** of the codes were used very infrequently and so they have been combined as “All Other” (see Reason Code table below the chart).

From **November 2015** through **April 2016**, there were a total of **3,672** Reason Codes entered into GradesFirst. The most frequent reasons for which individuals contacted the Welcome Center were related to obtaining General Information (**87%**) or getting help with Portal Issues (**8%**).



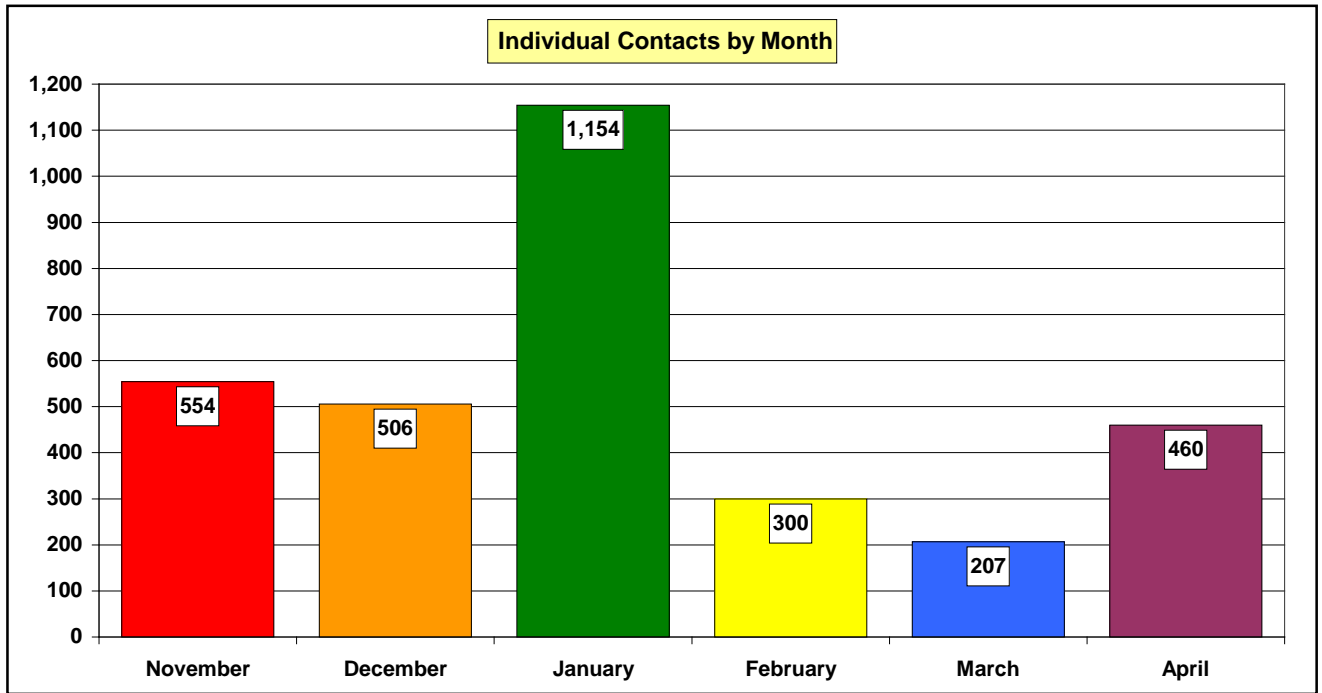
3,762	3,177	308	179	8
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Reason Code	Total		Nov	Dec	Jan	Feb	Mar	Apr
	Count	Percent						
General Info	3,177	86.5%	559	512	1,295	314	186	311
Portal Issue	308	8.4%	35	28	49	8	33	155
Online App	179	4.9%	17	22	76	6	3	55
All Other	8	0.2%	1		5	1		1
Total	3,672	100.0%	612	562	1,425	329	222	522

Reason Code	Description of Reason Code
General Information	Information about the college, e.g., Financial Aid, BOGW Application, Campus Tour
Portal Issues	Setting up account on the MyVCCCD Student Portal, resetting password, etc.
Online Application	Help with completing/submitting the online Admissions Application (CCCApply)
All Other	
Assessment Referral	Referral to the college Assessment Office, located in the Student Services building
Referral to Other Dept	Referral to another department (other than Assessment Office)
Intake	Ascertain the type of assistance needed

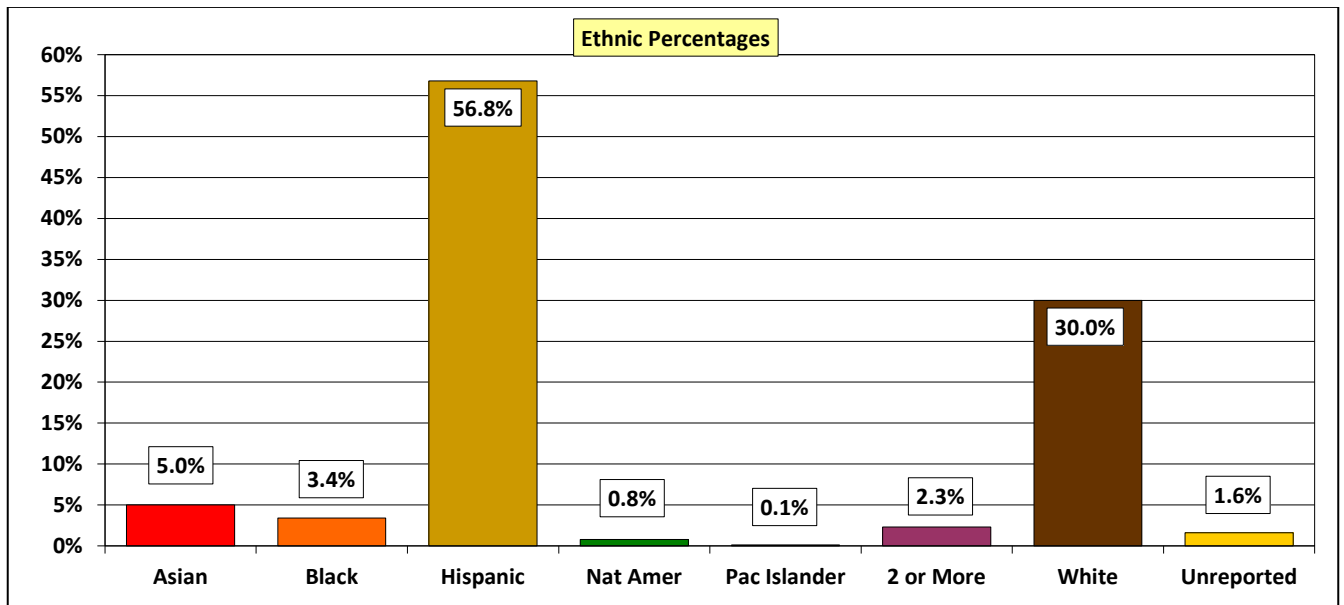
• **Individual Contacts by Month**

The **3,672** Reason Codes (previous section) were associated with **3,181 individual** contacts **per month** (some of the **3,181 individuals** received services **two** or **more** times during one/more months.)



• **Ethnicity**

There were **2,779** individuals who visited the WC between November 2015 and April 2016. The majority of individuals receiving services from the Welcome Center were Hispanic (**57%**).



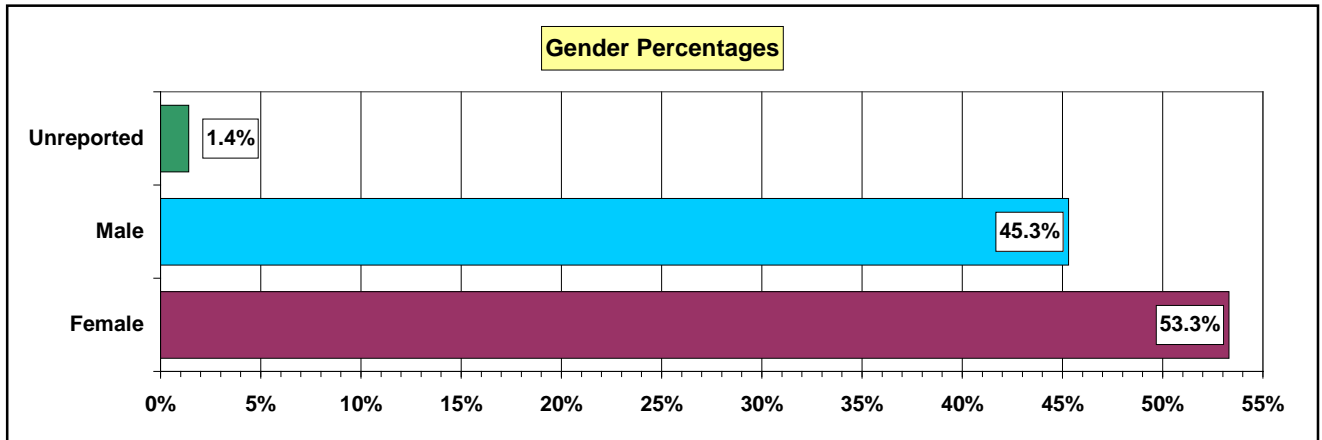
2,779	139	93	1,579	22	4	65	834	43
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Note: The difference between the number of Individual Contacts by Month (**3,181**) and the total for Ethnicity (**2,779**) is **402**; this is due to some students receiving services in **two** or **more** months.

• **Gender**

There were **2,779** individuals who visited the WC between November 2015 and April 2016.

Females accounted for **53%** of individuals contacting the Welcome Center.

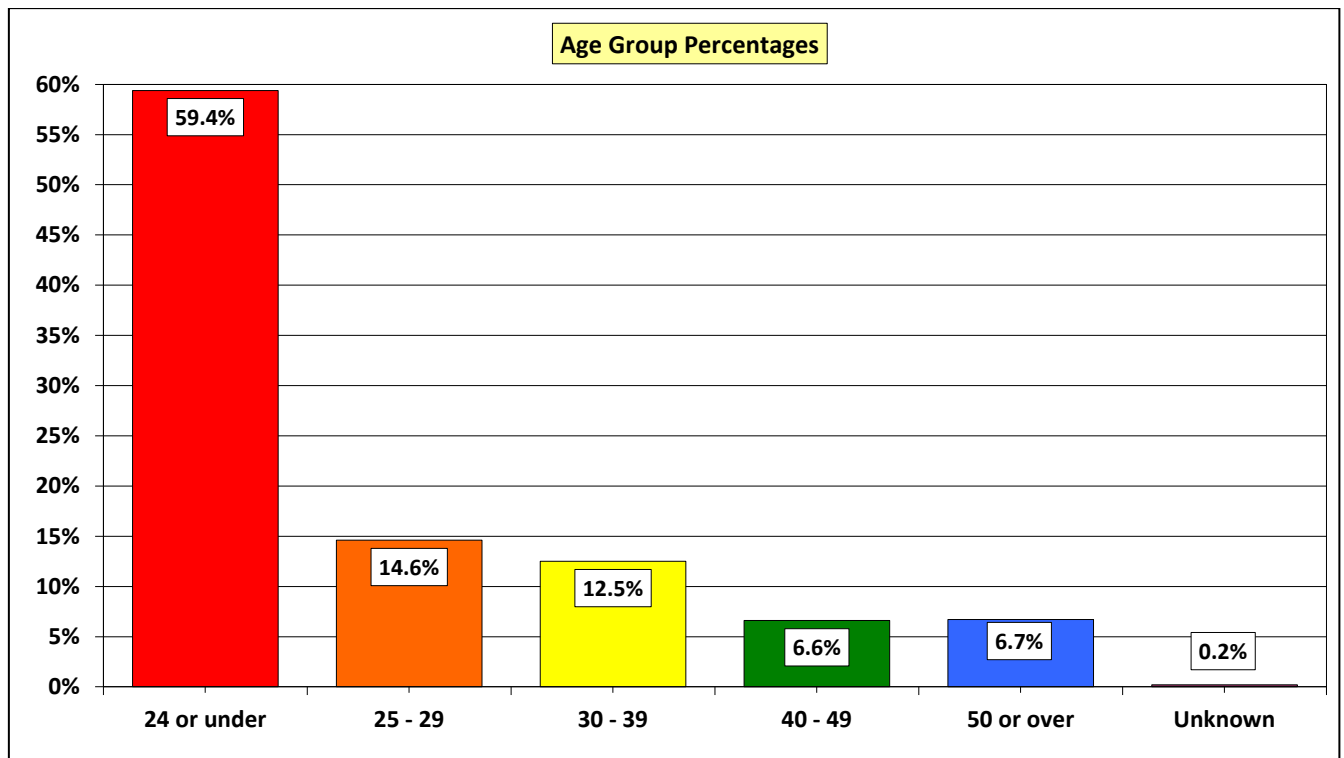


Number of Students by Gender

Total	Female	Male	Unreported
2,779	1,481	1,259	39

• **Age**

Individuals in the traditional college-age range (24 or under) accounted for **59%** of persons contacting the Welcome Center.

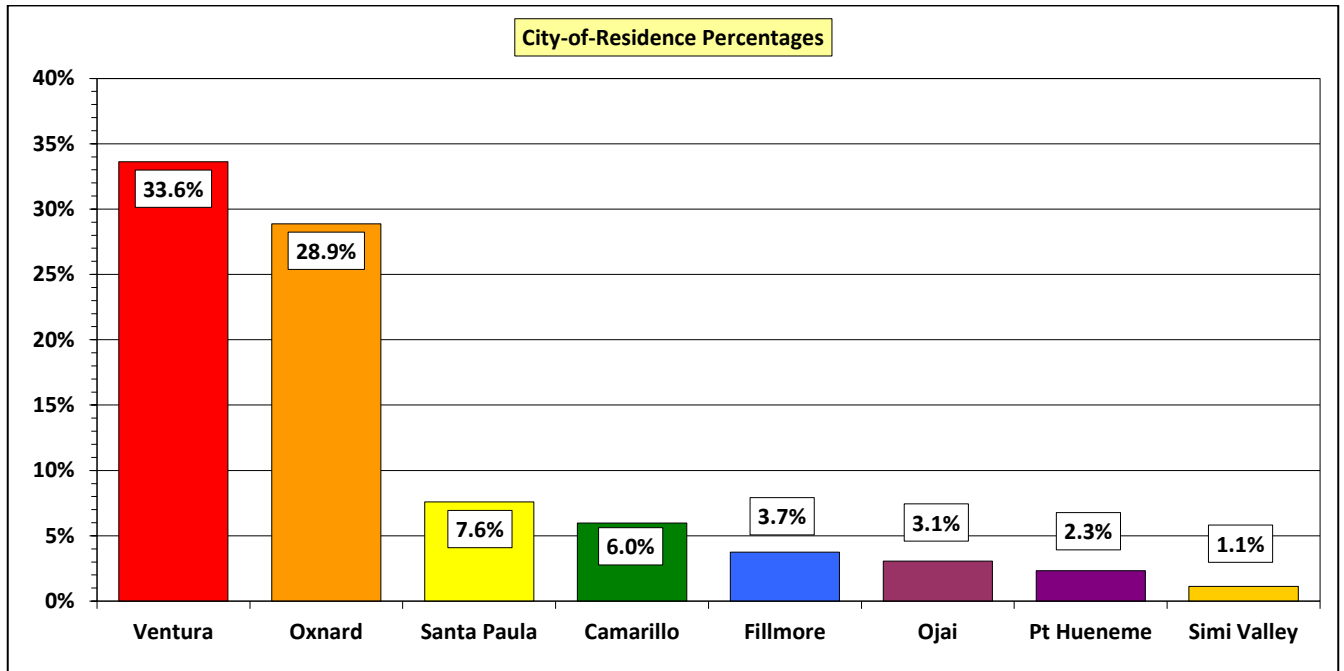


2,779	1,652	407	346	183	186	5
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• **City of Residence**

Over **90%** of individuals receiving services at the Welcome Center between November 2015 and April 2016 resided in **Ventura County**. Ventura is the city with the highest percentage of individuals contacting the WC (**34%**) followed by Oxnard at **29%** and Santa Paula at **8%**. The chart depicts percentages for the eight Ventura County cities/areas with the most individuals contacting the WC.



City/Area of Residence	Individuals	Percent
Ventura	934	33.61%
Oxnard	802	28.86%
Santa Paula	211	7.59%
Camarillo	166	5.97%
Fillmore	104	3.74%
Ojai	85	3.06%
Port Hueneme	65	2.34%
Simi Valley	31	1.12%
Thousand Oaks	30	1.08%
Oak View	27	0.97%
Newbury Park	25	0.90%
Moorpark	16	0.58%
Piru	7	0.25%
Westlake Village	6	0.22%
Sub-total: Ventura County	2,509	90.28%
All Other Cities/Areas	270	9.72%
Totals	2,779	100.00%

WELCOME CENTER CONTACTS – NOVEMBER 2015 THROUGH APRIL 2016

• **High Schools Attended**

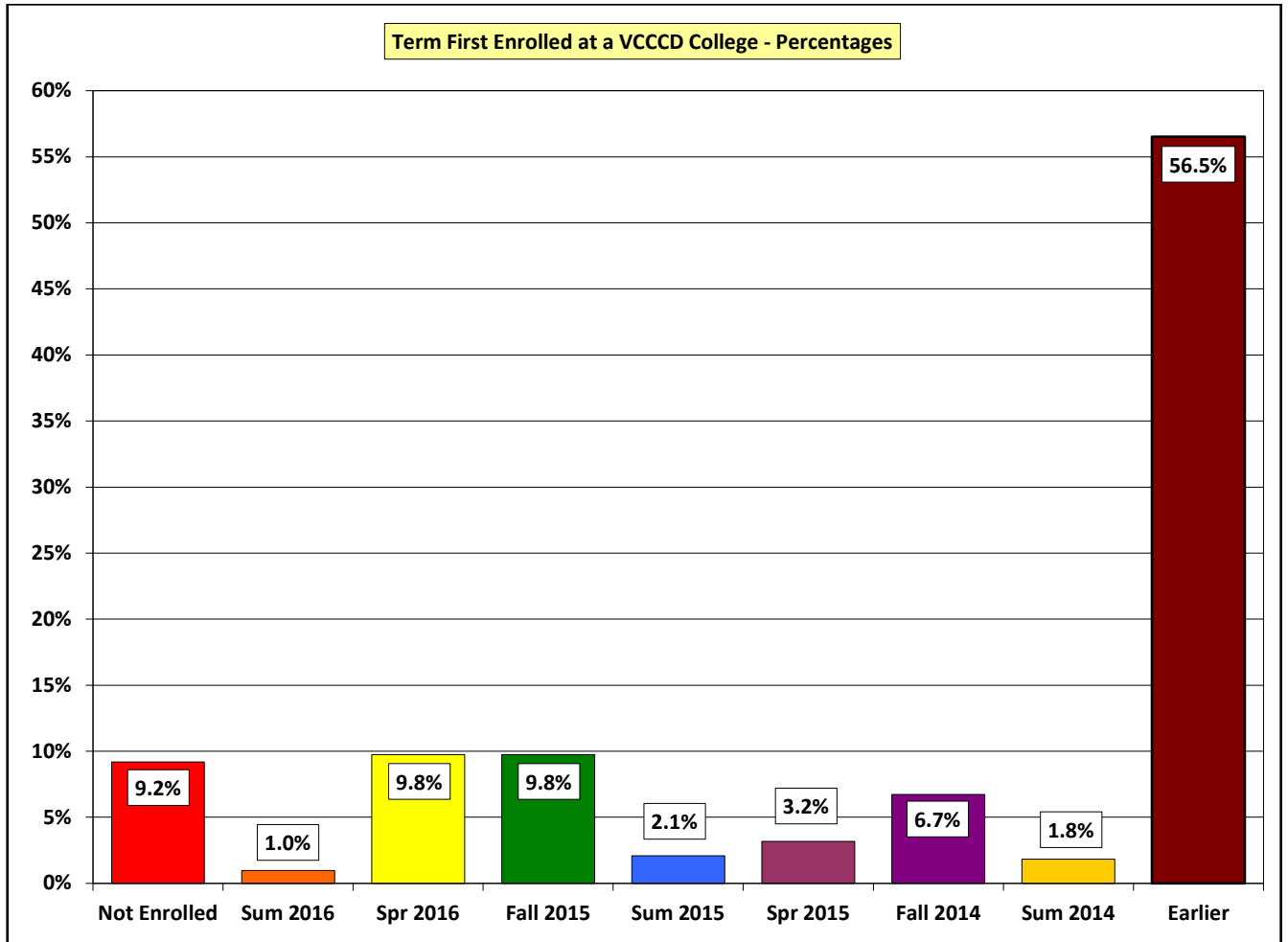
Over **70%** of individuals receiving services at the Welcome Center attended a Ventura County high school. High schools with 10/more students or alumni visiting the Welcome Center are listed below.

High School	Individuals	Percent
Buena High	224	8.06%
Ventura High	219	7.87%
Oxnard High	199	7.20%
Rio Mesa High	123	4.43%
Santa Paula Union High	122	4.39%
Pacifica High, Oxnard	118	4.25%
Channel Islands High	98	3.53%
Fillmore Senior High	79	2.84%
Camarillo (Adolfo) High	74	2.66%
Hueneme High	67	2.41%
El Camino High	65	2.34%
Nordhoff High	55	1.98%
Foothill Technology High	54	1.94%
Newbury Park High	28	1.01%
Frontier High	25	0.90%
Santa Paula High	24	0.86%
Ventura Adult High	20	0.72%
Pacifica High	19	0.68%
St. Bonaventure High	18	0.65%
Vista Real Charter High	17	0.61%
Thousand Oaks High	17	0.61%
St. Bonaventure High	15	0.44%
Condor High	13	0.47%
Pacific High (continuation), Ventura	13	0.47%
Rio Mesa High	12	0.43%
Chaparral High	12	0.43%
Renaissance High	12	0.43%
Santa Clara High	12	0.43%
Simi Valley High	12	0.43%
Oxnard Adult	10	0.36%
Foothill Technology High	10	0.36%
Westlake High	10	0.36%
Other Ventura County High Schools	161	5.79%
Sub-Total: Ventura County High Schools	1,957	70.42%
All Other High Schools	822	29.58%
Total	2,779	100.00%

Ventura College
Office of Research and Evaluation
WELCOME CENTER CONTACTS – NOVEMBER 2015 THROUGH APRIL 2016

• **Term First Enrolled at a VCCCD College**

Most individuals who visit the Welcome Center are not new to VCCCD colleges. Of the **2,779** individuals who contacted the WC between November 2015 and April 2016, **1,955 (70%)** attended a VCCCD college prior to **fall 2015**. Ten percent (**10%**) of WC visitors have never enrolled at a VCCCD college or are enrolled for their first time in summer 2016.



Term 1st Enrolled in VCCCD	Individuals	Percent
Has not Enrolled	255	9.18%
Summer 2016	27	0.97%
Spring 2016	271	9.75%
Fall 2015	271	9.75%
Summer 2015	58	2.09%
Spring 2015	88	3.17%
Fall 2014	187	6.73%
Summer 2014	51	1.84%
Sub-total	1,208	43.47%
Spring 2014 to Fall 1981	1,571	56.53%
Total	2,779	100.00%