2011-2012 Action Plan
Create Action Items

Mission Statement

It is the mission of Student and Learning Services to provide those services and non-classroom experiences that support and facilitate student learning and success. This is accomplished by: 1. getting students into appropriate classes, 2. providing strategies and support for students to overcome factors in life that disrupt their education or reduce the chances of success in college, 3. providing support for classroom learning, 4. providing learning experiences, i.e. enrichment and engagement, beyond those provided in the classroom and lastly 5. providing support and guidance to help students transition from community college to the next stage of their lives.

Overview/Summary

Student and Learning Services (SLS) has a direct impact on completing the college's educational master plan and the attainment of its 'Student Success Achievement Areas and Targets' (SSAAT). Beyond the obvious essential role of SLS in admitting students into the college, guiding the students into the appropriate courses to achieve their educational goals and attain the SSAATs; three of the SSAAT of transfers, degrees issued and STEM degrees are the direct result of the processes done in SLS. The only way the college will achieve its transfer goal is if the necessary courses are offered and SLS gets the students into the courses they need in order to transfer and then certifies to the receiving university that the students have met all undergraduate requirements. Similarly, it is SLS that matches the courses taken across many different colleges to determine if a student is eligible to receive a college degree. It needs to be recognized that SLS is the guiding and driving force essential to the college achieving its SSAAT.

Actions

Student and Learning Services Achievement Areas

Enrollment Services
This function focuses on getting students into classes at the college.

The primary processes that drive this function are:
1. admitting students to the college,
2. counseling and advising students as to which classes they need to take to achieve their educational goals,
3. assessing students knowledge in order to match student knowledge to course difficulty and content,
4. registration to actually place each student into classes and
5. financial aid to pay the student's enrollment fees.

Other offices focus on special populations within the college and provide targeted enrollment services to their clientele. These offices include: EOP&S, PASS and Veterans.

The college offices that contribute to enrollment services are: admissions, registration, records, assessment, counseling and advisement, financial aid, EOPS, PASS, and veterans.

Enrollment Services Activities

This function addresses the following Educational Master Plan (EMP) goals:

1. Create a state-of-the-art, easily accessible student information system, i.e. admissions, registration, advisement, counseling etc. (EMP C3.2)

2. Re-envision the

▼ Action: Increase the Number of International Students (EMP I.11)

Action details: A growth/business plan will be developed for increasing the number of international students at the college from its current 1,000 to 3,000 within five years. The plan will be presented to the president of the college and if accepted and funded; it will be implemented.

Implementation Plan (timeline): The growth/business plan should be accepted by the President by October 1, 2011 and its implementation should begin with the Spring 2012 admission cycle for international students

Key/Responsible Personnel: Amy Yan, Director of the International Student Program and Dr. Cynthia Olivo

application, admission, financial aid, and other services (EMP C3.3)

3. Develop an interactive online student educational plan system (EMP E1.2)

4. Broaden the range of student counseling services (EMP E1.3)

5. Provide a robust financial aid orientation and counseling (EMP E3)

6. Refine and revamp assessment policy and procedures to improve course placement (EMP E6)

7. Develop and implement a state-of-the-are, easily accessible registration process (EMP G4)

8. Expand international student education program (EMP I11)

Steps - what are the steps in implementing this action?: 1. Purchase and install online international student application software
2. Increase the number of staff in the International student office as necessary to serve the increased number of students.
3. Expand the space of the International Student office to accommodate the staff and provide space to serve students.

Budget approval required? (describe): Approval is needed for the additional budget and to hire new personnel. In addition, more space is needed. Budget needs are: 2011-12 $527,000; 2012-13 $656,500; 2013-14 $666,100; 2014-15 $753,600; and 2015-16 $753,600.

Budget request amount: $750,000.00

Priority: High

▼ Action: Work with MIS to reduce the problems with online services (EMP C 3.2)

Action details: SLS offices, particularly registration, financial aid, admissions, and counseling will work with MIS to improve the error free efficiency and user friendliness of the online services to students and faculty.

Implementation Plan (timeline): Starting with the summer 2011 registration cycle, the registration office will work with MIS to assure an error free smooth start to the registration process. The improvement processes will be continued for the fall 2011 registration cycle.

Key/Responsible Personnel: Gail Brodnax in registration, the Dean of Admissions and Records

Steps - what are the steps in implementing this action?: Test the registration system with "fake test students" prior to the start of registration.

Budget approval required? (describe): All actions are within existing budget

Budget request amount: $0.00

Priority: High

Student Support Services

Student Support Services focus on keeping students in classes and in college. This is accomplished by providing financial support with living expenses; support to keep students healthy, both physically and mentally; and support in dealing with special needs. The college offices that contribute to providing student support services are: Financial Aid, Cal Works, Student Health Center, Psychological Services, DSPS, EOPS, PASS, Veterans.

Student Support Service Activities

Student support services address the following Educational Master Plan goals:

1. Identify and address the technology needs that sustain all student support service areas (EMP C3)

2. Provide comprehensive, integrated, and sustained support to students (monitor, mentor, and stay-in-touch). (EMP E1.1)

3. Provide students with robust Financial Aid orientation and counseling. (EMP E3)

▼ Action: Addressing the technology needs that sustain student support

Action details: Multiple offices in Student and Learning Services will work on purchasing or developing a degree audit/educational planning system.

Implementation Plan (timeline): 1. Summer 2011 identify a system to purchase or decide to make a home grown degree audit/educational planing system.
2. Fall 2011 through Spring 2012 implement the software, associated data bases and decision logic.

Key/Responsible Personnel: Dean of Admissions and Records, Dean of Counseling, Director of the Transfer Center and a variety of staff from the offices as well as from instructional divisions.

Steps - what are the steps in implementing this action?:

Budget approval required? (describe):

Budget request amount: $0.00

Priority: Medium

Learning Assistance

Learning Assistance provides direct support to classroom instruction generally in the form of tutoring and supplemental instruction. However, other activities such as student discipline, advisement and support for the disabled also provide support to students and faculty in the classroom.

The primary offices that serve this function are: Learning Assistance Center, Advisement, Computer labs, ESL Center, Assistive Technology Center, Athletic Eligibility, EOPS, PASS, Student Discipline and Math Coop.

Learning Assistance

This function addresses the following Educational Master Plan goals:

1. Improve success of our diverse student body in the pursuit and persistence of students' educational and career goals. (EMP A1.2)

2. Place special emphasis on under-performing students and close the achievement gap for African Americans and Latinos. (EMP A3)

3. Engage all departments campus wide in working with basic skills/underprepared students. (EMP A3.2)

4. Develop a seamless integration between student services and instruction that supports student success (EMP E4.1)

5. Develop robust student support services (tutoring, cohort learning groups, etc.) to help students achieve their goals (EMP E5)

▼ Action: Develop student support services to help students achieve their goals

Action details: The Learning Assistance Center will add to its services it provides to help students achieve their goals instruction about preferred learning approaches or styles. By teaching students about their preferred method of learning should help students succeed by helping them match the instructor's teaching style and their own learning style.

Implementation Plan (timeline): During summer 2011, the Learning Assistance Center (LAC) will develop instructional materials to teach students about their preferred learning style. The LAC will pilot the instructional materials with students who are on academic or progress probation.

Key/Responsible Personnel: John Wood, Arkova Scott

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): None

Budget request amount: $0.00

Priority: High

Engagement

Engagement enriches the the student's college experience and provides learning experiences outside of the classroom.

The primary offices that serve this function are: student clubs, student activities, Puente, Ujima, Athletic Zone, Upward Bound, Career Center, Veterans Resource Center, International Students, Health Services, Student Discipline, Athletics, Transfer Center, PASS, and Work Study.

Engagement

This function addresses the following Educational Master Plan goals:

1. Provide varied student communication mechanisms (online, smart phones, social networks, etc.) to address students' needs. (EMP C3.1)

2. Provide comprehensive, integrated, and sustained support to students (monitor, mentor, and stay-in-touch). (EMP E1.1)

▼ Action: Provide support to engage students in college life

Action details: Use the Student Activity Fee to support college clubs and student engagement. Specifically, by expanding the number of clubs and/or support for the clubs and by supporting the I-pass program to help students get to and from the college.

Implementation Plan (timeline):

Key/Responsible Personnel: Dr. Scott Thayer

Steps - what are the steps in implementing this action?:

Budget approval required? (describe): None

Budget request amount: $0.00

Priority:

Goal Achievement/Exiting the College

This function focuses on assuring that students have met their educational goals and to help them move on to the next phase of their lives, either for more education or into the work force.

The offices that focus on supporting this function are: 1. Counseling, EOPS. PASS and Veterans Office provide guidance to help students stay focused and moving forward on the achievement of their goals and 2. Transfer Center, Career Center, graduation and records that focus more on the direct attainment and certification of goal achievement.

Goal Achievement and Exiting the College

The goal achievement and exiting the college function addresses the following Educational Master Plan goals:

1. Increasing the number of transfer pathways (EMP D2.3)

2. Guaranteeing timely progression through degree and certificate (EMP D2.4)

3. Engaging in partnerships with four-year institutions to facilitate articulation and transfer. (EMP D3)

4. Developing an interactive online student educational plan system. (EMP E1.2)

5. Implementing alternative ways of defining and tracking student success outside of degrees, certificates and transfer. (EMP F5)

6. Removing barriers to obtaining certificates and making the process of completing the certificate more student and faculty friendly. (EMP G3)

▼ Action: Online educational plan and degree audit tool

Action details: Identify to purchase or develop in-house an online degree audit and educational plan tool.

Implementation Plan (timeline): In summer 2011 decide if the college will buy an online tool or develop it in-house.
Fall 2011 through summer 2012 implement the online tool

Key/Responsible Personnel: MIS staff, Admissions and Records staff, Counseling staff and representatives from each instructional division.

Steps - what are the steps in implementing this action?: 1. Software identification or development
2. Installation of the software
3. Building the data sets and decision rules that drive the software.
4. Test and debug the software, decision rules and data bases.
5. Develop the business practices/rules for how the system will be used.
6. Field test the system with a group of students
7. Release the system to the student body to use it.

Budget approval required? (describe): 1. Purchase or develop the software: $250,00-$350,000
2. Hundreds of hours of staff time to develop decision rules and data bases.
3. Hundreds of hours of staff time debugging the system.
4. Items 2 and 3 above will require staff release time and back filling with relief workers

Budget request amount: $500,000.00

Priority: High

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