

**2015-16 ADMINISTRATIVE UNIT PROGRAM REVIEW**

**UNIT: \_\_\_\_\_Student Services\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DUE DATE TO VPs/President: March 22, 2016**

**DUE DATE FOR VP/President Summaries: April 7, 2016**

**STATEMENT OF PURPOSE:**

* Review and reflect on the support of student learning, with the goal of assessment and improvement of program effectiveness
* Provide a forum for each unit’s findings to be included in institutional planning processes
* Create written records of what is working well, what can be improved, and specific plans for implementing chosen improvements
* Collect information that will contribute to institutional assessment and improvement

**INSTRUCTIONS:** This program review covers the time frame AY 2014-2015 and Fall 2015, inclusive. The planning identified is for Spring 2016 and academic year 2016-2017.

# MISSION

## State the current program mission

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| Student Services fulfills the mission of the college by providing leadership for the planning, delivery, and support of diverse and comprehensive support services for all students who seek an education at Las Positas College. Student Services is committed to providing high quality, customer-oriented, approachable, innovative and accessible services that represent the College, its culture, and its mission. |

## The mission of Las Positas College is,

*Las Positas College is an inclusive, student-centered institution providing learning opportunities and support for completion of transfer, degree, basic skills, career-technical, and retraining goals*.

# Discuss how the program/service area supports the college mission.

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| Student Services continually provides services that are centered on the individual student’s needs. Focus is on removing barriers to student success and supporting that success so that students can complete their educational goals. The services provided by the department are essential to the mission of the college, because they ensure opportunity, and support completion for every student at Las Positas College. |

## List the major functions/duties of your unit.

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| 1. Campus safety and the security of students, faculty and staff. |
| 2. Matriculation processes: Admissions, Transcript evaluations, Counseling/PSCN Courses, Orientation, Assessment, Educational Planning, Counseling, Online services provided to students in many of these areas |
| 3. Financial Aid to students and Scholarships |
| 4. Categorical Services in support of student learning: DSPS/Learning Skills courses, EOPS/CARE, CalWorks/TANF, Veterans, Puente Project, Foster Youth (we are building this program) |
| 5. International Students Program |
| 6. Tutoring services |
| 7. Intervention Services (Probation/Dismissed, Students not meeting SAP standards, categorical program follow up with at-risk students |
| 8. Health and Wellness services for students |
| 9. Transfer services, Career Planning Services |
| 10. Community Education (fee based classes for the Community at Large |
| 11. Student Success and Support Program Initiative administration |
| 12. Equity Plan Initiatives |
| 13. Grant Administration: Title V and Hispanic Serving Institutions Initiatives |
| 14. Outreach Functions |
| 15. Support Program review, SAOs and assessment, and program improvement |
| 16. Graduation Ceremonies |
| 17. Facilitate ASLPC /Student Clubs and Activities |
| 18. Communicate with the Campus Community |

# GOALS AND OBJECTIVES

A. Major Goals and Objectives for Spring 2016 and AY 2016-17.

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| --- | --- | --- | --- | --- |
| Major Goals and/or Objectives | Start Date | Status: Ongoing, date completion anticipated | Need Assistance in order to complete goal or objective (reference applicable resource request page) | EMP Goals or Planning Priorities linked to this Goal/Objective |
| 1. Increase students in the ISP Program | Fall 2014 | Ongoing |  | EMP: A1,A2,A7 |
| 2. Fully Functioning Transfer/Career Center | Fall 2016 | Ongoing | Hire Support Staff | A1,A6,B2,B3 |
| 3. Implement Title V grant | Spring 2015 | 2015-2020 |  | A1,C1 |
| 4. Enhance Tutorial Services | Fall 2015 | Ongoing | Hire Manager and Support Staff | PP: Enhance tutorial  EMP: A2,A4,A5,A8, |
| 5. Implementation Degree Works | Fall 2016 | Spring 2017 |  | D1,Goal A |
| 6. Develop a Comprehensive Outreach plan | Spring 2016 | Fall 2016 | Establish Outreach Budget | Goal A, B1, B4 |
| 7. Implement an incoming transcript evaluation process to integrate with DegreeWorks. This will support SSSP compliance requirements related to SEPs | Fall 2016 | Ongoing Spring/Summer 2017 |  | D1, Goal A |
| 8. Assess technology needs throughout student services to streamline processes | Fall 2016 | Ongoing |  | D1, C4 |
| 9. Develop a comprehensive Veterans Resource Center | Fall 2016 | Ongoing | Hire a Full-Time Permanent Certification Official | Goal A, B3 |
| 10. Develop consistent follow-up systems that are in compliance with SSSP | Fall  2016 | Ongoing |  | A1 through 5 |
| 11. Hire SSSP and Equity Director | Spring 2016 | Ongoing |  | C3, Goal A |

# PROGRAM ASSESSMENT/ADMINISTRATIVE UNIT OUTCOMES

Program Assessment Planning for Spring 2016 and AY 2016-17

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Administrative Unit Outcome to be Assessed | What assessment methods do you plan to use? | When will assessment be conducted and reviewed? | What result, target, or value will represent success at achieving this outcome? | How do you anticipate using the results from the assessment? | Educational Master Plan Goals or Planning Priorities Linked to AUOs |
| Serve our students professionally and efficiently | Satisfaction surveys | Spring 2017 | Positive reports of service improvements | Implement office changes and service changes to expedite and enhance the quality of services | EMP: A3,D1,D2,A2,A7 |
| Produce documents and process paperwork in a timely manner | List and tally | Spring 2017 | Smooth processes and workplace efficiency, staff satisfaction | Assess our ability to meet deadlines and to accommodate changes, assess staffing levels | EMP: Goal D |
| Ensure that faculty staff and students are aware of deadlines, processes and events | Satisfaction surveys | Fall 2017 | Better communication and less frustration with SSSP and other requirements | Adjust until desired measures of satisfaction with student services are met | EMP: Goal D  PP: Establish regular and ongoing processes to implement best practices of ACCJC |

# STAFFING

A. Staff Profile

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Position** | **Staffing Levels for Each of the Previous Five Years** | | | | | | **Anticipated total staff needed** | |
| **2011** | **2012** | **2013** | **2014** | **2015** |  | **2016-2017** | **2017-2018** |
| Administration | 3 | 2 | 2 | 3 | 3 |  | 3 | 5 |
| Supervisory (OTHER – prof expert, on-call temp, etc.) | 23 | 22 | 33 | 25 | 31 |  | 35 | 40 |
| Classified Staff FT | 20 | 20 | 19 | 21 | 19 |  | 25 | 29 |
| Classified Staff PT | 4 | 4 | 4 | 6 | 9 |  | 8 | 11 |
| Confidential Staff FT | 1 | 1 | 1 | 1 | 1 |  | 1 | 2 |
| **Total Full Time Equivalent Staff** |  |  |  |  |  |  |  |  |

B. Staffing Needs

**NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)**

|  |  |  |  |
| --- | --- | --- | --- |
| **List Staff Positions Needed for Academic Year\_\_\_\_2016-17\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  Place titles on list in order (rank) or importance. Unranked | **Indicate (N) = New or (R) = Replacement** | **Estimated Annual Total Cost** | **EMP Goals or Planning Priorities Linked to Position** |
| **1. Director of SSSP and Equity Planning**  Reason: SSSP planning has now moved into the stage where funding must be supported by data that reflects students served. This requires focused coordination in the reporting data to the state, with little room for error. \*update: Reports for SSSP, Equity and Basic Skills initiative have been suspended for one year. This is an opportunity for the new Director position to get acclimated and address data element and data collection on campus. Also, to make sure that the initial plans from prior AY are completed, assessed, and improved. | **N** | **Approx.**  **Range 15 + benefits** | **EMP: C3,A5,A1** |
| **2. Full time Tutorial Center Coordinator/Manager**  Reason: Tutorial Center is operating well beyond capacity | **N** | **Approx. range 13 + benefits** | **PP: Expand tutoring services**  **EMP: A8,C3,D5,A4** |
| **3. Full time staff member for Career Transfer Center**  Reason: SSSP calls for the college to aid students in identifying a goal and completing that goal. A transfer and career center that is fully functional will aid students with that decision making process. | **N** | **Approx.**  **$50 K** | **EMP:**  **A1,A3,B2,B3,A6** |
| **4. Increase general counseling staff to meet SSSP objectives.**  Reason: Continued effective implementation of SSSP requirements. | **N** | **Approx.**  **$50K** | **EMP:A1,A2,A3,**  **D1** |
| **5. Increase staffing for the tutorial center**  Reason: support services for students who are on campus at all times of day and night for classes | **N** | **Approx.**  **$50 K** | **PP: expand tutoring services**  **EMP: A8, C3, D5, A4** |
| **6. More learning skills faculty (Additional LD instructor and and instructional aid)**  More levels and classes of learning skills are required for the implementation of the Basic Skills initiative. Current learning skills instructor is only part time due to increase in counseling load | **N** | **Approx.**  **$60K** | **EMP: A3,A4,A5,A6** |
| **7. Hire a full time day security guard**  Not at 100% staffing levels | **R** | **Approx.**  **$70K** | **EMP: C3,A3** |
| **8. DSPS Additional Counselor**  Reason: provide adequate services to students | **N** | **Approx.**  **$80K** | **EMP: A1,A3,A5,A6,A7** |
| **9. A&R Evaluator**  Reason: to support SSSP mandate and DegreeWorks Implementation | **N** | **Update:**  **Hired** | **EMP: A2,A3,C2,C3** |
| **10. DegreeWorks Coordinator**  Reason: To continue the implementation of the system in order to aid SSSP requirements | **N** | **Update:**  **hired** | **EMP: A2,A3,A5,C3** |
| **11. Administrative Assistant (part-time to full-time)**  Reason: to support the Dean adequately | **N** | **Update:**  **done** | **EMP: C3, A2** |
| **12. 2 new positions to address Online Service Center**  Reason: To address access to student services that are provided online | **N** | **Approx.**  **$50 K** | **EMP: C3, A2** |
| **13. Financial Aid Hire 2 new positions**  Reason: to address compliance requirements, Banner system upgrades, and increased number of financial aid students | **N** | **Approx.**  **$60 K each** | **EMP: C3, A2, A3** |
| **14. Veterans Part-time certifying official**  Reason: to assist with benefits certification and supervising the Veterans Resource Center | **N** | **Approx.**  **$60 K** | **EMP: A1,A2,A3,C3,A5** |
| **15. Dedicated Veterans Counselor**  Reason: to provide specialized services for this population | **N** | **Update:**  **hired** | **EMP: A1,A2,A3,C3,A5** |
| **16. International Students: Increase counselor reassigned time**  Reason: to support international students program development | **N** | **Approx.**  **$25K** | **EMP: A1,A2,A5,A7** |
| **17. EOPS: Restore CARE Counselor Assistant II**  Reason: To provide adequate staffing levels for service | **R** | **Approx.**  **$40K** | **EMP: C3** |
| **18: EOPS: Hire a part time Counselor**  Reason: to provided required SSSP and Equity services to students | **N** | **Update:**  **hired** | **EMP: C3, A2,A5,C2** |

# FACILITIES

A. Facilities Needs

**FACILITES NEEDS**

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| **List the Facilities Need and the Reason** | **EMP Goals or Planning Priorities Linked** |
| **1. Larger space for Wellness Center**  Reason: Increase staffing, additional support services are being provided to students | **EMP: A2,A5,A7,C3** |
| **2. VFP: Relocation to a larger facility**  Reason: that can accommodate more students, services, and have appropriate space dedicated for community and veterans organizations. | **EMP: C2,C3,B3,A2,A3,A7** |

# TECHNOLOGY AND EQUIPMENT

A. Technology and Equipment Needs

**TECHNOLOGY AND EQUIPMENT NEEDS**

|  |  |  |  |
| --- | --- | --- | --- |
| **List the Technology and Equipment Needs**  Place titles on list in order (rank) or importance. | **Indicate (N) = New or (R) = Replacement** | **Estimated Annual Total Cost of Ownership** | **EMP Goals or Planning Priorities Linked to Position** |
| **1. Technology resource to enable quick connection with student through the Student Life office**  Reason: Enhance communication about all issues related to student services | **N** | **ASLPC Expense** | **A3,A5,A7,C4** |
| **2. Banner functionality increase**  Reason: – specifically utilizing and understanding Banner’s full range of functionality – will continue to be a critical resource for our staff and students. Establishing a Banner User Group and dedicated funding for a Student Banner consultant would help programs maximize Banner functionality which in turn will streamline processes. | **N** | **Approx.**  **$80K**  **(consultant)** | **C4,A2,A1** |
| **3.** **Financial Aid TV and Get SAP modules**  Reason: Continued need to students to understand and comply with Financial aid regulations in order to be able to support their educational goals | **Ongoing R** | **Approx.**  **$8k** | **A5, A2,D1** |
| **4. Enhanced IT data elements reporting functionality**  Reason: State reporting data is turning into basis for financial support through SSSP and eventually Equity and Basic skills funding | **Ongoing R** |  | **D5,D2,D1, Goal A** |
| **5. Tutor Track**  Reason: without this software, students face long waits to get a tutor assigned. | **N** | **Approx.**  **$15K** | **PP: Expand tutoring services to meet demand and support student success in Basic Skills CTE and Transfer courses**  **EMP: A1,A8,D1,D5** |

# PROFESSIONAL DEVELOPMENT

Professional Development Needs

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| --- | --- | --- | --- |
| **List Professional Development Needs.** Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance. | **Annual TC** | | |
| Cost per item | Number Requested | Total Cost |
| Professional development is an ongoing need at every level of student services to keep up with ongoing/continually changing state requirements for A&R, ISP and Financial Aid, the hiring of new positions such as Director of SSSP and Equity Programs and the Outreach Specialist.  The professional development needs of the Student Services unit are complex, varied and extensive on a yearly basis. Counselors should constantly be looking for ways to update their knowledge and learn about and implement best practices. |  |  |  |