

## APPENDIX J – Student Services Planning Committee Report 2012

The Student Services Resource Plan for 2011-12, was a compilation of objectives and resource requests taken from the area’s annual Program Reviews. In April of 2012, the Student Services Council, a committee made up of all program directors and coordinators in the Student Services division, met to assess their Education Master Plan resource goals for 2011-12. These Goals (see chart below) were developed using Educational Master Plans Goals and Objectives and Students Services Planning Goals and resource requests. As part of the college’s commitment to continuous, sustainable quality improvements, all seven planning goals for 2011-12 were assessed and updated. Five goals were fully realized and based on the assessment of their success, recommendations for improvements were made for changes during the 2012-013 academic year. It was determined that the remaining two goals required additional planning in order to provide for thoughtful and efficient implementation and thus were rolled to the 2012-13. See the chart below for details of the assessment and the resultant changes recommended.

Student Services Planning Committee Goals & Recommendations 2011-12				
#	Resource Plan Goal (with targets if possible)	EMP Goal	Completion Date	Assessment/Improvement
1	Implement new Priority Registration Plan	1.2,1.3	2/1/2012	The new Priority Registration Plan was adopted, implementation Scheduled for Fall 2012.
2	Ensure assessment of SAOs	1.8	7/1/2011	All SAO’s were fully assessed and program improvements made as a result. A recommendation will also be made to include SAO assessment in the annual Program Review.
3	Ensure annual assessment of Comprehensive Program Reviews	1.8	7/1/2012	In March 2012, the second cycle of Comprehensive Program Reviews in Student Services was completed. All Programs have now completed at

				least 3 annual reviews and 1 comprehensive review.
4	Implement Degree Works live on Student Self Service	3.5,1.2,1.3	7/1/2011	DegreeWorks went live on Student Self Service in
5	Plan for expansion of First Step into full EAP	1.2,1.3,1.4,2.3	1/1/2012	IVC began accepting requests for First Step priority registration in March 2012.
6	Plan for the transition of Student Health Services to in-house	3.1	7/1/2012	Planning for an in-house Student Health Services program continues with the primary barrier being facilities.
7	Implement expanded Vets/Athletes outreach/counseling	1.2,1.3,1.4	10/1/2011	Moved to 2012-13

#### Student Services Planning Committee Goals & Recommendations 2012-13

#	Resource Plan Goal (with targets if possible)	EMP Goal	Completion Date	Staff
1	Revise Priority Registration Plan based on new state-wide recommendations from the Student Success Task Force.	1.2,1.3	2/1/2013	VP for SS, Ted Ceasar, Gloria Carmona, Trini Arguelles
2	Ensure assessment of SAOs	1.8	7/1/2013	Ted Ceasar Sergio Lopez
3	Ensure annual assessment of Comprehensive Program Reviews	1.8	7/1/2013	Ted Ceasar Sergio Lopez
4	Implementation of the Enrollment Management reports in DegreeWorks	3.5,1.2,1.3	7/1/2013	Trini Arguelles Jeff Cantwell Instruction Office
5	Plan and implement on-line FAQ and quick questions features for students		7/1/2013	Trini Arguelles Ted Ceasar
6	Remodel of New Student Health Services Center	3.1	7/1/2013	Sergio Lopez Rick Webster
7	Inservice training for Counselors and Staff on new transfer processes and options for students	1.2,1.3,1.4	7/1/2013	Trini Arguelles TC Director

Developed by the Student Services Council, in collaboration with all interested employees within the Student Services area, the six year Student Services Plan is an overarching document which combines all unit planning reports, including the Annual and Comprehensive Program Reviews, the Student Services Resource Plan, the Education Master Plan, and the Accreditation Self-Evaluation, Standard IIB. While the Student Services Resource Plan is independent of the Student Services Plan due

to its direct connection to the Education Master Plan, it does flow from the same set of goals and objectives: Student Success; Excellence in Education; and College Effectiveness. The following goals and resource requests reflect the area's direction for the coming year, with plans to move toward a new emphasis on helping students 'get in, get done, and get out'. This plan relies heavily on outcomes, both student and program, to determine success and direction for the future while targets are now more objective and data driven.

Student Services Requests from APR and CPR 2012-13							
Priority		Description	Dept	Actual 2011-12	Request 2012-13	Justification	
	1	FA Secretary	Fin Aid	In budget	\$37,500	Replacement - Current clerical support was last assigned to Dean of Enrollment Services, which has been eliminated.	
	1	A&R Secretary	A & R	In budget	45,000	Replacement - A & R has no clerical support since the re-org.	
	.5	Clerical	CalWORKs Counseling	½ time in budget	45,000	CALW needs clerical support to handle compliance issues like MIS	
	1	Computer	CalWORKs Counseling		1,200	Current computer is over 5 years old	
	1	Clerical	TC		45,000	TC needs clerical support	
	1	Director	TC	In budget	80,000	Replacement – critical to the transfer function of the college.	
	.5	Counselor	TC		53,900	Replacement of position funded in 2010	
		Print/Trvl Exp.	TC		2,000	Required for Articulation Officer	
	1	Clerical	Vets		45,000	Vet rep requires additional assistance to process requests for educational benefits	
		Staff Trvl	Vets		1,000	Vet Rep travel not covered by VA allotment	
	1	Clerical	Assessment		45,000	The Assessment Ctr needs clerical assistance	
	3	Counselors	Matric/Couns		240,000	Replacement of 3 counselor, 2 by retirement and the 3 <sup>rd</sup>	

						is the Athletic Coun.
	1.5	Counselors	Matric/Couns		161,700	3 pt counselors to provide services to general student population
	1	Counselor	DSPS		80,000	Replacement position
	.5	Interpreter Coord.	DSPS		45,000	Allows for timely provision of services
	6	Classroom Furniture	DSPS		1,200	Replacement of old, worn chairs.
		Facilities remodel	Health Serv.		27,000	Remodel is necessary to provide sufficient services to students
	3	Computers	Student Aff.		3,600	Replacement Computers