Imperial Valley College
Educational Master Plan 2012-2015
Assessment of Institutional Effectiveness and Resource Allocation
Student Services, Technology, and Research

Goal 1: The College will maintain programs and services that focus on the mission of the college supported by data-driven assessment to measure student learning and student success.

Program	Objective	Cost	Responsible Person	Status	Improvement in Institutional Effectiveness and Student Success

Goal 2: The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Program	Objective	Cost	Responsible Person	Status	Improvement in Institutional Effectiveness and Student Success
Disabled Student Programs and Services	Past Goal 1. Increase high school students' attendance at Transition Fair		Program Director	Met. Seven high schools and two alternative schools attended, with 250 students participating.	Students with disabilities will be better prepared for college when they enroll at IVC.
Disabled Student Programs and Services	Past Goal 2. Convert to electronic confidential files		Program Director	Partially met. Due to staff shortages, 50% of the files have been scanned.	Scanning of files will decrease copy costs and increase efficiency of data retrieval.
Disabled Student Programs and Services	Past Goal 3. Increase email communication to new DSPS students		Program Director	Met. Correspondence to new students is now via email to all students who have access to computers. Some disabled students do not have computer access and receive their correspondence via mail.	Decrease in staff time producing and mailing correspondence, savings in paper costs and postage.
District Counseling	Past Goal 1. Increase frequency of "drop-in" appointments throughout academic year		Counseling Chair	Met. Drop-in appointments are available during Fall and Spring registration and during late registration periods. One counselor is assigned daily to take drop-ins throughout the year.	Providing drop-in appointments allows more students to see a counselor.
District Counseling	Past Goal 2. Develop on-campus orientation and academic advising program for high school seniors		Counseling Chair	Met. 1st Step Program implemented with orientation, education planning, and campus tours and information for over 1,000 high school seniors.	Complies with the mandates of the Student Success Act. Students receive priority registration by completing assessment, orientation and education plan. Students more likely to be successful.
District Counseling	Past Goal 3. Streamline access to student information and coordinate		Counseling Chair	Partially Met. The college purchased Starfish Retention Solutions, a program that integrates student information	Early Alert program will allow faculty to identify at-risk students to allow for provision of the services to retain

	services to students from different departments.			and creates "Success Networks" for students, and provides "Early Alert" component to identify at-risk students. Full implementation to be completed in Fall 2014.	student. Students have greater access to counselors and others in their "success network."
Financial Aid	Past Goal 1. Distribute Workstudy and Student Employment duties to appropriate departments to allow for faster processing		Director of Financial Aid	Partially met. Students and work study site supervisors took on the application and interviewing processes. Human Resources was unable to take on the Student Employment process due to staff shortages.	Allows for faster processing of student Workstudy placements.
Financial Aid	Past Goal 2. Improve student self-service to be easier to navigate and allow students to complete and submit forms electronically.		Director of Financial Aid	Partially Met. Student self-service menus have been modified to make navigation easier, but students still are unable to submit forms electronically. This will be part of next year's goals as part of the auto-packaging process.	Increases efficiency in Financial Aid office by reducing staff time to manually process financial aid functions.
Financial Aid	Past Goal 3. Use Degree Works and Banner to automatically calculate SAP.		Director of Financial Aid	Not Met. Use of Degree Works and Banner requires extensive IT time and consultation with SIG. Will be carried over to next year.	Will improve efficiency in Financial Aid office by automating a process that requires large amounts of staff time to compute manually.
Student Affairs	Past Goal 1. Digitize all Student Affairs forms and make them available on Student Affairs website.		Dean of Student Affairs	Met. All forms available on website.	More convenient for students and increased efficiency for Student Affairs staff.
Student Affairs	Past Goal 2. Formalize Student of Concern Team's record keeping and tracking process		Dean of Student Affairs	Not met. Purchase of Advocate system was delayed. Will be carried over to next year.	Will increase efficiency and accuracy in recording activities of Student of Concern Team, while ensuring student confidentiality and compliance with FERPA.
Student Affairs	Past Goal 3. Convert to electronic voting for ASG Presidential, Senatorial,and Homecoming positions.		Dean of Student Affairs	Met. All ASG elections are done electronically.	Increased participation in ASG elections. Increased efficiency by reducing staff time spent processing manual elections.
Student Health Center	Past Goal 1. Move Student Health Center		Dean of Student Affairs	Not Met. Money allocated to move the Student Health Center was diverted to purchase furniture for new CTE building.	Will improve service to students and meet student demand. Will allow for services to be provided in a confidential environment.
Student Health Center	Past Goal 3. Implement Student Health 101.		Dean of Student Affairs	Met. Student Health 101 was implemented in Spring 2013.	Increase retention by providing students with information on maintaining optimum physical and mental health.
Student Success and Support Program	Past Goal 1. Incoming students will demonstrate an understanding of the Early Access Program (1st Step) and complete the four steps necessary to be eligible and submit all documentation by the deadline.		Director of Student Success and Support Program. Dean of Counseling	Met. 63% (1,134 out of 1,821) who took the ACCUPLACER completed the other three requirements for priority registration.	Will increase retention and completion by students enrolling in necessary classes early in the matriculation process.
Student Success and Support Program	Past Goal 2. Students referred to		Director of Student Success and Support Program.	Not Met. Not having an assigned person working on	Students at risk will be identified early and provided

	counselors through the Early Alert Program will understand the importance of following through with their instructors recommendations.		Dean of Counseling	student follow-up makes tracking student progress difficult. New program, Starfish, will facilitate early alert process.	with resources to increase retention.
Student Success and Support Program	Past Goal 3. Students, faculty, and community members will be able to demonstrate their knowledge and understanding of and be able to access current and accurate information regarding the 1st STEP Program, ASPIRE and other priority groups.		Director of Student Success and Support Program. Dean of Counseling	Met. Information distributed to all high school seniors, Assessment Center, Counseling Center, A & R. Information put on Counseling and Assessment Center web pages. All high school counselors given orientation at IVC.	Students who complete requirements for priority registration will complete requirements for degree completion sooner.
Transfer, Articulation, and University Partnerships	Past Goal 1. Ensure that students receive accurate and up-to-date academic and transfer information through coordinated transfer counseling service.		Transfer, Articulation, and University Partnerships Coordinator Dean of Counseling	Partially Met. Information distributed through Application Workshop, College and University Day, and Higher Ed Week. Need to update Transfer website and create Articulation website.	Students will complete requirements for transfer quicker with accurate information.
Transfer, Articulation, and University Partnerships	Past Goal 2. Identify, contact, and provide transfer support services to targeted student populations as identified in the transfer center plan, with priority emphasis placed on underrepresented student populations.		Transfer, Articulation, and University Partnerships Coordinator Dean of Counseling	Partially Met. Established liaison contacts with ICPHE, HS/ROP, IVCR. Transfer Plan needs to be updated with plans for increasing transfer for underrepresented populations.	Students from underrepresented populations will increase their transfer rates.
Transfer, Articulation, and University Partnerships	Past Goal 3. Ensure the provision of academic planning for transfer, development and use of transfer admission agreements with four-year institutions, and development and use of course-to –course and major articulation agreements.		Transfer, Articulation, and University Partnerships Coordinator Dean of Counseling	Met. Increased course-to-course articulation, increase in C-ID submissions and development of additional ADT degrees. Improved academic planning with IVUP.	Additional ADT degrees will increase degree completion rates and improve transfer to CSUs.

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Goal 3: The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and campus learning environment.

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Student Health Center	Past Goal 2. Increase mental health providers' availability to treat students by transferring physical mental health records to electronic health records (EHR).		Dean of Student Affairs	Partially Met. The system chosen to manage and store EHR's in the SHC has not met the program's needs. There are several glitches in the system that reduce functionality. Working with current provider to see if issues can be fixed, or need to change providers.	Will increase work efficiencies by spending less time handwriting notes and managing physical storage of records. Reduce costs for physical file supplies, paper, and copy expenses. Allow more time for counselor availability to students.

Goal 4: The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Program	Objective	Cost	Responsible Person	Status ☑ Met ☐ Partially Met ☐ Not Met	Improvement in Institutional Effectiveness and Student Success