LAS POSITAS COLLEGE

2016-17 ADMINISTRATIVE UNIT PROGRAM REVIEW
UNIT: Student Services

Completed Program Reviews Are Due to Carolyn Scott by 12 pm on Friday, December 2, 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 timeframe fall 2015 and spring 2016, inclusive. The planning is identified for spring 2017 and academic year 2017-2018.

I.   MISSION
A. State the current program mission

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.

B. 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.

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.

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

1. Matriculation processes: Admissions, Transcript evaluations, Counseling/PSN Courses, Orientation, Assessment, Educational Planning, Counseling, Online Support services provided to students in many of these areas.
2. Financial Aid and Scholarships.
3. Programs in support of student learning: DSPS/Learning Skills courses, EOPS/CARE, CalWorks/TANF, Veterans, Puente Project, UMOJA, Foster Youth (we are building this program).
4. International Students Program.
5. Tutorial services.
6. Intervention Services (Probation/Dismissed, Students not meeting SAP standards, programs follow up with at-risk students), early alert (preliminary planning.
7. Health and Wellness services.
8. Transfer services.
9. Community Education (fee based classes for the community at large).

10.	Student Success and Support Program administration.
11.	Equity Plan administration.
12.	Title V and Hispanic Serving Institutions (HSI) administration.
13.	Outreach (high schools and community relations).
14.	Support Program Review, SAOs and assessment, and program improvement.
15.	Commencement Ceremony.
16.	ASLPC, Student Clubs and Activities administration.

II.   GOALS AND OBJECTIVES

A. Since the last Administrative Unit Program Review, what objectives, initiatives, or plans have been achieved and how?

Defined objectives, initiatives and plans from the last reporting period continue in a pending or ongoing status due to the lack of a permanent Student Services Vice President. The VPSS left LPC for another position July, 2016. An interim VP was assigned for the month of October, 2106. A 2nd interim VP was assigned December, 2016. The Student Services Dean retired January, 2017. A permanent Student Services VP starts May, 2017.

B. Major Goals and Objectives for Spring 2017 and AY 2017-18.

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 2016	Ongoing; progress on continued recruitment		EMP: A1,A2,A7
2. Fully Functioning Transfer/Career Center.	Fall 2016	Ongoing	Hire permanent support staff	EMP: A1,A6,B2,B3
3. Implement Title V/HSI Grant.	Spring 2015	Ongoing: 2015-20		EMP: A1,C1
4. Develop Tutorial Services Integration Plan.	Fall 2016	Ongoing	Hire Manager and support staff	PP: Enhance tutorial EMP: A2,A4,A5,A8,
5. Implementation of Degree Works.	Fall 2016	Ongoing: Spring 2017		D1,Goal A
6. Develop a comprehensive Outreach plan.	Spring 2016	Ongoing	Establish an Outreach budget	B1,B4, Goal A
7. Implement an incoming transcript evaluation process to integrate with DegreeWorks. This will support SSSP compliance requirements related to SEPs.	Spring 2017	Ongoing: 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		B3, Goal A
10. Develop consistent follow-up systems that are in compliance with SSSP and Equity	Fall 2016	Ongoing		A1,A2,A3,A4,A5

III. PROGRAM ASSESSMENT/ADMINISTRATIVE UNIT OUTCOMES

A. Program Assessments for spring 2016 and fall 2016, (please include the results of the fall 2016 Administrative Offices User Survey).

Administrative Unit Outcome that was Assessed	What assessment methods did you use?	What result did you get?	How will you use the results of the assessment?	Educational Master Plan Goals or Planning Priorities Linked to AUOs
Assessments and planning on hold due to continued absence of a permanent Student Services Vice President and retirement of Dean.				

B. Program Assessment Planning for fall 2016 and AY 2017-18

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
Assessments and planning on hold due to continued absence of a permanent Student Services Vice President and retirement of Dean.					

IV.   *STAFFING*

A. Staff Profile

Position	Staffing Levels for Each of the Previous Five Years						Anticipated total staff needed	
	2012	2013	2014	2015	2016		2017-2018	2018-2019
Administration	2	2	3	3	3		5	Planning on hold due to continued absence of permanent Student Services VP and Dean
Supervisory	22	33	25	31	35		40	
Classified Staff FT	20	19	21	19	25		29	
Classified Staff PT	4	4	6	9	8		11	
Confidential Staff FT	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_____2017-18_____ Place titles on list in order (rank) or importance.	Indicate (N) = New or (R) = Replacement	Estimated Annual Total Cost	EMP Goals or Planning Priorities Linked to Position
1. Full-time Tutorial Center Manager. Reason: Coordinator of the Tutorial Center has been given the assignment to assess and make recommendations for a comprehensive Tutorial/Learning Center including staff recommendations.	N	**Approx. range 13 + benefits**	**PP: Expand tutoring services** **EMP: A8,C3,D5,A4**
2. Full time staff member for Career/Transfer Center. Reason: SSSP mandates the college aid students in identifying a goal and completing that goal. A fully functional Career/Transfer Center will aid students with that decision making process.	N	**Approx.** **$50 K**	**EMP:** **A1,A3,B2,B3,A6**
3. Increase general counseling staff to meet SSSP objectives. Reason: Continued effective implementation of SSSP requirements.	N	**Approx.** **$50K**	**EMP:A1,A2,A3,** **D1**
4. More learning skills faculty (additional LD instructor and instructional aid). Reason: 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**

5. Additional DSPS Counselor. Reason: Provide adequate services to students.	N	**Approx.** **$80K**	**EMP:** **A1,A3,A5,A6,A7**
6. Two new positions to address Online Service Center Reason: Address access to student services that are provided online.	N	**Approx.** **$50 K**	**EMP: C3, A2**
7. One new position in Financial Aid. Reason: Address compliance requirements, Banner system upgrades, and increased number of financial aid students.	N	**Approx.** **$60 K** **each**	**EMP: C3, A2,** **A3**
8. International Students: Increase counselor reassigned time. Reason: Support international students program development.	N	**Approx.** **$25K**	**EMP:** **A1,A2,A5,A7**
9. Restore EOPS/CARE Counselor Assistant II position. Reason: To provide adequate staffing levels for service.	R	**Approx.** **$40K**	**EMP: C3**
10. Hire an EOPS part time Counselor. Reason: Provide required SSSP and Equity services to students.	N	**Update:** **hired**	**EMP: C3,** **A2,A5,C2**

Updated: 11/17/16

V.   FACILITIES

A. Facilities Needs

FACILITIES NEEDS

List the Facilities Need and the Reason	EMP Goals or Planning Priorities Linked to Position
1. Student Health and Wellness Center relocation to a larger facility. Reason: Accommodate increased staffing needs; additional support services, including mental health service are provided to students.	**EMP: A2,A5,A7,C3**
2. Veterans First Program relocation to a larger facility. Reason: Accommodate more students, provide increased services, and have appropriate space dedicated for community and veterans organizations.	**EMP: C2,C3,B3,A2,A3,A7**
3. Identify office space for Learning Communities – HSI, Puente, UMOJA. Reason: Dedicated space to build and expand new and existing Learning Communities	**EMP: A1,A2,A3,A4,A5,A6,A7,B2,D1,D3,D4,D5**
4. Identify office space for Student Services faculty/staff. Reason: Growth of faculty/staff and institutionalize new programs.	**EMP: C1,C2,C3,C4**

VI.   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 resources to enable quick connection with students through the Student Life Office. Reason: Enhance communication about all issues related to student services. (Assess ORGSYNC software program for implementation).	N	**Shared Expense w/ Student Services**	A3,A5,A7,C4
2. Increase Banner functionality. 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. Continue annual funding of Financial Aid TV and Get SAP modules.	**Ongoing R**	**Approx.** **$8k**	A5, A2,D1

Reason: Continued need for students to understand and comply with Financial aid regulations in order to be able to support their educational goals.			
4. Enhanced IT data elements for reporting functionality. Reason: State reporting data is turning into source for financial support through SSSP and eventually Equity and Basic skills funding.	**Ongoing R**		**D5,D2,D1, Goal A**
5. Continue annual funding of Tutor Track. Reason: Without this software, students face long wait times 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**
6. Continual upgrade of DegreeWorks to most current version. Reason: Support implementation of DegreeWorks.	**N**	**50K**	**EMP: A2,C4,D1,D3,D5**
6. Assess technology needs required to support Distance Ed students. Reason: Increase on-line support services.	**N**	**10K**	**EMP: A1,A2,A3,A7,A8,D1,D3,D4,D5**

VII. PROFESSIONAL DEVELOPMENT

Professional Development Needs

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			EMP Goals or Planning Priorities Linked to Position
	Cost per item	Number Requested	Total Cost	
1. Professional development and training is an ongoing need at every level of Student Services to stay current with ongoing/continually changing state requirements. Reason: The professional development needs of the Student Services unit are complex, varied and extensive on a yearly basis. Administrators, Faculty and Staff should constantly be advancing their knowledge to implement best practices.			25K	**EMP: A1,D1,D3,D4**