

2013-2014 Student Services Master Plan

As of December 5, 2013

2013-14 Educational Master Plan (EMP) **Annual Goals** Pertaining to Student Services

3. Streamline the transition from noncredit to credit (EMP 3.4.3.a)

11. The college will improve its use of communication tools (e.g., Facebook, Twitter, Instagram, Tumblr, etc.) to provide information to students, faculty, staff, and the community and to share college accomplishments more widely.

Three Student Services Goals

- 1. Accreditation**
- 2. Technology**
- 3. Student Access and Success**

Student Services Mission Statement: Glendale Community College recognizes that there are many activities and programs outside of the classroom that enhance the learning process. Student Services provides advocacy and access for all persons who wish to attend the college: physical access to facilities on the campus; access to programs and services; and access to required courses. Consequently, numerous student programs have been established to serve the needs of a diverse population and move students towards the attainment of their goals.

The programs offered by Student Services are designed to help students develop skills in order to identify, clarify and achieve personal, career, and educational goals. These changes are viewed as inter-related factors that determine the present and future quality of each individual's life experience.

1. Accreditation	Person Responsible Timeline/Status	Evidence/Data
1.1 Complete and submit Student Services' program reviews and personnel requests (e.g., SSHAC, CHAC)	SS program managers <u>Timeline:</u> December 4, 2013 <u>Status:</u> 14/18 programs have officially submitted their program reviews. The Library's program review will be due January 2014 because of leadership transition.	Program Review Committee's validation
1.2 Complete another assessment cycle of SLOs/PAOs	Program Managers <u>Timeline:</u> January 2014 Garfield Student Services have completed recent (fall	Student Services SLO/PAO Tracking Sheet and program review reports

	2013) cycles.	
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2. Technology (Oracle/PeopleSoft)	Person Responsible Timeline/Status	Evidence/Data
2.1 Program enrollment priority groups based on SB1456, the Student Success Act	<p>Michelle Mora</p> <p><u>Timeline:</u> Spring 2014 for Fall 2014 Registration</p> <p><u>Status:</u> IT is having challenges establishing the detailed filtering within the student groups as required by the Student Success Act.</p>	Student Groups set up in PeopleSoft
2.2 Program registration blocks: I, Cs or better, 2 nd repeaters, and course repetitions	<p>Michelle Mora</p> <p><u>Timeline:</u> Before Fall 2014 registration period (June 30)</p> <p><u>Status:</u> IT has determined that a modification will be needed to block enrollment. IT has contacted Ciber for a cost analysis and length of implementation project.</p>	Students being blocked in PeopleSoft from enrolling in classes
2.3 Program “drop for nonpayment” in PeopleSoft	<p>Amir Nour/Rick Perez</p> <p><u>Timeline:</u> June 2014 for Fall 2014 registration period</p> <p><u>Status:</u> Student Fees Committee—</p> <p>Oct. 10, 2012, IT will explore “bolt-on” that MAY enable PeopleSoft to drop students for nonpayment.</p> <p>Nov. 14, 2012, it was MSC to have IT explore dropping students for nonpayment during the same registration session.</p> <p>April 10, 2013, it was MST to explore issues of student being Waitlisted and rolled into classes, students not having a credit card to pay for their classes during the same session, and what other PeopleSoft colleges are doing with “drop for nonpayment”.</p>	Drop procedures published in the class schedule and programmed in PeopleSoft

<p>2.4 Program “Etranscripts” in PeopleSoft</p>	<p>Michelle Mora <u>Timeline:</u> July 2014 <u>Status:</u> Per PeopleSoft’s Project List, there are two phases:</p> <ol style="list-style-type: none"> 1. Ability to send and receive electronic transcripts. A&R is developing the process. IT needs to create the interface. 2. Automation of incoming transcripts being saved. 	<p>A&R receiving and sending transcripts electronically</p>
<p>2.5 Program an automatic answering system (phone tree) to respond to students’ phone calls and to redirect students to the Web</p>	<p>Michelle Mora <u>Timeline:</u> June 2014 <u>Status:</u> IT instructed Rick Perez to develop a draft of the phone tree. Waiting for new CISO to commence job in early October 2013. GCC has to identify the “voice” for the phone tree.</p>	<p>Phone system programmed and redirecting students to the Web</p>
<p>2.6 Develop and incorporate the Virtual Rabbit’s 3-D GCC campus tour of key student services and instructional departments</p>	<p>Paul Schlossman/Alen Andriassian <u>Timeline:</u> December 2013 <u>Status:</u> Done</p>	<p>Completed! GCC’s virtual campus tour on the Home Page</p>
<p>2.7 Integrate the online Student Intercollegiate Sports Interest Survey with the online enrollment application for compliance with Title IX gender equity reporting requirements.</p>	<p>Paul Schlossman and Michelle Mora <u>Timeline:</u> June 2014 <u>Status:</u> FY2013-14, the Chancellor’s Office will cover all costs for the development, maintenance, hosting, and support of the new version of CCCApply. It will be centrally provided for all California Community Colleges. All subscription agreement costs will be eliminated and colleges will no longer need to pay an annual fee to participate in <i>OpenCCCApply</i>. This component has the capability to survey students about</p>	<p>Data collected from completed surveys</p>

	intercollegiate sports. It also allows the application to be translated into Spanish.	
2.8 Continue to improve and enhance the eSEP	<p>Person: Interim Dean of SS</p> <p><u>Timeline</u>: Review and evaluate current functionalities and use of e-SEP.</p>	Degree audit and student educational plan within the PeopleSoft system's Advising Module
2.9 Explore the purchasing of a imaging system for Financial Aid and other departments	<p>Pat Hurley</p> <p><u>Timeline</u>: Spring 2014</p> <p><u>Status</u>: CLOSED</p>	<p>Concluded!</p> <p>New imaging system being used by departments Through the PeopleSoft Steering Committee it was agreed to utilize the current imaging system and assist Financial Aid's efforts to reduce cabinets.</p>
2.10 Via the Campus Development Committee, establish an ADA Ad-hoc group to assess and report all accessibility challenges for students, faculty and staff	<p>Rick Perez and Tina Andersen-Wahlberg</p> <p><u>Timeline</u>: End of Fall 2013</p> <p><u>Status</u>: August 21, 2013, a preliminary walk-through was conducted and a report was shared with the Campus Development Committee. An ADA task force team has been established and already two meetings were held in the fall 2013 semester with many identified issues addressed.</p>	ADA Report to the Campus Development Committee, and ADA compliance
2.11 Continue the effort to ensure accessibility of all online electronic information to students with disabilities	<p>Tina Andersen-Wahlberg</p> <p><u>Timeline</u>: On Going...</p> <p><u>Status</u>: The DSPS leaders will assess all technology dealing work with other members of campus with online accessibility challenges for students with disabilities and make appropriate recommendations so the district remains in compliance. In order to promote</p>	Maintaining accessibility compliance

	<p>compliance with Section 508 of the Rehab Act, efforts are being made to establish and implement an “accessible technology procurement process” and faculty/staff trainings in creating accessible web content.</p>	
<p>2.12 Implementation of e-SARS to allow students to schedule their counseling appointments online.</p>	<p>Dana Nartea and Elmira Nazaryan</p> <p><u>Timeline</u>: Spring 2014</p> <p><u>Status</u>: Initiated training for key staff members from Student Services and IT. Review and evaluate current functionalities and use of SARS system. Will contact other colleges who are using this tool to ensure smooth transition and verify the program’s ability to meet the compliance standards of Section 508 of the Rehab Act.</p> <p>In collaboration with IT and various Student Services staff will modify the parameters of appointment selection criteria. Training for e-SARS will be provided to all departments’ staff primarily involved with scheduling counseling appointments.</p>	<p>Successful use of online appointment system by students and staff. (Will collect student and staff survey after the implementation and initial use).</p>
<p>2.13 Implementation of NEW MIS/Matriculation data elements for reporting purposes.</p>	<p>Dana Nartea and Elmira Nazaryan</p> <p><u>Timeline</u>: June 2014</p> <p><u>Status</u>: Key Student Services and IT staff received the initial training. Both groups will continue meeting to identify the current data location for each element, decide how the new elements will be added, and determine the impact these changes may have on our collective operations. Review and evaluate current functionalities</p>	<p>Successful reporting of MIS and Matriculation data to the Chancellor’s Office beginning summer 2014.</p>

	and use of the data collection process for the MIS reporting.	
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3. Student Access and Success	Person Responsible Timeline/Status	Evidence/Data
3.1 Establish a matrix for implementing the Student Success Act mandates	Rick Perez <u>Timeline:</u> Spring 2014	Completed! The Student Success and Support Program Advisory Committee is responsible for the initiatives. There is now are 3SP Working Plan in place.
3.2 Centralize Admissions and Records functions for the Garfield Campus	Rick Perez and Michelle Mora <u>Timeline:</u> February 2014 <u>Status:</u> As of December 3, 2013, the Garfield Campus moved the Bookstore to establish an Information Center, and shifted one staff member to the Information Center (same general area). We are waiting for the status of two more Garfield employees before centralizing the admissions and records functions.	One Admissions and Records operation
3.3 Enhance DSPS and Library services at the Garfield Campus	Tina Andersen-Wahlberg and Mary Ann Laun <u>Timeline:</u> Fall 2013	Completed! DSPS and Library Services are provided at the Garfield Campus.
3.4 Investigate student health services options for Garfield Campus students	Deborah Kinley and Toni Reyes <u>Timeline:</u> December 2013 <u>Status:</u>	Completed! Health materials are available at the Garfield Campus via the Career and Counseling Center.
3.5 Implement a contract education program for F-1 Visa students	David Nelson <u>Timeline:</u> April 2014 <u>Status:</u> With the retirement of Jewel Price and the Counseling Department in transition, the interim dean	Contract Education for F-1 Visa students

	and David will develop and pilot this program in the Summer 2014.	
3.6 Write a Student-Veterans Strategic Plan incorporating President Obama's 8 Keys to Success	<p>Rick Perez <u>Timeline:</u> Spring 2014 <u>Status:</u> Draft is complete as of December 4, 2013. Rick will work with the Wendy Grove to format the report.</p>	Student-Veterans Strategic Plan and Board Presentation
3.7 Implement a "weeding" project for the Library to create space for a Commons Learning area.	<p>Brenda Jones <u>Timeline:</u> <u>Status:</u> Currently planning to conduct a weeding project during the Winter Intersession.</p>	Create a large space in the Library to build a Commons Learning area.
3.8 Analyze use and space utilization of the Library for the goal of renovating the Library to include more collaborative and contemporary areas for students, faculty and staff interactions.	<p>Rick Perez/Brenda Jones <u>Timeline:</u> Spring 2014 <u>Status:</u> Working to contract with a consultant to propose a plan for the architects.</p>	Commons Learning Area