

**2014-2015 Student Services Master Plan**  
 As of July 17, 2014 **(Planned Update March 24, 2015)**

2014-15 Educational Master Plan (EMP) Annual Goals Pertaining to Student Services

3. Streamline the transition from noncredit to credit (EMP 3.4.3.a)...Responsible Group(s): BSI Committee and Research & Planning

7. Increase level of assessment of student learning outcomes at course, program, and institutional levels; formalize process for the use of assessment results in program improvement. (SS2010-021 &22)

11. The college will continue its use of social media to provide information to students, faculty, staff, and the community and to share college accomplishments more widely...Responsible Group: **Marketing Committee**

Three Student Services Goals

1. **Accreditation**
2. **Technology**
3. **Student Success and Support Program**
4. **Student Equity**

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	Group/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 2014 <u>Status:</u>	<b>DONE: 100% Submitted</b>
1.2 Complete another assessment cycle of SLOs/PAOs	SLO Committee, Program Review Committee,	Student Services SLO/PAO Tracking Sheet and program review reports

2014-15 Annual Goal	Instructional Divisions, & SS Program Managers <u>Timeline:</u> Quarterly-Sept. 2014; Jan. 2015; Apr. 2014; and, Jun. 2015 <u>Status:</u> <b>Missed January's cycle.</b> <b>Will send one out in March 2015 to update SLOs/PAOs.</b>	
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2. Technology (Oracle/PeopleSoft)	Group/Person Responsible Timeline/Status	Evidence/Data
2.1 Research social media applications to better assist students at GCC. <b>2014-15 Annual Goal</b>	Marketing Committee, Paul Schlossman <u>Timeline:</u> Ongoing <u>Status:</u> <b>Need 2014-15 Data</b>	Use of social media applications for GCC students <b>DONE and Ongoing...</b>
2.2 Improve the eSEP	ITS & Jeanette Stirdivant <u>Timeline:</u> Fall 2015 SS MIS reporting cycle <u>Status:</u> ITS just received the updated version 2 from Los Rios...The project is given to Dave O. Challenge...If GCC moves forward with the Los Rios model, how will ITS capture eSEPs in PeopleSoft to transfer those files?	Los Rios eSEP bolt-on
2.3 Program registration blocks: I, Cs or better, 2 <sup>nd</sup> repeaters, and course repetitions	ITS & Michelle Mora <u>Timeline:</u> Before Fall 2015 registration period (June 1, 2015) <u>Status:</u> IT has determined that a <b>modification</b> is needed to block enrollment. IT has contacted Ciber for a cost analysis and length of implementation project.	Students being blocked in PeopleSoft from enrolling in classes.
2.4 Program "drop for nonpayment" in PeopleSoft	ITS, Student Fees Committee, Amir Nour/Rick Perez <u>Timeline:</u> June 2015 for Fall 2015 registration period	Drop procedures published in the class schedule and programmed in PeopleSoft

	<p><u>Status</u>: Student Fees Committee has recommended dropping students for nonpayment after seven days.</p>	
2.5 Program “Etranscripts” in PeopleSoft	<p>ITS &amp; Michelle Mora  <u>Timeline</u>: June 2015  <u>Status</u>: A&amp;R is working on “sending” GCC transcripts.</p>	<p>A&amp;R receiving and sending transcripts electronically  <b>Partially Done: A&amp;R is receiving electronic transcripts.</b></p>
2.6 Program an automatic answering system (phone tree) to respond to students’ phone calls and to redirect students to the Web	<p>ITS &amp; Michelle Mora  <u>Timeline</u>: July 2015  <u>Status</u>: April 10, 2014 meeting with ITS...Mora to present draft script for programming.</p>	<p>Phone system programmed and redirecting students to the Web</p>
2.7 Integrate the online Student Intercollegiate Sports Interest Survey with the online enrollment application to comply with Title IX gender equity reporting requirements.	<p>ITS &amp; Paul Schlossman  <u>Timeline</u>: ASAP  <u>Status</u>:</p>	<p><b>DONE</b></p>
2.8 Continue the effort to ensure accessibility of all online electronic information to students with disabilities	<p><b>Tina Andersen-Wahlberg</b>  <u>Timeline</u>: <b>On Going</b>...  <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 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>Maintaining accessibility compliance</p>
2.9 Implement e-SARS to allow students to schedule their counseling appointments online.	<p>ITS &amp; Elmira Nazaryan  <u>Timeline</u>: Spring 2015  <u>Status</u>: Initiated training for key staff members from Student Services and IT. Review and evaluate current</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>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 ITS and various Student Services staff will modify the parameters of appointment selection criteria.</p> <p>Training for e-SARS will be provided to all departments' staff primarily involved with scheduling counseling appointments.</p>	
2.10 Implement the NEW SS MIS data elements for reporting purposes.	<p>ITS &amp; Jeanette Stirdivant</p> <p><u>Timeline:</u> August 2014</p> <p><u>Status:</u> Student Services and IT staff will continue to meet and 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 and use of the data collection process for the MIS reporting.</p>	Successful reporting of SS MIS data to the Chancellor's Office beginning Fall 2014.

3. Student Success and Support Program	Group/Person Responsible Timeline/Status	Evidence/Data
3.1 Centralize Admissions and Records functions for the Garfield Campus	<p>Rick Perez and Michelle Mora</p> <p><u>Timeline:</u> December 2015</p> <p><u>Status:</u> Noncredit will use the new Open CCCApply admissions application.</p> <p>With the illness of a key A&amp;R staff, the has delayed the centralization and</p>	One Admissions and Records operation

	the timeline has been changed to Dec. 2015.	
<b>Jeanette to add goals that synchronize with the 3SP Plan...</b>		
Undecided workshops		
New online Orientation		

4. Student Equity	Group/Person Responsible Timeline/Status	Evidence/Data
4.1 Write and submit the Student Equity Plan	Rick Perez & Ed Karpp <u>Timeline:</u> December 2015 <u>Status:</u> The Board of Trustees approved the Student Equity Plan	<b>DONE</b>
4.2 Conduct research to identify achievement gaps with the following success indicators (or metrics): (1) access; (2) course completion; (3) ESL and Basic Skills completion; (4) degrees, certificates; and (5), transfer for the following subgroups—Gender, Ethnicity (American Indians or Alaskan Natives, Asians or Pacific Islanders, Blacks, Hispanics, Whites), Age, Disability status, and economically disadvantaged.	Rick Perez, Theresa Lorch, Ed Karpp <u>Timeline:</u> <u>Status:</u>	<b>DONE</b>
4.3 Revise board policies and administrative regulations	3SP Committee, Rick Perez <u>Timeline:</u> Fall 2015 <u>Status:</u> In progress spring 2015 reviews...	Revised Board Policy 4250 (Probation, Disqualification, & Readmissions) and Administrative Regulation 4255 (Dismissal and Readmission)
4.4 Conduct a Probation Student Survey to identify and address barriers	3SP Committee, Probation Task Force Team— <u>Timeline:</u> <b><u>Status:</u></b>	Strategies to address the top 3 student success barriers

<p>4.5 Develop and implement an online probation workshop, <b><i>Vaq on Trak</i></b>.</p>	<p>3SP Committee, Probation Task Force Team  <u>Timeline:</u>  <b>Status:</b></p>	<p>Use of the online <b><i>Vaq on Trak</i></b></p>
<p>4.6 Investigate an early alert notification process within PeopleSoft  <b>3SP Initiative 2.4—require students who show a lack of readiness for college to participate in support services</b></p>	<p>Teresa Davis, Probation Task Force Team  <u>Timeline:</u> Fall 2015  <u>Status:</u> Teresa Davis and Dana are taking the lead in piloting this system.</p>	<p>Utilization of an early alert system</p>
<p>4.7 Implement “Student Success Skills Modules”</p>	<p>3SP Committee, Probation Task Force Team  <u>Timeline: ?</u>  <u>Status:</u></p>	<p><b>Learning Center’s workshops?</b></p>