



## Glendale Community College District Vice President of Student Services 2024

Community Candidate Forum: **Friday, April 26 at 2:00 pm**

[Click here for Candidate Forum Feedback Survey](#)



**Alen R. Andriassian** is a proud alumni of Glendale Community College (GCC) where he received his Associates of Arts degree and also served as the Associated Students President and Student Trustee. He then transferred to Loyola Marymount University and received his Bachelor's of Arts in Business Management. He eventually returned to GCC as the Coordinator of Student Life in 2001 and later promoted to Manager of Outreach/Assessment after receiving his Master's of Public Administration from California State University Northridge. He left GCC in 2014 and became the Associate Dean of Student Life at Los Angeles City College (LACC) and eventually Dean of Outreach/Student Life before being promoted to the executive team in 2018. Since then, Alen has served as the LACC Vice President of Student Services. Next month he will

defend his doctoral dissertation titled "Socio Politically Conscious Leadership" at the University of Southern California.

Alen chose a career in higher education because of the mentorship and guidance he received throughout his educational journey. Alen has expertise in leadership, team building, problem-solving, outreach/onboarding, and providing a positive experience for students. Additionally, he is highly trained in emergency response with certifications in Standardized Emergency Management System, National Incident Management System, and Alert, Lockdown, Inform, Counter, Evacuate. He also received a Micro Credential from the Association of College and University Educators in – Fostering a Sense of Belonging. Alen resides in Glendale with his wife and two children, coaches both kids' basketball teams, and enjoys spending time with family and friends.

# ALEN R. ANDRIASSIAN

---

## EDUCATION

University of Southern California (USC)

**Doctor of Education in Educational Leadership**

Anticipated May 2024

Emphasis on Higher Education

California State University, Northridge (CSUN)

**Master of Public Administration**

June 2006

*Emphasis in Public Administration (Graduated with distinction)*

Loyola Marymount University (LMU)

**Bachelor of Business Administration**

May 2001

*Emphasis in Business Management*

Glendale Community College (GCC)

**Associate of Arts**

June 1999

*Business Management*

---

## PROFESSIONAL EXPERIENCE

**Vice President of Student Services**

October 2018 - Present

*Los Angeles City College (LACC)*

Responsible for planning, development, organization, and implementation of all credit and noncredit student services programs and support services of LACC including the following: Student Life (including student complaints, grievances, and student discipline), Outreach and Recruitment, First Year Experience (FYE), Dual Enrollment, GearUP, Multicultural/Genderiversity Center, Race, Equity, and Social Justice (RESJ) Center, Admissions and Records, Financial Aid/Scholarships, Student Equity, and Achievement (SEA) Student Success and Support Program (SSSP, Prior to SEA), Extended Opportunity Programs and Services (EOPS)/CARE/NextUp, Guardian Scholars, Office of Special Services (OSS), CalWORKS, Student Health Center, Counseling, Career Center, City Cares Network, TRIO SSS, Upward Bound, Dream Resource Center, UMOJA, Veterans, Assessment Center, University Transfer Center, Resources for Success, Foster Kinship & Care Education (FKCS) Break It to Make It, and administer the budgets for all programs.

### Key Responsibilities

- Develop and administer a comprehensive student services program for all departments, including the implementation of program plans, student learning outcomes (SLO), program review, and resource requests.
- Ensure all student services comply with local, state, federal, and district policies and procedures.
- Evaluate all student services faculty, staff, and administrators.
- Develop budgets for programs under the supervision of the Vice President of Student Services (including departments, grants, specially funded programs, and categorical programs).
- Serve as the Chief Student Services Officer and provide recommendations for student discipline and student grievance cases to the LACC President.
- Enhance student services programs to make sure they are inclusive and culturally responsive.
- Provide courageous and steady leadership to the student services leadership team and student services division, including succession planning, leadership development, and mentorship.
- Represent LACC as the Vice President of Student Services by speaking/presenting at local, district, state, and community events.
- Facilitate and coordinate high-quality events for the student services programs.
- Ensure compliance and protection of student records.
- Serve as Acting President as needed.

## **Selected Accomplishments**

- Redefined and redesigned the student onboarding experience.
- Developed and implemented the LACC Strategic Enrollment Management (SEM) plan.
- Enhanced the student experience, and customer service in Admissions & Records and Financial Aid.
- Reorganized Outreach & Recruitment program to include high school outreach, First Year Experience, Dual Enrollment, Welcome Center, and Call Center.
- Redirected funds of \$500,000 from the SEA budget to support Race, Equity, & Social Justice programs.
- Balanced the SEA budget and reduced the number of permanent salaries on it.
- Established strong working relationships with collective bargaining unit leaders.
- Established strong ties with Academic Affairs in order to eliminate silos and enhance the student and employee experience.
- Established strong ties with Administrative Services to increase efficiencies for Student Services.
- Developed fully online services for all student services programs during Covid19 pandemic.
- Built a shared vision with students, staff, faculty, community-based, governmental, and K-12 partners in alignment with the college's strategic plan.
- Established an annual Student Services leadership retreat, and Student Services retreat.
- Established the Student Basic Needs Program, food distributions, food pantry, and emergency housing.
- Established LACC as the host site for the LGBT Center Models of Pride Conference.
- Served as Accreditation Team Lead for Standard IIc.
- Took on additional duties of supervising the LACC Bookstore, Business Office, and Sheriff's Department due to vacancy of the Vice President of Administrative Services (1-year).

## **Dean of Student Services**

April 2016- October 2018

Los Angeles City College

Responsible for administering, supervising, planning, and coordinating the General Counseling, University Transfer Center, Career Center, Student Discipline, Office of Student Life, Associated Student Government, Outreach and Recruitment, Assessment Center, SSSP, General Counseling, University Transfer Center, and Career Center Programs. Developed and administered the budgets for all programs.

## **Selected Accomplishments**

### Office of Student Life and Associated Student Government

- Created the ASG Intramural Athletics Program.
- Expanded the Leadership Academy from 30 to 50 participants.
- Expanded the number of clubs and organizations from 30 to 50.

### Outreach and Recruitment

- Expanded the high school visits program from 24 to 60 campuses.
- Established the Collaborative Outreach and Community Relations Committee.
- Expanded the Supergrad program from one pilot campus to 5 campuses.
- Increased the enrollment of First Year Experience (FYE) from 250 to 754 students (over 300%).

### General Counseling

- Enhanced counseling faculty contract to adjust all tenure track counselors from 10 to 12-month employees.
- Reestablished the counseling faculty priority and seniority lists.
- Assisted in implementing counseling faculty attendance, break, and work schedule policies in accordance with the faculty contract.
- Assisted in reassigning counseling faculty to all departments (General Counseling, Extended Opportunities Programs & Services, Cal Works, AB 540, University Transfer Center, and Career).

### University Transfer Center

- Implemented an annual Fall Transfer Fair.
- Expanded the annual Spring Transfer Fair

### Career Center

- Hired 2 tenure track counseling faculty and built a career center with staffing and financial support.

### **Associate Dean of Student Life, Outreach, and Assessment**

September 2014 - April 2016

*Los Angeles City College*

Responsible for administering and supervising the Office of Student Life, Associated Student Government (ASG), Office of Outreach and Recruitment, and Assessment Center, and developed and administered the budgets for all programs.

#### **Selected Accomplishments**

##### Office of Student Life and Associated Student Government

- Implemented negative check off (opt out) ASO membership fee payments, increasing the ASG budget by 350%.
- Reestablished the Dean's Honors Tea Ceremony.
- Reestablished the Behavioral Intervention Team.
- Implemented Fall and Spring ASG Leadership Retreat.

##### Outreach and Recruitment

- Expanded the Outreach and Recruitment staff from 1 Coordinator to a team of 15 employees.
- Created the City Pathways, City Days, and Summer in the City programs.
- Created an annual Counselor to College event.
- Implemented LACC's annual Principal's Breakfast.
- Created the Supergrad program.
- Collaborated in the creation of the First Year Experience (FYE).
- Established social media for LACC including Facebook, Instagram, Snapchat, and Twitter.

##### Assessment Center

- Expanded the Assessment Center to two lab spaces.
- Created the onsite high school assessment program.

### **Manager of Outreach and Assessment**

October 2006 – September 2014

*Glendale Community College*

Responsible for administering and supervising the Assessment Center lab and Student Outreach Services (SOS) program. Planned, coordinated, and supervised the day-to-day operations of the Assessment Center and SOS, developed and administered budgets for both programs, served as the college's liaison to area high schools and school district personnel, coordinated student outreach and recruitment activities with local schools, ensured proper maintenance of the Assessment Center lab equipment and software programs, implemented policies and procedures, prepared statistical reports, and maintained accurate records.

#### **Selected Accomplishments**

- Revitalized the Outreach department to emphasize direct services to students, resource services for high school personnel, and awareness and training resources for the community.
- Implemented the Early College Acceptance Program (ECAP) which assisted graduating high school seniors in completing the GCC 5-step enrollment process prior to graduating.
- Expanded the area and number of high schools at which Glendale College recruits.
- Established SOS as a central contact location for new and current students.
- Developed new relationships with local high school administrators and counselors, established weekly visits at an expanded number of schools, and strengthened existing relationships.
- Expanded the GCC Shadow Day Program from 4 Shadow Day events to 18 (The Shadow Day Program allowed high school students to have a one-day college experience by allowing them to attend a class, be paired with a mentor, and receive information about GCC).
- Implemented TOEFL, CLEP, and other paid proctor examinations resulting in an increase in revenue from \$5000 annually to \$28,000.
- Implemented off-site assessment testing at local and area high schools.

- Implemented make-up examinations in the Assessment Center to support faculty college-wide.

## **Student Activities Program Coordinator**

August 2001 - October 2006

*Glendale Community College*

Responsible for planning, coordinating, and evaluating co-curricular activities, events, and programs designed to enhance the social, cultural, and educational development of students. Areas supervised included the Associated Students of Glendale Community College (ASGCC), clubs, and organizations.

### **Selected Accomplishments**

- Instrumental in increasing student voter turn-out from 3.7% to 11%.
  - Improved student satisfaction with student life from 49% to 66%.
  - Implemented efforts to increase student satisfaction with student government from 49% to 60%.
  - Encouraged and facilitated an increase in the number of student clubs and organizations from 25 to over 50.
  - Negotiated a 3-year contract with Glendale College for the ASGCC to establish Café Vaquero.
  - Established the Emergency Supplemental Funding Support Program, which provided \$100,000 to restore services that were cut as a result of the budget crisis.
  - Collaborated with student government leaders to modify the ASGCC constitution, by-laws, election code, finance code, and Inter-Organizational Council (IOC) by-laws to support bringing each into compliance with college and state legislation.
- 

### **STUDENT LEADERSHIP EXPERIENCE**

#### **ASGCC President/Student Trustee**

June 1998 – June 1999

*Glendale Community College District*

*Glendale, California*

---

### **LEADERSHIP AND SHARED GOVERNANCE EXPERIENCE**

#### **Los Angeles City College Shared Governance & District Committees**

Committee Member: Senior Staff (Executive Committee), Guided Pathways Congress, LACCD District Admissions & Records Committee, LACCD Chief Student Services Officer (CSSO) Committee, Committee on Pathways for Student Success (COMPASS), EPPIC Committee, College Council, LACC Consultation Team (Union Consultation), Budget Committee, Race, Equity, and Social Justice (RESJ) Steering Committee, LACC Deans Teamster's Union Representative (Alternate), Student Success and Support Program (SSSP) Committee, Marketing Committee, Integrated Planning Team.

Committee Chair: Student Services Council, Student Services Leadership Committee, Behavioral Intervention Team (BIT), Graduation Committee, Dean's Honors Tea Committee, Strategic Enrollment Management (SEM), Faculty Hiring Prioritization Committee.

#### **Los Angeles City College Emergency Operations Center (EOC)**

2020 - Present

Incident Director

#### **Los Angeles City College Student Discipline**

2017 - 2019

Disciplinarian

#### **Los Angeles City College Student Grievance**

2014 - 2017

Ombudsperson

#### **Glendale Community College District Negotiation Team**

Team Member, negotiated with the California School Employee Association

2011 - 2014

Team Member, negotiated with the Faculty Guild

2008 - 2011

#### **Glendale Community College Student Conduct/Judicial Board**

Judicial Board Member

2001 - 2014

Assistant to the Judicial Officer

2006 - 2014

## Rotary International Group Study Exchange in Yamanashi and Shizuoka City, Japan

Represented Glendale College by participating in a 5-week professional exchange

2012

## Association for California Community College Administrators

ACCCA Member

2007 – 2010

ACCCA Mentorship Program Graduate

2009

## California Community College Student Affairs Association (CCCSAA)

Chair, Professional Conference - Rancho Mirage, California

March 2006

Southern Representative - Executive Board

2004 - 2006

Chair, “*Leadership is a Relationship*” Conference - Burbank, California

November 2004

## Glendale Community College Classified Council

Representative at Large

2005 - 2006

Organizer, Classified Week basketball tournament

May 2006

Established the Classified Council Barbeque

2005

---

## VOLUNTEER EXPERIENCE

- Ararat D-League Coach (2 teams per season) 2022 - Present
- Glendale Police Foundation Citizens Academy Class of 2013 graduate 2013
- Leadership Glendale Program, Class of 2010 2010
- GAR Services Board Member, Corporate Council Member 2009 - 2012
- “In His Shoes” 30 Hour Famine, raised \$1,800 to prevent world hunger 2010

---

## HONORS

- LACC “You Matter Here” Award 2023
- Recipient of the LACC ASG Advisor of the Year Award 2015
- Finalist for the John A. Davitt Award for Outstanding Management Service 2013
- Recipient of the John A. Davitt Award for Outstanding Classified Service 2006

---

## PRESENTATIONS

- California Community College Chief Instructional Officers’ Conference, ALIVE Preconference Panelist: Partnering with Student Services April 2022
- “Effective Budgeting” and “Personal Leadership Journey” LACC ASG Retreat February 2019
- “Developing Your Leadership Style” LACCD District ASG Training October 2019
- “Discipline, Grievance, Title IX” LACC Faculty Flex Day August 2017
- “Ethical Decision Making” LACC Leadership Academy Program May 2016
- “Effective Leadership” GCC LEAD Program Keynote Speaker May 2016
- “Leadership by Example” LACC Leadership Academy Program March 2016
- “Be a Parli Pro” LACC ASG Fall Orientation August 2015

---

## SKILLS/CERTIFICATIONS

- Proficiency in Microsoft Office (Word, Excel, Outlook, Access), PeopleSoft, Oracle IProcurement, SAP, Cranium Café, Blackboard Connect.
- Standardized Emergency Management System (SEMS), National Incident Management System (NIMS), and Alert, Lockdown, Inform, Counter, Evacuate (ALICE) certified.
- RP Group IEPI Strategic Enrollment Management Coach (2022-Present).
- Certified Myers-Briggs Type Indicator (MBTI) Trainer.
- Association of College and University Educators (ACUE) Micro credential – Fostering a Sense of Belonging (Managing the Impact of Biases, Reducing Microaggressions, Addressing Imposter Phenomenon and Stereotype Threat, and Cultivating an Inclusive Environment).