

Student Services Master Plan
2010-2011
As of December 9, 2010

Educational Master Plan (EMP) Goals Associated with Student Services

Strategic Goal 1: Students Awareness, Access, Persistence, and Success

Strategic Goal 3: Instructional Programs and Student Services

Strategic Goal 4: Fiscal Stability and Diversification

Six Goals

1. **Accreditation**
2. **Technology (PS)**
3. **Student Access and Success**
4. **Collaboration (Governance)**
5. **Fiscal Stability**
6. **Capital Development (Facilities)**

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 <u>Recommendation 3</u> : The team recommends that the college ensures that all major policies affecting students are published in an accessible manner in such publications as the catalog, including the Academic Freedom Policy, transfer of credit and the process for sexual harassment complaints (Standard IIB.2).	VPSS working with the Marketing Committee <u>Timeline</u> : December 2010—draft language to the IPCC <u>Status</u> : Dr. Paul Schlossman... The sections to review include Section II(B)(2)(a), II(B)(2)(b), II(B)(2)(c), II(B)(2)(d). According to Section II(B)(2)(c) the "Major Policies Affecting Students include: • Academic Regulations, including Academic Honesty	Catalog, Class Schedule and Website

	• Nondiscrimination • Acceptance of Transfer Credits • Grievance and Complaint Procedures • Sexual Harassment • Refund of Fees Section II (B)(2) requires us to print these policies in the <u>catalog</u>, but the direction we've received is to make sure they're printed in the class schedule as well.	
1.2 Complete and submit a Student Services' program reviews.	Each program manager will complete and submit a SS Program Review <u>Timeline:</u> December 21, 2010 <u>Status:</u> Counseling, Student Health, Library, DSPS submitted their reports.	IPCC via the Program Review Committee's report.

2. Technology (Oracle/PeopleSoft)	Person Responsible/Timeline/Status	Evidence/Data
2.1 Develop and implement an electronic SEP in PeopleSoft. EMP 3.2.2	Jewel Price <u>Timeline:</u> March 2011 <u>Status:</u> Testing is scheduled for December and proposed training in the Spring 2011.	Counselors utilizing SEPs in PS

3. Student Access and Success	Person Responsible/Timeline/Status	Evidence/Data
3.1 Establish baseline data of noncredit students matriculating to credit programs. EMP 1.2	Dean of Student Affairs with Student Outreach Services <u>Timeline:</u> March 2011 <u>Status:</u>	Baseline Data
3.2 Identify Financial Aid procedures, forms, and packaging barriers and develop strategies to circumvent such barriers including literacy, ESL and immigrant students. EMP1.2.5.a & 1.3.1.a	Associate Dean of Financial Aid <u>Timeline:</u> February 2011 <u>Status:</u>	Barriers identified and new procedures or strategies outlined
3.3 Review transcript evaluation procedures. EMP 1.3.1.d	Dean of A&R <u>Timeline:</u> March 2011 <u>Status:</u>	Brief report
3.4 Investigate the residency criteria for noncredit and AB540 students (including the one year of noncredit coursework with the Chancellor's Office). EMP 1.2.5.b	VPSS with the AB540 Committee <u>Timeline:</u> March 2011 <u>Status:</u>	Chancellor's Office advisory

3.5 Survey students about barriers affecting their progress and their strategies for success. EMP 1.2.5.f & 1.2.2.c	VPSS with Institutional Research <u>Timeline:</u> June 2011 <u>Status:</u>	Survey results
3.6 Collect baseline data of persistence rates for student groups. EMP 1.3.2	SS program managers working with Institutional Research <u>Timeline:</u> June 2011 <u>Status:</u>	Year-end report analysis
3.7 “Determine how to offer a continuum of student services at the Garfield Campus,” specifically, “Explore how to meet the Garfield Campus’s need for a library.” EMP 3.4.3	VPSS with Interim Library & Learning Resources Director <u>Timeline:</u> Garfield Library services – Fall 2011 <u>Status:</u> Limited library services have been made available via Basic Skills Initiative funding; institutional support is required for continued services	Garfield Campus Library Report, Assessment Report for Garfield Campus Library Collection and Services, and EMP

4. Collaboration (Governance)	Person Responsible/Timeline/Status	Evidence/Data
4.1 Develop and implement a plan to bring teaching and counseling faculty together to understand SEPs and how to use the available information more effectively for planning curriculum, scheduling courses, and ensuring student success. EMP 3.1.1.b	Dean of Student Services working with the Enrollment Management Committee <u>Timeline:</u> Spring 2011 <u>Status:</u> Can be aligned with training...	EMC’s minutes
4.2 Establish a task force to provide strategies to increase collaboration between instruction and student services. EMP 3.3.1.a	VPSS and VPI <u>Timeline:</u> March 2011 <u>Status:</u>	Task Force composition Minutes Recommendations
4.3 Assign a counselor to attend instructional division meetings. EMP 1.1.4.c	Chair of the Student Services <u>Status:</u> DONE	Assignment sheet Instructional division minutes

5. Fiscal Stability	Person Responsible/Timeline/Status	Evidence/Data
5.1 Complete KH’s Strategic Cost Management matrix for Student Services’ programs and services. EMP 4.2	VPSS <u>Timeline:</u> May 2011 <u>Status:</u>	Completed KH matrix

6. Capital Development/Facilities	Person Responsible/Timeline/Status	Evidence/Data
6.1	<u>Timeline:</u> <u>Status:</u>	