

## **Student Services Goals and Objectives, 2014-2015**

Each Student Services unit engages in the annual Planning and Program Review process to review, revise, and clarify overarching goals and unit- and area-wide objectives. Goals and objectives are clustered around five major strategic directions, each of which closely intersects the CHC Educational Master Plan (EMP). The five Student Services strategic directions are:

- A. Integrated and Mandatory Key Intake Programs, Placement in appropriate Programs of Study, Careful Monitoring of Student Success, and Creation of Student Success Pathways
- B. Promoting Equity, Access, and Inclusion, Valuing Diversity, and Supporting Student Connection
- C. Promotion of Deep Learning through Experiences and Courses
- D. Inclusion, Development, and Empowerment of Staff
- E. Continuous Quality Improvement and Effective Resource Utilization

**A. Integrated and Mandatory Key Intake Programs, Placement in Appropriate Programs of Study, Careful Monitoring of Student Success, and Creation of Student Success Pathways (EMP 1.1, 1.2)**

1. **Student Services units will work with Instruction, district entities, and SBVC to implement the recommendations of the Student Success Task Force**
  - i. Increase access to counseling services to assure that each student has the opportunity to develop and maintain an SEP
  - ii. Increase the number of students who have student educational plans
  - iii. Maintain counselor levels at 600/1 student counselor ratios to assure timely access to required Student Success Act requirements
  - iv. Ensure A&R office is able to meet the mandates of SSI and the communication, service, and support needs of the campus community effectively
  - v. Expand assessment services to guarantee timely access to required placement processes and to broaden the type and range of services offered through the Assessment Center
  - vi. Expand and maintain the variety and quality of online and automated student services
  - vii. Adopt and implement an online Student Educational Plan to facilitate implementation of the requirements of the Student Success Act
  - viii. Design and implement an online advisement program to improve accessibility of counseling services and to support distance students
  
2. **Student Services will clarify degree, certificate, and transfer pathways**
  - i. Develop Personal and Career Development (PCD) curricula

- ii. Provide comprehensive career development services
- iii. Provide career, academic and personal counseling to every Learning Community student

**B. Promoting Equity, Access, and Inclusion, Valuing Diversity, and Supporting Student Connection (EMP 1.1, 1.2, 2.1)**

**1. Student Services will ensure access to educational opportunities for all students, and will meet the individual needs of students with diverse backgrounds.**

- i. Ensure that services meet the needs of underrepresented students through program planning, implementation, and evaluation
- ii. Secure a fully-staffed and operational transfer center according to Title 5 regulations/recommendations and Title V/HSI Transfer Prep Grant language.
- iii. Increase the use of the Transfer Center by Hispanic and other underrepresented students
- iv. Improve access to assistive technologies by expanding the availability of those resources across campus and training opportunities and structures
- v. Identify potential transfer students
- vi. Enhance transfer counseling services
- vii. Provide up to date assistive technology to increase the access, success and independence of students with disabilities and learning differences
- viii. Develop an International Students Program
- ix. Implement and maintain a mobile counseling service
- x. Develop and maintain appropriate special class curriculum to support DSPS student access and success
- xi. Increase student financial literacy on campus
- xii. Meet the federal mandate that all students using G.I. Bill benefits obtain a timely and complete educational plan
- xiii. Create a Veterans Center to increase services and support for military veterans
- xiv. Design health promotional interventions to reduce disparities in HWC use by gender, age, and ethnicity
- xv. Identify and furnish a dedicated facility for High Tech Center
- xvi. Improve ADA accessibility of EOPS office

**2. Student Services units will take deliberate steps to improve student engagement and connection between students, and between students and staff members.**

- i. Increase student engagement and involvement by facilitating increased participation in student clubs, College Hour events, and Three Peaks Challenges as measured by an increase in the number of students participating in clubs as well as the number of club activities on campus

- ii. Augment Financial Aid in-reach efforts and increase student engagement.
- iii. Provide intrusive services to support the engagement, retention and success of students.
- iv. Develop a variety of social media approaches to provide timely and accurate Financial Aid information to students
- v. Utilize technology to reach out to and engage potential transfer students
- vi. Develop systems to communicate with students about VA benefits and certification
- vii. Incorporate in all counseling activities, the six success factors to student success

### **C. Promotion of Deep Learning through Courses and Experiences (EMP 3.1)**

#### **1. Student Services will collaborate with instructional colleagues to improve student learning**

- i. Support and promote student leadership throughout the college
- ii. Coordinate College hour activities in conjunction with instruction
- iii. Coordinate Three Peaks experiences in conjunction with instruction
- iv. Assign counselors to be liaisons to the academic departments
- v. Support the development of positive mentoring relationships between faculty and students as measured by feedback received from mentors
- vi. Develop a Faculty Advisor Program
- vii. Invite academic departments to present during counseling meetings
- viii. Provide support to Learning Community classroom faculty
- ix. Collaborate with college programs to improve learning for all students through universal design concepts

### **D. Inclusion, Development, and Empowerment of Staff (EMP 7.1, 2.1)**

#### **1. Student Services will increase the skills and expertise of all Student Services employees, and will ensure that each employee has the skills to work effectively with a diverse community.**

- i. Ensure Student Services representation on regional and statewide committees
- ii. Promote leadership among Student Services staff
- iii. Provide opportunities for growth and professional experiences
- iv. Promote increased knowledge about students' health risk status, health behaviors, and impediments to academic performance
- v. Strengthen communication and collaboration among CHC Counselors
- vi. Promote increased skills, knowledge, and professional growth of A&R staff

- vii. Improve the effectiveness of HWC process and procedures and increase staff members' knowledge and expertise in the areas of service delivery and health education
- viii. Increase the Financial Aid staff's skills to serve a diverse population of students and parents using a variety of media formats

**E. Continual Quality Improvement and Effective Resource Utilization (EMP 6.1, 6.2)**

**1. Student Services will engage in careful assessment, reflection, planning, and continual quality improvement for the betterment of students and the community.**

- i. Seek alternative revenue streams to provide increased access to student support programs and to enhance services
- ii. Evaluate the effectiveness and efficiency of orientation services to inform improvement
- iii. The HWC will pursue new funding streams such as grants and Affordable Care Act billing
- iv. Work with OIERP, the VPSS, and others to complete the assessment cycle on an ongoing basis to ensure continual improvement in A&R.
- v. Identify and implement procedures to gather data and evaluate SSSP processes and services on an annual basis
- vi. Promote the continuous improvement of HWC by engaging in long range planning and assessment
- vii. Interface SARS with e-Lumen to improve tracking of Student Services SLOs and SAO
- viii. Investigate effectiveness of Probation process
- ix. Work with ORP to develop systematic evaluation process for SSSP SAO and services
- x. Promote the continuous improvement of HWC by engaging in long range planning and assessment
- xi. Obtain data that demonstrate the outcomes/performance of the EOPS Program

**2. Student Services will continually improve processes, documentation, and user-friendliness of all processes and services.**

- i. Further develop all Student Services websites and online access to services.
- ii. Expand assessment services to guarantee timely access to required placement processes and to broaden the type and range of services offered through the Assessment Center as recommended by the Student Success Initiative
- iii. Ensure the Financial Aid Office meets the student needs by reducing processing time.
- iv. Increase the availability of professional health services to summer enrollees

- v. Provide CHC Financial Aid Office forms in electronic versions to students, with the goal of going "paperless."
- vi. Improve office efficiency, safeguard the confidentiality and security of records, gather patient information to promote program improvement, and reduce dependency on non-renewable resources.
- vii. Create EOPS online orientation and fillable EOPS application
- viii. Ensure A&R processes and services are clearly defined, published, and documented for internal and external use
- ix. Develop an effective Assessment Orientation
- x. Evaluate policies and procedures used in DSPS to assure compliance with state and federal laws and regulations and to improve efficiency of program.
- xi. Streamline Enrollment Verification Process to reduce student wait time and staff work load
- xii. Increase Transcript Processing Efficiency
- xiii. Ensure the process for destruction of student records meets state regulations and district policy
- xiv. Continue and refine the Financial Aid module of WebAdvisor
- xv. Coordinate with campus administration and staff to improve EOPS office efficiency