

Student Services Program Review

Gerald Ramsey

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Student Services Program Review

Vice President of Student Services

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General Information (Student Services Program Review 1)

File Attachments:

- 1. Student Services Division Plan 2014-2020 updated final 10 2014.pdf**

Standing Requirements

◆ Mission Statement

We, the Student Services Division, believe that students are the reason for our existence. We are dedicated to offering equitable and courteous services to our Miramar College community. We are committed to the development and empowerment of our students to their full potential.

◆ Program Goals

Student Services Division-wide Goals

Service Area Goals

Outcome	Mapping
<p>Goal #1 (Focus - Global) Ensure and facilitate student academic success by providing high quality supportive services responsive to the needs of our diverse population.</p>	<p>Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy I.3, Strategy II.2, Strategy II.4, Strategy III.1, Strategy III.2, Strategy IV.1</p>
<p>Goal #2 (Focus - Global) Working collaboratively with Administrative and Instructional Services, Implement the Requirements for the Student Success and Support Program and Student Equity Program.</p>	<p>Miramar Strategic Plan: Strategy I.1, Strategy II.1, Strategy II.3, Strategy II.4, Strategy III.1, Strategy III.2, Strategy IV.1, Strategy IV.2</p>
<p>Goal #3 (Focus - Planning) Ensure that a comprehensive planning document exist beginning with existing services and projecting services needed to properly serve student in the future.</p>	<p>Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy I.3, Strategy II.1, Strategy III.1, Strategy III.2, Strategy IV.2</p>
<p>Goal #4 (Focus - Organization) Build a Division structure that is flexible, logical, meaningful, spirited and entrepreneurial. The intent is to create a structure that encourages innovation and risk-taking, while emphasizing student-centered objectives and effectiveness and allowing each unit leader to do the best job possible for the campus and its students.</p>	<p>Miramar Strategic Plan: Strategy I.1, Strategy II.1, Strategy II.4, Strategy III.1, Strategy III.2</p>
<p>Goal #5 (Focus - Coordination) Ensure that all units of the Division operate at maximum efficiency with little, if any, duplication. This ensures that all other functional units of the College are considered before new processes, practices or programs are developed and/or implemented.</p>	<p>Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy II.1, Strategy II.4, Strategy III.1, Strategy III.2, Strategy IV.1</p>
<p>Goal #6 (Focus - Control) Insure that the Division leadership exercise only that degree of control needed to support faculty and staff in the performance of their duties and encourage the development of student- centered ideas, student-centered initiatives and student- centered processes.</p>	<p>Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy I.3, Strategy II.1, Strategy II.2, Strategy II.3, Strategy II.4</p>
<p>Goal #7 (Focus - Evaluation) Ensure that each Division unit has an evaluation plan that provides effective ways of measuring qualitative and quantitative service quality; and supports the College planning and program review process.</p>	<p>Miramar Strategic Plan: Strategy I.1</p>

2014-2015 Program Review

◆ Action Plan

Mission Statement

We, the Student Services Division, believe that students are the reason for our existence. We are dedicated to offering equitable and courteous services to our Miramar College community. We are committed to the development and empowerment of our students to their full potential.

Actions

Student Services Division-wide Goals

Service Area Goals

Goal #1 (Focus - Global)

Ensure and facilitate student academic success by providing high quality supportive services responsive to the needs of our diverse population.

▼ **Action:** Provide high quality services responsive to the needs of students

Action details: Continue to provide services as outlined in the Division's Plan

Strengths: Adequate financial resources, campus support and effective campus planning processes

Weaknesses: Statutory limitations on use of restricted funding

Goal #2 (Focus - Global)

Working collaboratively with Administrative and Instructional Services, Implement the Requirements for the Student Success and Support Program and Student Equity Program.

▼ **Action:** Work collaboratively with Instructional and Administrative Divisions

Action details: Continue to work with and support the efforts of other Divisions and the Office of the President

Strengths: Strong leadership team and campus planning processes

Weaknesses:

Goal #3 (Focus - Planning)

Ensure that a comprehensive planning document exist beginning with existing services and projecting services needed to properly serve student in the future.

▼ **Action:** Ensure that there is a comprehensive planning documents for the Division

Action details: Review and update applicable operational plans as outlined in the campus planning framework

Strengths: Structured planning processes at the campus level

Weaknesses:

Goal #4 (Focus - Organization)

▼ **Action:** Ensure that the Division's structure is student-centered

STRATEGIC PLAN GOAL	STRATEGIC PLAN STRATEGIES	ACCOMPLISHMENTS
Strategic Plan Goal 1: Strategic Goal I: Provide educational programs and services that are responsive to change and support student learning and success.	1.1	Extended office hours to provide enhanced access for students and the public; collaborated with the College Task Stream committee to integrate the Program Review process for all three divisions in Task Stream
	1.2	A. Hired additional full-time counselors, 5 full-time support staff; combined Outreach and Assessment units to provide better Assessment to enhance the availability of services to feeder high-schools and the public; B. Increased the number of students assessed by 50%; implemented an enhanced on-line orientation software (June 2015); C. Developed and implemented group orientation for prospective students and parents; D. Implemented "Super Saturday" education planning program and weekly student educational planning sessions. Conducted MBTI professional development and career counseling training for counseling faculty to better provide students with career readiness; E. Developed 'Passport to Success' to facilitate smoother student pathways.
	1.3	A. Increased the number of students participating in Jets Jump Start with added assessment opportunities; B. Refined the failed Summer Bridge Program to serve as a feeder for the First Year Experience program; C. Provided learning opportunities for students through College Hour; D. Purchased A-frames and related marketing tools to promote campus educational events and to improve attendance at them.
	1.4	Provided focused awareness, counseling and transfer efforts for student interested in Associate Degrees for Transfer to promote the new associate degrees.
	1.5	In response to student and staff concerns, purchased and installed shades in the Student Affairs Lounge, to improve the effectiveness of the room as an event and student use venue.
Strategic Goal II: Deliver educational programs and services in formats and at locations that meet student needs.	2.1	A. Scheduled and provided orientation at feeder high school; enhanced on-line orientation with the purchase of new software (to be implemented June 2015); B. Established partnership agreement to provide pre-college preparation and offer college courses at feeder high school; C. Developed and implemented a schedule of assessment services to be offered at feeder high schools; conducted student and family orientation at feeder school.
	2.2	In collaboration with the Instructional Division, provided Personal Growth in an on-line format; provided college orientation in an on-line format.

	2.3	A. Allocated SSSP funds specifically to support on-line counseling; B. Purchased and installed software and hardware specific hardware for each counselor to support the delivery of on-line counseling.
	2.4	Worked collaboratively with the Instructional Division established an Early College pilot with Miramar Mesa High School (first classes scheduled for fall 2015).
	2.5	A. Working collaboratively with the other College Divisions, provided training related to the proper handling of classroom disturbances and college emergencies at Convocation, new faculty orientation and adjunct faculty orientation; B. The number of student clubs was increased from 17 to 19.
Strategic Goal III: Enhance the college experience for students and the community by providing student-centered programs, services and activities that celebrate diversity and sustainable practices.	3.1	A. Developed and implemented a Summer Bridge Program similar to the EOPS model. Classes begin summer 2015;
	3.3	B. Developed and implemented a plan to effectively utilize the digital displays in the Student Services building to advertise campus-wide student activities and services; C. Worked collaboratively with City, Mesa, CE and the District to build and feature a float for the annual San Diego Pride Parade in support of the LGBTQ community; D. Worked collaboratively with campus partners, including the Associated Students, to build and feature a float for the annual San Diego Martin Luther Day parade.
	3.5	Using a data driven SSSP and Student Equity plans, developed and implemented orientation, assessment, and education planning programs that target disproportionately impacted students (identified in Student Equity Plan). Developed a plan to effectively advertise student activities.
Strategic Goal IV: Develop, strengthen and sustain beneficial partnerships with educational institutions, business and industry, and our community.	4.1	In collaboration with Instructional and Administrative Services, assisted the College in executing its first Early College agreement (Pilot with Mira Mesa High School, classes begin fall 2015).
	4.2	In collaboration with the other Divisions of the College, assisted the College in executing partnership agreements with Mira Mesa, Scripps and Serra High Schools.
	4.3	Outreach and college preparation services to feeder high schools were included in Memorandums of Understanding with feeder high schools.
	4.5	Enhanced the "reach" of annual fall and spring career fairs by collaborating with and adding a component of Career and Technical Education.

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General Information (Student Services Program Review 1)

File Attachments:

1. Student Services Division Plan 2014-2020 updated final 10 20914.pdf

Standing Requirements

◆ Mission Statement

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◆ Program Goals

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<p>Goal #5 (Focus – Coordination) Ensure that all units of the Division operate at maximum efficiency with little, if any, duplication. This ensures that all other functional units of the College are considered before new processes, practices or programs are developed and/or implemented .</p>	<p>Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy II.1, Strategy II.4, Strategy III.1, Strategy III.2, Strategy IV.1</p>
<p>Goal #6 (Focus – Control) Insure that the Division leadership exercise only that degree of control needed to support faculty and staff in the performance of their duties and encourage the development of student- centered ideas, student-centered initiatives and student- centered processes.</p>	<p>Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy I.3, Strategy II.1, Strategy II.2, Strategy II.3, Strategy II.4</p>
<p>Goal #7 (Focus - Evaluation) Ensure that each Division unit has an evaluation plan that provides effective ways of measuring qualitative and quantitative service quality; and supports the College planning and program review process</p>	<p>Miramar Strategic Plan: Strategy I.1</p>

2014-2015 Program Review

◆ Action Plan

Mission Statement

We, the Student Services Division, believe that students are the reason for our existence. We are dedicated to offering equitable and courteous services to our Miramar College community. We are committed to the development and empowerment of our students to their full potential.

Actions

Student Services Division-wide Goals

Service Area Goals

Goal #1 (Focus - Global)

Ensure and facilitate student academic success by providing high quality supportive services responsive to the needs of our diverse population.

▼ **Action:** Provide high quality services responsive to the needs of students

Action details: Continue to provide services as outlined in the Division's Plan

Strengths: Adequate financial resources, campus support and effective campus planning processes

Weaknesses: Statutory limitations on use of restricted funding

Goal #2 (Focus - Global)

Working collaboratively with Administrative and Instructional Services, Implement the Requirements for the Student Success and Support Program and Student Equity Program.

Action: Work collaboratively with Instructional and Administrative Divisions

Action details: Continue to work with and support the efforts of other Divisions and the Office of the President

Strengths: Strong leadership team and campus planning processes

Weaknesses:

Goal #3 (Focus - Planning)

Ensure that a comprehensive planning document exist beginning with existing services and projecting services needed to properly serve student in the future.

▼ **Action:** Ensure that there is a comprehensive planning documents for the Division

Action details: Review and update applicable operational plans as outlined in the campus planning framework

Strengths: Structured planning processes at the campus level

Weaknesses:

Goal #4 (Focus - Organization)

Action: Ensure that the Division's structure is student-centered

Build a Division structure that is flexible, logical, meaningful, spirited and entrepreneurial. The intent is to create a structure that encourages innovation and risk-taking, while emphasizing student-centered objectives and effectiveness and allowing each unit leader to do the best job possible for the campus and its students.

Action details: Periodically review the organization chart and functions for effectiveness and efficiency.

Strengths: Strong program review process

Weaknesses:

Goal #5 (Focus – Coordination)

Ensure that all units of the Division operate at maximum efficiency with little, if any, duplication. This ensures that all other functional units of the College are considered before new processes, practices or programs are developed and/or implemented .

Action: Minimize duplication of efforts

Action details: Periodically (minimum once each academic year) review with Division leadership the functions of each area and discuss ways to enhance efficiency.

Strengths: Regularly scheduled meetings of Division leadership provide opportunities to discuss such matters on a regular basis.

Weaknesses:

Goal #6 (Focus – Control)

Insure that the Division leadership exercise only that degree of control needed to support faculty and staff in the performance of their duties and encourage the development of student-centered ideas, student-centered initiatives and student-centered processes.

Action: Encourage faculty and staff to be flexible and creative

Action details: VPSS will provide staff and faculty with clear written and oral directions and support; and continue to encourage staff to be flexible and creative in their approach to providing services.

Strengths:

Weaknesses:

Goal #7 (Focus - Evaluation)

Ensure that each Division unit has an evaluation plan that provides effective ways of measuring qualitative and quantitative service quality; and supports the College planning and program review processes.

Action: Evaluate effectiveness of services

Action details: Review applicable sections of operational plans, program review plans with the objective of ensuring that each unit has adequate resources and practices are consistent with the campus planning process framework.

Timeline for completion: January 2017

Strengths:

Weaknesses:

Status Report

Action Statuses

Student Services Division-wide Goals

Service Area Goals

Goal #1 (Focus – Global)

Ensure and facilitate student academic success by providing high quality supportive services responsive to the needs of our diverse population.

▼ **Action:** Provide high quality services responsive to the needs of students
Action details: Continue to provide services as outlined in the Division's Plan

Strengths: Adequate financial resources, campus support and effective campus planning processes

Weaknesses: Statutory limitations on use of restricted funding

Status for Provide high quality services responsive to the needs of students

Current Status: In Progress

Budget Status:

Additional information: Will continue ongoing review and modification of business practices consistent with campus need, operational plans and planning process.

Next Steps: Continued implementation of SSSP and Student Equity Plans

Goal #2 (Focus - Global)

Working collaboratively with Administrative and Instructional Services, Implement the Requirements for the Student Success and Support Program and Student Equity Program.

▼ **Action:** Work collaboratively with Instructional and Administrative Divisions
Action details: Continue to work with and support the efforts of other Divisions and the Office of the President

Strengths: Strong leadership team and campus planning processes

Weaknesses:

Status for Work collaboratively with Instructional and Administrative Divisions

Current Status: Completed

Budget Status:

Additional information: Continue to work collaboratively with campus partners to ensure the successful implementation of the plans.

Next Steps:

Goal #3 (Focus – Planning)

Ensure that a comprehensive planning document exist beginning with existing services and projecting services needed to properly serve student in the future.

▼ **Action:** Ensure that there is a comprehensive planning documents for the Division
Action details: Review and update applicable operational plans as outlined in the campus planning framework

Strengths: Structured planning processes at the campus level

Weaknesses:

Status for Ensure that there is a comprehensive planning documents for the Division

Current Status: Completed

Budget Status:

Additional information: Requires continue development, implementation and revision of operational plans as required by the College planning process, including SSSP and Student Equity.

Next Steps:

Goal #4 (Focus – Organization)

Build a Division structure that is flexible, logical, meaningful, spirited and entrepreneurial. The intent is to create a structure that encourages innovation and risk-taking, while emphasizing student - centered objectives and effectiveness and allowing each unit leader to do the best job possible for the campus and its students.

▼ **Action:** Ensure that the Division's structure is student-centered

Action details: Periodically review the organization chart and functions for effectiveness and efficiency.

Strengths: Strong program review process

Weaknesses:

Status for Ensure that the Division's structure is student-centered

Current Status: In Progress

Budget Status:

Additional information: Ongoing

The campus recently received approval to hire an additional manager to focus on student equity and related equity success issues. Staffing for this new unit includes a manager, administrative technician and a full-time faculty coordinator.

Next Steps:

Goal #5 (Focus – Coordination)

Ensure that all units of the Division operate at maximum efficiency with little, if any, duplication. This ensures that all other functional units of the College are considered before new processes, practices or programs are developed and/or implemented .

▼ **Action:** Minimize duplication of efforts

Action details: Periodically (minimum once each academic year) review with Division leadership the functions of each area and discuss ways to enhance efficiency.

Strengths: Regularly scheduled meetings of Division leadership provide opportunities to discuss such matters on a regular basis.

Weaknesses:

Status for Minimize duplication of efforts

Current Status: Completed

Budget Status:

Additional information: Ongoing

Assessment and orientation functions were coupled with Outreach unit which serves as a relations w/high schools unit.

Next Steps: Continuous discussion and review of operations and suggestions for improvements in unit, department, division and District meetings

Goal #6 (Focus – Control)

Insure that the Division leadership exercise only that degree of control needed to support faculty and staff in the performance of their duties and encourage the development of student-centered ideas, student-centered initiatives and student-centered processes.

Action: Encourage faculty and staff to be flexible and creative

Action details: VPSS will provide staff and faculty with clear written and oral directions and support; and continue to encourage staff to be flexible and creative in their approach to providing services.

Strengths:

Weaknesses:

Status for Encourage faculty and staff to be flexible and creative

Current Status: In Progress

Budget Status:

Additional information: Ongoing

Next Steps:

Goal #7 (Focus - Evaluation)

Ensure that each Division unit has an evaluation plan that provides effective ways of measuring qualitative and quantitative service quality; and supports the College planning and program review processes.

Action: Evaluate effectiveness of services

Action details: Review applicable sections of operational plans, program review plans with the objective of ensuring that each unit has adequate resources and practices are consistent with the campus planning process framework.

Timeline for completion: January 2017

Strengths:

Weaknesses:

Status for Evaluate effectiveness of services

Current Status: In Progress

Budget Status:

Additional information: Completed

Next Steps: Review and update as needed to comply with the College planning process

Status Summary

No text specified

Summary of Next Steps

1. Continued implementation of SSSP and Student Equity Plans.

2. Continue to work collaboratively with campus partners to ensure the successful implementation of the plans.
3. Continuous discussion and review of operations and suggestions for improvements in unit, department, division and District meetings .
4. Create and staff a student equity & success unit to focus equity and equity related success issues.

Accomplishments

STRATEGIC PLAN GOAL	STRATEGIC PLAN STRATEGIES	ACCOMPLISHMENTS
<p>Strategic Plan Goal 1: Strategic Goal I: Provide educational programs and services that are responsive to change and support student learning and success.</p>	1.1	<p>Extended office hours to provide enhanced access for students and the public; collaborated with the College Task Stream committee to integrate the Program Review process for all three divisions in Task Stream</p>
	1.2	<ul style="list-style-type: none"> A. Hired additional full-time counselors, 5 full-time support staff; combined Outreach and Assessment units to provide better Assessment to enhance the availability of services to feeder high-schools and the public; B. Increased the number of students assessed by 50%; implemented an enhanced on-line orientation software (June 2015); C. Developed and implemented group orientation for prospective students and parents; D. Implemented “Super Saturday” education planning program and weekly student educational planning sessions. Conducted MBTI professional development and career counseling training for counseling faculty to better provide students with career readiness; E. Developed ‘Passport to Success’ to facilitate smoother student pathways.
	1.3	<ul style="list-style-type: none"> A. Increased the number of students participating in Jets Jump Start with added assessment opportunities; B. Refined the failed Summer Bridge Program to serve as a feeder for the First Year Experience program; C. Provided learning opportunities for students through College Hour;

<p>Strategic Goal II: Deliver educational programs and services in formats and at locations that meet student needs.</p>	1.4	<p>D. Purchased A-frames and related marketing tools to promote campus educational events and to improve attendance at them.</p> <p>Provided focused awareness, counseling and transfer efforts for student interested in Associate Degrees for Transfer to promote the new associate degrees.</p>
	1.5	<p>In response to student and staff concerns, purchased and installed shades in the Student Affairs Lounge, to improve the effectiveness of the room as an event and student use venue.</p>
	2.1	<p>A. Scheduled and provided orientation at feeder high school; enhanced on- line orientation with the purchase of new software (to be implemented June 2015);</p> <p>B. Established partnership agreement to provide pre-college preparation and offer college courses at feeder high school;</p> <p>C. Developed and implemented a schedule of assessment services to be offered at feeder high schools; conducted student and family orientation at feeder school.</p>
	2.2	<p>In collaboration with the Instructional Division, provided Personal Growth in an on-line format; provided college orientation in an on-line format.</p>
2.3	<p>A. Allocated SSSP funds specifically to support on-line counseling;</p> <p>B. Purchased and installed software and hardware specific hardware for each counselor to support the delivery of on-line counseling.</p>	
2.4	<p>Worked collaboratively with the Instructional Division established an Early College pilot with Miramar Mesa High School (first classes scheduled for fall 2015).</p> <p>A. Working collaboratively with the other College Divisions, provided</p>	

	2.5	<p>training related to the proper handling of classroom disturbances and college emergencies at Convocation, new faculty orientation and adjunct faculty orientation;</p> <p>B. The number of student clubs was increased from 17 to 19.</p>
<p>Strategic Goal III: Enhance the college experience for students and the community by providing student-centered programs, services and activities that celebrate diversity and sustainable practices.</p>	3.1	A. Developed and implemented a Summer Bridge Program similar to the EOPS model. Classes begin summer 2015;
	3.3	<p>B. Developed and implemented a plan to effectively utilize the digital displays in the Student Services building to advertise campus-wide student activities and services;</p> <p>C. Worked collaboratively with City, Mesa, CE and the District to build and feature a float for the annual San Diego Pride Parade in support of the LGBTQ community;</p> <p>D. Worked collaboratively with campus partners, including the Associated Students, to build and feature a float for the annual San Diego Martin Luther Day parade.</p>
	3.5	<p>Using a data driven SSSP and Student Equity plans, developed and implemented orientation, assessment, and education planning programs that target disproportionately impacted students (identified in Student Equity Plan).</p> <p>Developed a plan to effectively advertise student activities.</p>
<p>Strategic Goal IV: Develop, strengthen and sustain beneficial partnerships with educational institutions, business and industry, and our community.</p>	4.1	In collaboration with Instructional and Administrative Services, assisted the College in executing its first Early College agreement (Pilot with Mira Mesa High School, classes begin fall 2015).
	4.2	In collaboration with the other Divisions of the College, assisted the College in executing partnership agreements with Mira Mesa, Scripps and Serra High Schools.
	4.3	

	4.5	Outreach and college preparation services to feeder high schools were included in Memorandums of Understanding with feeder high schools.
		Enhanced the “reach” of annual fall and spring career fairs by collaborating with and adding a component of Career and Technical Education.

◆ Evaluation (Committee Feedback & Comments)

Student Services Program Review

Admissions

2014-2015 Program Review

Action Plan

Mission Statement

The Admission & Records Office serves all prospective, new, continuing, transfer, and returning students. In accordance with policy 3000, the department facilitates the admission of all students, including international students. Responsibilities of the department include: the enrollment of the general student population, as well as special populations, the establishment and maintenance of students' records, identification of students via the College Student Identification Card, facilitation of the matriculation process, and referrals to other Student Services offices.

Additionally, Evaluations administrative support reports to the Admission & Records Supervisors. The department provides services that assist students in completing the matriculation process and achieving their goals of an associate degree, certificate of achievement, certificate of performance and/or general education certification for transfer, and facilitates annual commencement activities.

Actions

Admissions Program Goals

Admissions Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

Goal 1: Faculty/Staff: Hire two FTE Student Services Technicians

Hire two FTE Student Services Technicians. Admission & Records Office is not included in SSSP or its funding. These positions are of critical need since all incoming/current students interact extensively with Admission & Records throughout their college careers.

Position one: Support College faculty/administration with Faculty Web Services, coordinating/managing class enrollment, rosters, grades/incomplete processing, residency determination, prerequisite challenge exam process, compliance with district, State and federal procedures, rules and regulations.

Position two: Support the High School Partnership program, process admission, enrollments,

▼ Action: Goal 1: Faculty/Staff

Action details: Submit proposal to the Vice President of Student Services to hire two FTE Student Services Technicians.

Strengths: Staff are dedicated and committed to the College mission.

Weaknesses: Insufficient staffing with only one Senior Student Services Assistant to support the admissions, enrollment functions of the College. Loss of efficiency and timeliness of coordinating, processing, and maintaining compliance with the requirements in supporting multiple new and growing programs.

verify residency, process payments, ensure compliance with state regulations for minors, compute statistical data and prepare reports. Facilitate the College Honors Program enrollment needs.

Both positions will support the current and prospective international student populations in all aspects of the program.

Goal 2: Professional Staff Development

Secure funding for professional development for staff for knowledge of and compliance with District, State and Federal laws, rules and regulations to maintain compliance.

Action: Goal #2: Professional Staff Development

Action details: Collaborate with the Vice President of Student Services to secure and allocate funds for critical training and conferences

Strengths: Staff are diverse and committed to the College mission.

Weaknesses: Budget cuts and lack of funding have prevented staff from participating in necessary training to be in compliance with State and federal regulations in various programs and areas.

Goal 3: Operational Effectiveness

Create operational/procedural manuals for all positions and processes in the Admission & Records Office. With the conversion

to PeopleSoft in 2016 there is a substantial need to have procedures/processes accurately documented to ensure actions and procedures are accurate moving forward into the new system.

Action: Goal #3: Operational Effectiveness

Action details: All staff members will work the Student Services Supervisors to create operational/procedural manuals for all positions and procedures in the Admissions and Records Offices.

Strengths: Many staff members have been in their positions for many years and have extensive knowledge of processes and procedures.

Weaknesses: Lack of written procedural manuals results in lack of consistency in processes and procedures and impedes staff training and cross-training.

Goal 4: Equipment & Supplies

Purchase office equipment: Multi-function printer and high capacity shredder.

Action: GOAL 4: Equipment & Supplies

Action details: Submit proposal to the Vice President of Student Services and Budget and Resource Development Subcommittee (BRDS) to purchase multi-functional printer and high capacity shredder.

Strengths: None at this time.

Weaknesses: Admissions, Records, International Students, Evaluations, and Veterans Affairs share the same multi-functional printer and shredders, resulting in high volume use and constant repair requests. Workflow is frequently disrupted. The current shredder does not meet the needs of offices that are responsible for the security and confidentiality of records.

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2014-2015 Program Review

Status Report

Action Statuses

Admissions Program Goals

Admissions Program Goals

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Goal 1: Faculty/Staff: Hire two FTE Student Services Technicians

Hire two FTE Student Services Technicians. Admission & Records Office is not included in SSSP or its funding. These positions are of critical need since all incoming/current students interact extensively with Admission & Records throughout their college careers.

Position one: Support College faculty/administration with Faculty Web Services, coordinating/managing class enrollment, rosters, grades/incomplete processing, residency determination, prerequisite challenge exam process, compliance with district, State and federal procedures, rules and regulations.

Position two: Support the High School Partnership program, process admission, enrollments, verify residency, process payments, ensure compliance with state regulations for minors, compute statistical data and prepare reports. Facilitate the College Honors Program enrollment needs.

Both positions will support the current and prospective international student populations in all aspects of the program.

Goal 2: Professional Staff Development

Secure funding for professional development for staff for knowledge of

Action: Goal 1: Faculty/Staff

Action details: Submit proposal to the Vice President of Student Services to hire two FTE Student Services Technicians.

Strengths: Staff are dedicated and committed to the College mission.

Weaknesses: Insufficient staffing with only one Senior Student Services Assistant to support the admissions, enrollment functions of the College. Loss of efficiency and timeliness of coordinating, processing, and maintaining compliance with the requirements in supporting multiple new and growing programs.

Status for Goal 1: Faculty/Staff

Current Status: Not started

Budget Status: Other

Additional information: Need to know the Student Services Division personnel proposal time line

Next Steps: Contact Vice President Student Services for direction on adding this staffing request to the Division Plan.

Action: Goal #2: Professional Staff Development

Action details: Collaborate with the Vice President of Student Services to secure and allocate funds for critical training and conferences

and compliance with District, State and Federal laws, rules and regulations to maintain compliance.

Strengths: Staff are diverse and committed to the College mission.

Weaknesses: Budget cuts and lack of funding have prevented staff from participating in necessary training to be in compliance with State and federal regulations in various programs and areas.

Status for Goal #2: Professional Staff Development

Current Status: Not started

Budget Status: Other

Additional information:

Next Steps: Contact Vice President Student Services to identify funding for staff to attend training opportunities.

Goal 3: Operational Effectiveness

Create operational/procedural manuals for all positions and processes in the Admission & Records Office. With the conversion

to PeopleSoft in 2016 there is a substantial need to have procedures/processes accurately documented to ensure actions and procedures are accurate moving forward into the new system.

Action: Goal #3: Operational Effectiveness

Action details: All staff members will work the Student Services Supervisors to create operational/procedural manuals for all positions and procedures in the Admissions and Records Offices.

Strengths: Many staff members have been in their positions for many years and have extensive knowledge of processes and procedures.

Weaknesses: Lack of written procedural manuals results in lack of consistency in processes and procedures and impedes staff training and cross-training.

Status for Goal #3: Operational Effectiveness

Current Status: Not started

Budget Status: Other

Additional information: When all operational/procedural manuals are completed they will be reviewed and updated annually.

Next Steps: Meet with staff to begin the process of creating the manuals.

Goal 4: Equipment & Supplies

Purchase office equipment: Multi-function printer and high capacity shredder.

Action: GOAL 4: Equipment & Supplies

Action details: Submit proposal to the Vice President of Student Services and Budget and Resource Development Subcommittee (BRDS) to purchase multi-functional printer and high capacity shredder.

Strengths: None at this time.

Weaknesses: Admissions, Records, International Students, Evaluations, and Veterans Affairs share the same multi-functional printer and shredders, resulting in high volume use and constant repair requests. Workflow is frequently disrupted. The current shredder does not meet the needs of offices that are responsible for the security and confidentiality of records.

Status for GOAL 4: Equipment & Supplies

Current Status: Not started

Budget Status:

Additional information: Identify equipment that best suits the needs of the offices.

Next Steps: Requests funds from the Vice President of Student Services and Budget and Resource Development Subcommittee (BRDS).

Status Summary

All new program goals will be implemented beginning with 2015-16 for the new 3-year cycle.

Summary of Next Steps

Goal 1: Contact Vice President Student Services for direction on adding this staffing request to the Division Plan.

Goal 2: Contact Vice President Student Services to identify funding for staff to attend training opportunities. Goal 3:

Meet with staff to begin the process of creating the manuals.

Last Modified: 10/01/2015 04:57:18 PM EDT

2014-2015 Program Review

Accomplishments

▼ Text and Image Section

Year in Review 2014-15:

Supported the Districtwide software conversion to PeopleSoft with the assignment of the Student Services Supervisor I to the Core ERP team. This assignment is expected to continue after the initial "go live" to implement additional phases of the project into 2017. Strategic Goals: 11.2, 11.4

Successfully supported the increase in student admissions and enrollment from 18,532 in 2013-14 to 20,556 in 2014-15. Strategic Goals: 1.1, 1.2, 11.3

Successfully supported an increase of 35% in the number Miramar students graduates from 2013-14 to 2014-15. Strategic Goals: 1.1, 11.3, 11.4

Filled two classified staff vacancies (resignation/retirement): 1 FTE Student Services Assistant and 1 FTE Senior Student Services Assistant. Strategic Goals: 1.2

Hired two full time NANCE Project Assistants for assistance during ERP. Strategic Goals: 1.2, 11.2, 11.4

Continued to actively participate with City College, Mesa College and the District Office in implementing new and revised policies, programs and procedures, Student Web Services updates/changes, and registration materials. Strategic Goals: 1.1, 1.2, 11.1 11.4

Processed 6,214 manual applications and enrollments for the Public Safety program. Note the scope and demands of this program continue to increase. With the implementation of PeopleSoft for Fall of 2016 the manual application, enrollment and billing process is anticipated to increase from 15 minutes per student to 45 to 60 minutes per student. 1.1, 1.2, 11.1, 11.2, 11.3

Successfully supported the College Honors Program with the enrollment of 941 students from 162 Honors Contracts. Strategic Goals: 1.1, 1.2, 11/3

Successfully facilitated the prerequisite challenge process; processed 360 challenges. Strategic Goals: 1.1, 1.2

Successfully supported students, Counselors and District Evaluators with the implementation of Associate Degree for Transfer degrees. Strategic Goals: 1.1, 1.2, 11.1

Staff participation in the May, 2015 Graduation Ceremony. Strategic Goals: 1.1, 1.2 11.1

Supported the summer session Biotech Lab Experience program for high school students with permission forms, enrollments and billing. Strategic Goals: 1.2, 11.1, 11.3

Staff participation in Student Success and Equity planning sessions. Strategic Goals: 11.1, 11.2

Participated and supported the College's first "Student/Parent Night Orientation. Participation exceeded expectations at 311 attendees. Strategic Goals: 1.1, 1.2, 11.1, 11.2, 11.1 11.2

Planned for and implemented the Veterans Access, Choice, and Accountability Act (VACA) residency regulations. Strategic Goals: 1.2, 1.3

Worked in conjunction with the College Outreach Office to facilitate the High School Partnership program. Strategic Goals: 1.2, 11.1, 11.3

Continued support of faculty with Faculty Web Services with attendance, census, grading and password issues. Strategic Goals: 11.1, 11.2, 11.4

Staff actively participated in the Region X Admission & Records Subcommittee. Strategic Goals: 1.3, 11.2

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2015-2016 Cycle (Year 1)

Action Plan

Mission Statement

The Admission & Records Office serves all prospective, new, continuing, transfer, and returning students. In accordance with policy 3000, the department facilitates the admission of all students, including international students. Responsibilities of the department include: the enrollment of the general student population, as well as special populations, the establishment and maintenance of students' records, identification of students via the College Student Identification Card, facilitation of the matriculation process, and referrals to other Student Services offices.

Additionally, Evaluations administrative support reports to the Admission & Records Supervisors. The department provides services that assist students in completing the matriculation process and achieving their goals of an associate degree, certificate of achievement, certificate of performance and/or general education certification for transfer, and facilitates annual commencement activities.

Actions

Admissions Program Goals

Admissions Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

Goal 1: Faculty/Staff: *No actions specified*
Hire two FTE Student Services Technicians

Hire two FTE Student Services Technicians. Admission & Records Office is not included in SSSP or its funding. These positions are of critical need since all incoming/current students interact extensively with Admission & Records throughout their college careers.

Position one: Support College faculty/administration with Faculty Web Services, coordinating/managing class enrollment, rosters, grades/incomplete processing, residency determination, prerequisite challenge exam process, compliance with district, State and federal procedures, rules and regulations.

Position two: Support the High School Partnership program, process admission, enrollments,

verify residency, process payments, ensure compliance with state regulations for minors, compute statistical data and prepare reports. Facilitate the College Honors Program enrollment needs.

Both positions will support the current and prospective international student populations in all aspects of the program.

Goal 2: Professional Staff Development

No actions specified

Secure funding for professional development for staff for knowledge of and compliance with District, State and Federal laws, rules and regulations to maintain compliance.

Goal 3: Operational Effectiveness

No actions specified

Create operational/procedural manuals for all positions and processes in the Admission & Records Office. With the conversion to PeopleSoft in 2016 there is a substantial need to have procedures/processes accurately documented to ensure actions and procedures are accurate moving forward into the new system.

Goal 4: Equipment & Supplies

No actions specified

Purchase office equipment: Multi-function printer and high capacity shredder.

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Student Services Program Review

Mental Health

2014-2015 Program Review

Action Plan

Mission Statement

The mission of Miramar College Mental Health Counseling is to help students succeed by supporting their emotional, personal and social well-being.

Actions

Mental Health Program Goals

Mental Health Program Goals

Program Goals addressing the following components as applicable:
Faculty/Staff, Marketing Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management

GOAL 1: Faculty & Staff

To hire an additional fulltime mental health counselor and at least a .60 to 1.0 SSA classified staff.

Action: GOAL 1: Faculty & Staff

Action details: To submit a proposal to hire additional staffing to the appropriate manager &/or student services committee.

Strengths: With minimal staffing mental health services have been provided. The current demand requires growth of the program. Office space is available for additional hire of a full time faculty.

Weaknesses: Limited faculty & staff does not allow for full staffing of days & hours.

GOAL 2: Budget

To have a designated budget assigned specifically to Mental Health.

Action: GOAL 2: Budget

Action details: To submit a proposal to administration to designate a mental health specific budget of a minimum of \$350,000 to include funds for faculty/staff, professional development and equipment and supplies.

Strengths: Mental Health has received minimal support & supplies from Health Services.

Weaknesses: In order to have a fully operating Mental Health program it is essential to have a Mental Health specific budget

GOAL 3: Professional Staff Development

To attend a minimum of one conference and complete up to 12 CEU per academic year.

Action: GOAL3: Professional Development

Action details: To submit a proposal to administration to have a set aside budget for professional development to include funding to complete at least 12 CEUs per licenced fulltime professional and 6 CEU's per part time licensed professional

Strengths: There was funding which allowed completion of 6 CEUs for full time faculty. Staff Development funds can help supplement

Weaknesses: Overall inconsistent & insufficient funding available.

GOAL 4: Equipment & Supplies

To purchase a server & software for electronic confidential mental health records; to commit & continue to fund a Kognito Training program & to purchase assessment materials to aid in diagnosing ADD/ADHD.

Action: GOAL 4: Equipment & Supplies

Action details: To submit a proposal to administration for purchase of a server & software for electronic confidential mental health records; to commit to continue to fund a Kognito Training program & to purchase assessment materials to aid in diagnosing ADD/ADHD.

Strengths: Our sister campus City College has purchased the server & software & has the Kognito Program in use.

Weaknesses: Without electronic medical records Metal Health records can be compromised. Without Kognito Training program faculty & staff have limited resources to help distressed students. Without ADD/ADHD Assessment Material, it is difficult to fully diagnose adult students seeking treatment for ADD/ADHD.

GOAL 5: Community Partnerships

To continue community partnerships with community based clinics and organizations such as Douglas Young BPSR Clinic; UPAC Mental Health Clinic; SD Suicide Prevention Council and FANHS & FILAMEDA.

No actions specified

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Student Services Program Review

Student Affairs

2014-2015 Program Review

Action Plan

Mission Statement

The mission of the San Diego Miramar College Student Affairs Office is to provide opportunities for students to become engaged in campus life through participation in elected leadership roles through Associated Students Council, in campus clubs and organizations and through participation in students activities. Student government has been established to represent the best interests of students at he college. The student activities program is designed to be an integral part of the total college experience and offers students an avenue to contribute to the campus, while developing personally. Student Affairs also helps students to understand college expectations related to the Code of Conduct as well as students rights and responsibilities, in order to progress toward completion of their studies.

Actions

Student Affairs Office Program Goals

Outcome

Goal 1: Staff Development

Work with the college PR/SLO Task force to integrate the previous format for the Student Services Division into Task Stream. Ensure that Student Services leaders are trained on Task Stream .

Action: Staff Development

Action details: 1) Met with the Student Services Program Review/Student Learning Outcome Sub Committee to develop a plan to ensure that Student Services has been fully trained on the new Task Stream Program Review process

2) Provide an overview at the Miramar Student Services Council Meeting

3) Ensure that the SS PR/SLO SubCommittee is trained on Task Stream so that can assist the division through transition

4) Provide in depth training to Division leaders

Strengths: All Trainings were offered and very thorough
Those in attendance worked as a team

Weaknesses: Not all of the Division leaders attended the training even though they were encouraged to attend.

Goal 2: Faculty and Staff

Provide staffing request for Student Activities Director/Supervisor to enhance student leaderships opportunities and campus activities.

In the meantime, continue to seek Work Study positions – even though there is a significant limitation to the type of work that they can handle in a n

Action: Faculty and Staff

Action details: 1) Evaluated the needs of the college in order to provide a plan for future growth

2) Submitted a proposal to hire a fulltime Student Activities Director/Supervisor to the Vice President of Student Services in order to ensure continuous and consistent services to students

Strengths: Report was submitted

Weaknesses: Results of request is pending approval or additional request for information

Office with high degrees of confidentiality

Goal 3: Professional Development

Continue to support student leadership development through conference attendance

Action: Professional Development

Action details: Provide support for students to attend the California Community College Fall and Spring General Assembly of the Student Senate In addition, supported attendance to Washington DC Conference on Political Advocacy

Strengths: Students learned a variety of new knowledge such as Roberts Rules of Order, networking skills, advocacy, persuasive communication skills and how to be an effective leader

Weaknesses: The Washington DC Trip focused on advocacy work at the national level and did not have concrete information related to more local statewide issues of importance and lacked information on leadership training.

Goal 4: Staff Development

Work with Miramar College to offer presentations and trainings that will improve understanding of how to handle various College incidents.

Action: Staff Development

Action details: 1) Provide College presentation at Convocation "Who you going to Call" addressing how to handle various incidents

2) Provided revised Policy 3100 posters in all classrooms

3) Created Emergency Response Fliers and passed out to faculty and staff at the Miramar Managers Meetings, CEC, Adjunct Orientation, New Faculty Orientation and Convocation

Strengths: The fliers and information were informative. however this is an important ongoing work in progress. There have been significant improvements.

Weaknesses: In spite of the improvements, this is important work and will need to continue

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2014-2015 Program Review
Status Report

Action Statuses

Student Affairs Office Program Goals

Outcome

Goal 1: Staff Development

Work with the college PR/SLO Task force to integrate the previous format for the Student Services Division into Task Stream. Ensure that Student Services leaders are trained on Task Stream.

Action: Staff Development

Action details: 1) Met with the Student Services Program Review/Student Learning Outcome Sub Committee to develop a plan to ensure that Student Services has been fully trained on the new Task Stream Program Review process

2) Provide an overview at the Miramar Student Services Council Meeting

3) Ensure that the SS PR/SLO Subcommittee is trained on Task Stream so that can assist the division through transition

4) Provide in depth training to Division leaders

Strengths: All Trainings were offered and very thorough
Those in attendance worked as a team

Weaknesses: Not all of the Division leaders attended the training even though they were encouraged to attend.

Status for Staff Development

Current Status: Completed

Budget Status: Other

Additional information: While this goal was completed it may be necessary to provide additional supportive training in the future.

In addition continue to work with the SSPR/SLOAC committee to advance and strengthen Program Reviews and SLO's for division

Next Steps: Continue to meet with the subcommittee

Goal 2: Faculty and Staff

Provide staffing request for Student Activities Director/Supervisor to enhance student leaderships opportunities and campus activities.
In the meantime, continue

Action: Faculty and Staff

Action details: 1) Evaluated the needs of the college in order to provide a plan for future growth

2) Submitted a proposal to hire a fulltime Student Activities Director/Supervisor to the Vice President of Student Services in order to ensure continuous and consistent services to students

Strengths: Report was submitted

to seek Work Study positions – even though there is a significant limitation to the type of work that they can handle in an Office with high degrees of confidentiality

Weaknesses: Results of request is pending approval or additional request for information

Status for Faculty and Staff

Current Status: Completed

Budget Status: Pending Approval

Additional information: NA

Next Steps: Waiting for approval or additional request for information from the VPSS.

Goal 3: Professional Development

Continue to support student leadership development through conference attendance

Action: Professional Development

Action details: Provide support for students to attend the California Community College Fall and Spring General Assembly of the Student Senate In addition, supported attendance to Washington DC Conference on Political Advocacy

Strengths: Students learned a variety of new knowledge such as Roberts Rules of Order, networking skills, advocacy, persuasive communication skills and how to be an effective leader

Weaknesses: The Washington DC Trip focused on advocacy work at the national level and did not have concrete information related to more local statewide issues of importance and lacked information on leadership training.

Status for Professional Development

Current Status: Completed

Budget Status: Other

Additional information: This goal was completed for this year but however this goal will be on going.

Next Steps: Meet with the Associated Student Council Executive Leadership to evaluate other conference options to help with their leadership goals

Goal 4: Staff Development

Work with Miramar College to offer presentations and trainings that will improve understanding of how to handle various College incidents.

Action: Staff Development

Action details: 1) Provide College presentation at Convocation "Who you going to Call" addressing how to handle various incidents

2) Provided revised Policy 3100 posters in all classrooms

3) Created Emergency Response Fliers and passed out to faculty and staff at the Miramar Managers Meetings, CEC, Adjunct Orientation, New Faculty Orientation and Convocation

Strengths: The fliers and information were informative. however this is an important ongoing work in progress. There have been significant improvements.

Weaknesses: In spite of the improvements, this is important work and will need to continue

Status for Staff Development

Current Status: In Progress

Budget Status: Other

Additional information: Review the evaluation of the presentation at Convocation and improve ways to share information

Next Steps: Consider meeting with faculty at School Meetings

Status Summary

No text specified

Summary of Next Steps

During the 2015/16 academic year, collect data for the Student Learning Outcomes to gain a better understanding of student needs with regard to Associated Student Council.

Initial steps have been taken to create a survey of needs. The surveys should be distributed to students in October as a pretest and again in May as a post test. The point is to compare learning and evaluate if needs have changes as a result of ASC and club engagement. It is important to also evaluate what learning has taken place.

This data may influence the design of the Student Affairs program review goal

Last Modified: 09/29/2016 06:26.42 PM EDT

2014-2015 Program Review

Accomplishments

▼ Text and Image Section

ACCOMPLISHMENTS

1. Completed the conversion from the G" Drive to Task Stream for Student Services (Strategic Goals: 5.1)
2. Ensured that all of Student Services was trained on SLO input into Task Stream (Strategic Goals 5.1)
3. Converted all Club Certification materials to fillable PDF for students and their advisors (Strategic Goals 2.2)
4. Increased the number of clubs on campus (Strategic Goals 1.3)
5. Coordinated a quick turn around for commencement due to incimate weather (Strategic Goals 1.5)
6. Implemented Pilot College Hour (Strategic Goals 1.3, 1.5)
7. Developed plans for Maxient a system for report of code of conduct incidents (Strategic Goals 1.4, 2.2, 5.3)
8. Posted and screened for vacant Financial Aid Officer position (Strategic Goals 1.5, 3.2)
9. C oCoordinated a presentation for Convocation on the reporting of various incidents on campus, entitled "Who You Gonna Call?" (Strategic Goals 1.4, 1.6)
10. Conducted training to new faculty on how to deal with campus disturbances (Strategic Goals 1.2, 1.3, 1.4, 1.5, 2.5)
11. Finalized last phase of K1 and K2 Building Construction and FF& E projects (Strategic Goals 3.6)
12. Implemented Crisis Response trajectory presentations to MMM, Deans Council and CEC (Strategic Goals 1.4)
13. Increase Club Orientations from 2 to 3 days, including 6 individual orientations (Strategic Goals 1.4)
14. Implemented a plan to roll out information about the new transit (Strategic Goals 3.5, 4.2)
15. Created a OneStop approach to parking permit dissemination for students in the K1 building. This allows student to pay for permits at Accounting and to go to the Reception desk and pick up permits
Instead of walking across campus. (Strategic Goals 3.5, 4.2)

16. Implemented a Special Election for Associated Student Council and worked with students to revise the ASC Constitution in order to prevent future special elections because of ineffective wording in the document. (Strategic Goals 1.5)
17. Hired a new Mental Health Adjunct Counselor (Strategic Goals 1.5)
18. Worked with Health and Mental Health Services to develop a Drug and Alcohol program (Strategic Goals 1.3, 1.4)
19. Conducted Alumni Outreach to support an increase in alumni participation at Miramar College (strategic Goals 1.5, 2.6)
20. Audited all Student Affairs Disciplinary files (Strategic Goals 1.5)
21. Improved Accountability and process for Professional Advancement Committee (formerly known as Professional Development) (Strategic Goals 1.4)
22. Increased utilization of K1 display cases for the residents of both the K1 and K2 building (Strategic Goals 1.3, 3.4, 3.5)
23. Learned how to update the Student Affairs Website (Strategic Goals 1.3, 3.4, 3.5)
24. Learned how to post, delete and update monitors in the K1 and K2 buildings (Strategic Goals 1.3, 3.4, 3.5)
25. Successfully implemented a float for the Martin Luther King Parade with the Associated Student Council and interested faculty, staff and administrators on campus (Strategic Goals 2.6, 3.5)
26. The Dean of Student Affairs was trained to serve as the Title IX Investigator for the College (Strategic Goals 1.4)
27. Collaborated with Faculty from EOPS and the Library to create a Poster Contest for Constitution Day as well as a Prezi presentation for Constitution Day (Strategic Goals 1.5)

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2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

The Student Affairs Program Review is very thorough, detailed, & concise. The Action details are listed in a systematic way that the goals are attainable and easy to follow.

The Student Affairs PR is missing a brief Status Summary & Summary of Next Steps. M.Guevarra

Last Modified: 09/29/2016 06:27:25 PM EDT

Student Services Program Review

Financial Aid

2014-2015 Program Review

Status Report

Action Statuses

Financial Aid and Scholarship Services Office Program Goals

Financial Aid and Scholarship Services Office Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships & Enrollment Growth/Management.

GOAL 1: Faculty/Staff

Hire an additional 1.0 Classified Student Assistance Technician position to manage the Scholarship Program.

Action: GOAL 1: Faculty/Staff

Action details: A proposal for a full-time classified Student Assistance Technician will be submitted to the Dean of Student Affairs to hire for the 2016-2017.

Strengths: Current three Student Assistance Technicians continue to support office during packaging and scholarship peak season by working overtime to increase the delivery of program and services to students.

Weaknesses: The current Student Assistance Technician/Scholarship coordinator works many hours of overtime to keep up with the Scholarship Program and Return of Title IV program that she is responsible. The current Student Assistance Technician/Scholarship coordinator worked 72 hours of overtime between January - April of 2015.

Status for GOAL 1: Faculty/Staff

Current Status: Not started

Budget Status:

Additional information:

Next Steps: Submit proposal to the Dean of Student Affairs

GOAL 2: Operational Effectiveness

Improve website to inform students on information about student academic progress, return of Title IV funds, student terms of agreement and disbursement dates .

Action: GOAL 2: Operational Effectiveness

Action details: Financial Aid staff will continue to work with web designer to make website more attractive and user friendly so students can easily navigate to find information on these subject.

Strengths: Financial Aid staff have access to update certain area of website to allow real-time information to immediately updated on website. Staff are knowledgeable and willing to provide information to faculty, staff and students when inquired on these areas.

Weaknesses: Website is still unattractive and difficult to navigate to find needed information. Financial Aid staff needs full access to update website to have up-to-date information.

Status for GOAL 2: Operational Effectiveness

Current Status: In Progress

Budget Status:

Additional information:

Next Steps: Continue to improve website

GOAL 3: Professional Staff Development

Keep staff abreast and maintain awareness of state and federal regulations and updates by attending state and national conferences.

Action: GOAL 3: Professional Staff Development

Action details: Continue to send staff to state and national conferences.

Strengths: Staff are kept abreast of state and federal updates by attending the following conferences:
Financial Student Aid (FSA) conference
California Association of Student Financial Aid Administrators (CASFAA)
California Community College Association of Student Financial Aid Administrators (CCCSFAAA)
Western Association of Student Financial Aid Administrators (WASFAA)
National Association of Student Financial Aid Administrators (NASFAA)

Weaknesses: Due to limited staff to cover office, only two staff can attend at one time.

Status for GOAL 3: Professional Staff Development

Current Status: In Progress

Budget Status:

Additional information:

Next Steps: Continue to send staff to training and conferences

Status Summary

No text specified

Summary of Next Steps

Automate clock hour process.
Train staff on new People Soft program for financial aid, travel, requisition, etc.
Purchase a software system to support the scholarship program.
Implement default loan prevention.
Collaborate with college in financial literacy to students.
Continue to advocate for additional staffing to meet the demands of the growing number of financial aid recipients.

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2014-2015 Program Review

Action Plan

Mission Statement

In keeping with the philosophy that no student should be denied a college education simply because of lack of funds, the Financial Aid & Scholarship Services Office is dedicated to assisting as many students as possible given the funding available each year. The goal of the Financial Aid & Scholarship Services Office is to assist students with financial concerns so that they may obtain maximum benefit from the educational opportunities available. We recognize that each situation is unique and the application is carefully analyzed with complete confidentiality regarding personal financial information.

Actions

Financial Aid and Scholarship Services Office Program Goals

Financial Aid and Scholarship Services Office Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships & Enrollment Growth/Management.

GOAL 1: Faculty/Staff

Hire an additional 1.0 Classified Student Assistance Technician position to manage the Scholarship Program.

Action: GOAL 1: Faculty/Staff

Action details: A proposal for a full-time classified Student Assistance Technician will be submitted to the Dean of Student Affairs to hire for the 2016-2017.

Strengths: Current three Student Assistance Technicians continue to support office during packaging and scholarship peak season by working overtime to increase the delivery of program and services to students.

Weaknesses: The current Student Assistance Technician/Scholarship coordinator works many hours of overtime to keep up with the Scholarship Program and Return of Title IV program that she is responsible. The current Student Assistance Technician/Scholarship coordinator worked 72 hours of overtime between January - April of 2015.

GOAL 2: Operational Effectiveness

Improve website to inform students on information about student academic progress, return of Title IV funds, student terms of agreement and disbursement dates.

Action: GOAL 2: Operational Effectiveness

Action details: Financial Aid staff will continue to work with web designer to make website more attractive and user friendly so students can easily navigate to find information on these subject.

Strengths: Financial Aid staff have access to update certain area of website to allow real-time information to immediately updated on website. Staff are knowledgeable and willing to provide information to faculty, staff and students when inquired on these areas.

Weaknesses: Website is still unattractive and difficult to navigate to find needed information. Financial Aid staff needs full access to update website to have up-to-date information.

GOAL 3: Professional Staff Development

Keep staff abreast and maintain awareness of

Action: GOAL 3: Professional Staff Development

Action details: Continue to send staff to state and national conferences.

state and federal regulations and updates by attending state and national conferences.

Strengths: Staff are kept abreast of state and federal updates by attending the following conferences:

Financial Student Aid (FSA) conference

California Association of Student Financial Aid Administrators (CASFAA)

California Community College Association of Student Financial Aid Administrators (CCCSFAAA)

Western Association of Student Financial Aid Administrators (WASFAA)

National Association of Student Financial Aid Administrators (NASFAA)

Weaknesses: Due to limited staff to cover office, only two staff can attend at one time.

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2014-2015 Program Review

Accomplishments

▼ Text and Image Section

1. Financial Aid staff were trained and acquired access to update website which allowed for faster updates on the website. (Strategy II.2)
2. The "Cash in for College" event was again a success by holding the event on campus for continuing education students by providing workshops on completing the FAFSA. (Strategy I.2, II.1)
3. The scholarship funding from donors continues to increase along with the number of student applicants. (Strategy IV.1, IV.2)
4. Pell recipients increased by 8.2%, 3024 recipients in 2014/2015 versus 2795 recipients in 2013/2014. (Strategy I.2)
5. Bogg recipients increased by 11.8%, 7028 recipients in 2014/2015 versus 6286 recipients in 2013/2014. (Strategy I.2)

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2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

The Financial Aid department's program review is complete and concise. Program goals are clear and action plans are realistic. Overall, the program has done an excellent job addressing the needs and goals of the department.

Last Modified: 10/15/2015 01:13:27 PM EDT

Student Services Program Review

Student Development & Matriculation

2014-2015 Program Review

Action Plan

Mission Statement

To provide leadership, organize, coordinate, and lead programs of student support services. Develop, coordinate and implement goals and objectives that support the objective of Matriculation, Student Support and Success Program (SSSP), Student Equity Plan (SEP), and the mission of the College.

Actions

Student Dev and Matriculation Program Goals

Stud. Dev and Matric. Program Goals

Program goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Operational Effectiveness

Ensure alignment and implementation of departmental services with mandates and objectives of SSSP and SEP.

Action: GOAL 1: Operational Effectiveness

Action details: 1. Review monthly SSSP/SEP data.
2. Work with departments to make necessary adjustments when necessary and implement necessary interventions.
3. Finalize SSSP/SEP Plans

Strengths: Review of monthly SSSP data
Conduct college-wide SSSP and SEP workshops
Hired 3 restricted counseling faculty
Hired 3 classified staff
Restructured departments and delineation of responsibilities

Weaknesses: Need to realign distribution of monthly data

GOAL 2: Enrollment Growth/Management

Facilitate the move of Personal Growth courses to the Dean of Student Development and Matriculation.

Action: GOAL 2: Enrollment Growth/Management

Action details: Finalize move by meeting and taking through shared governance and necessary committee processes.

Strengths: Ability to manage PG course offerings

Weaknesses: Unable to offer the necessary amount and types of PG coursework due to competition with other departments in School of Humanities · Lack of course offerings for students needing PG courses

GOAL 3: Operational Effectiveness

Ensure communication flow of information relevant to conducting efficient and effective services.

Action: GOAL 3: Operational Effectiveness

Action details: Continue participation in relevant committees, facilitate division meetings, workshops, and implement necessary interventions.

Strengths: Department meetings
Division meetings
Supporting professional development
Team building activities

College-wide SSSP and SEP workshops
Facilitated Counseling Department chair change due to district coordinated efforts

Weaknesses: Need to clarify lines of communication and identify problematic areas.

GOAL 4: Operational Effectiveness

Facilitate connection of services with college wide plans (divisional, operational, strategic plan, scorecards, educational master plan)

Action: GOAL 4: Operational Effectiveness

Action details: Ensure representation on relevant committees that address college-wide plans and facilitate practices to ensure connection of services.

Strengths: Conduct college wide SSSP and SEP workshops

Serve as SSSP/SEP advisory council chair

Serve as SSSP/SEP coordinator

Create and coordinate RFP process for SEP

Implemented SSSP and SEP plans

Serve on shared governance committees

Approve of personnel to serve on shared governance committees

Conducted Title IX investigation

Weaknesses: Lack of personnel to serve on all relevant committees.

Last Modified: 10/04/2015 10:18:33 PM EDT

2014-2015 Program Review

Status Report

Action Statuses

Student Dev and Matriculation Program Goals

Stud. Dev and Matric. Program Goals

Program goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Operational Effectiveness

Ensure alignment and implementation of departmental services with mandates and objectives of SSSP and SEP.

Action: GOAL 1: Operational Effectiveness

Action details: 1. Review monthly SSSP/SEP data.
2. Work with departments to make necessary adjustments when necessary and implement necessary interventions.
3. Finalize SSSP/SEP Plans

Strengths: Review of monthly SSSP data
Conduct college-wide SSSP and SEP workshops
Hired 3 restricted counseling faculty
Hired 3 classified staff
Restructured departments and delineation of responsibilities

Weaknesses: Need to realign distribution of monthly data

Status for GOAL 1: Operational Effectiveness

Current Status: In Progress

Budget Status:

Additional information:

Next Steps:

GOAL 2: Enrollment Growth/Management

Facilitate the move of Personal Growth courses to the Dean of Student Development and Matriculation.

Action: GOAL 2: Enrollment Growth/Management

Action details: Finalize move by meeting and taking through shared governance and necessary committee processes.

Strengths: Ability to manage PG course offerings

Weaknesses: Unable to offer the necessary amount and types of PG coursework due to competition with other departments in School of Humanities · Lack of course offerings for students needing PG courses

Status for GOAL 2: Enrollment Growth/Management

Current Status: In Progress

Budget Status:

Additional information:

Next Steps:

GOAL 3: Operational Effectiveness

Ensure communication flow of information relevant to conducting efficient and effective services.

▼ **Action: GOAL 3: Operational Effectiveness**

Action details: Continue participation in relevant committees, facilitate division meetings, workshops, and implement necessary interventions.

Strengths: Department meetings
Division meetings
Supporting professional development
Team building activities
College-wide SSSP and SEP workshops
Facilitated Counseling Department chair change due to district coordinated efforts

Weaknesses: Need to clarify lines of communication and identify problematic areas.

Status for GOAL 3: Operational Effectiveness

Current Status: In Progress

Budget Status:

Additional information:

Next Steps:

GOAL 4: Operational Effectiveness

Facilitate connection of services with college wide plans (divisional, operational, strategic plan, scorecards, educational master plan)

▼ **Action: GOAL 4: Operational Effectiveness**

Action details: Ensure representation on relevant committees that address college-wide plans and facilitate practices to ensure connection of services.

Strengths: Conduct college wide SSSP and SEP workshops
Serve as SSSP/SEP advisory council chair
Serve as SSSP/SEP coordinator
Create and coordinate RFP process for SEP
Implemented SSSP and SEP plans
Serve on shared governance committees
Approve of personnel to serve on shared governance committees
Conducted Title IX investigation

Weaknesses: Lack of personnel to serve on all relevant committees.

Status for GOAL 4: Operational Effectiveness

Current Status: In Progress

Budget Status:

Additional information:

Next Steps:

Status Summary

All goals are in progress for the 2015-16 year.

Summary of Next Steps

GOAL 1: 1. Review monthly SSSP/SEP data.
2. Work with departments to make necessary adjustments when necessary and implement necessary interventions.
3. Finalize SSSP/SEP Plans

GOAL 2: Finalize move by meeting and taking through shared governance and necessary committee processes.

GOAL 3: Continue participation in relevant committees, facilitate division meetings, workshops, and implement necessary interventions.

GOAL 4: Ensure representation on relevant committees that address college-wide plans and facilitate practices to ensure connection of services.

Last Modified: 10/04/2015 10:22:08 PM EDT

2014-2015 Program Review

Accomplishments

▼ Text and Image Section

Fall 2014

SSSP Workshop (Strategic Goal 1.3, 1.4)

SEP Workshop (Strategic Goals 1.3, 1.4)

Completed SSSP Plan (Strategic Goals 1.3, 1.4)

Completed SEP (Strategic Goals 1.3, 1.4)

Hired 4 Classified staff employees in Student Services (Strategic Goal s3.2)

Conducted team-building workshops and professional development opportunities (Strategic Goals 1.4)

Restructured departments and delineated roles and responsibilities (Strategic Goal s1.3, 1.4, 1.5) Increased number of Personal growth course offerings (Strategic Goals 1.3, 1.4, 1.5)

Spring 2015

Conducted SEP workshop (Strategic Goals 1.3, 1.4)

Hired 3 counselors utilizing SSSP funds (Strategic Goals 3.2)

Increased Personal Growth class offerings (Strategic Goals 1.3, 1.5)

Last Modified: 06/24/2016 05:00:13 PM EDT

2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

The program goals are succinct and well thought out. There is excellent logic between the Mission of the School as well as the goals and activities. Great start for a first year Program review process!!

Adela Jacobson, Reviewer

Last Modified: 10/15/2015 06:50:32 PM EDT

Student Services Program Review

Assessment

2014-2015 Program Review

Action Plan

Mission Statement

The Assessment Office uses the placement exam (Accuplacer test) to assist college students in selecting courses best suited to their abilities and educational goals. Specifically, assessments help individuals identify their skill levels in English, Mathematics, and ESOL (English for Speakers of Other Languages) so with the proper counseling services, students are able to make informed decisions in planning their education.

Actions

Assessment Program Goals

Assessment Programs Goals

Program Goals addressing the following components as applicable: Faculty / Staff, Marketing/ Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment / Supplies, Community Partnerships, & Enrollment Growth / Management.

Goal 1: Marketing and Outreach

Outreach

Provide Assessment preparation information and stress the importance of the test to students prior to taking the exam

Action: Goal 1: Marketing and Outreach

Action details: Develop scheduled Accuplacer Prep Presentation to review the importance of the placement test but also learn how to utilize available resources in preparation of the exam. Provide to local service area high schools but also make available online through our department webpage

Strengths: Program information currently available online and streamlined through check-in procedures has benefited students in overall exam preparation, with potential for high placement levels.

Weaknesses: Previously, limited resources were made available to students and students often tested without preparation or knowing the significance of the exam

Goal 2: Operational Effectiveness

To develop collaborations with campus faculty as it relates to math/English/ESOL and Basic Skills placement

Action: Goal 2: Operational Effectiveness

Action details: Collaborate with instructional faculty, particularly math and English/ESOL to revise re-test and challenge exam processes in order to minimize duplication of services. Serve on Basic Skills Committee and to actively participate in decisions concerning math and English/ESOL assessment.

Strengths: Actively collaborating with both Instructional and Counseling faculty to improve overall processes of re-test and challenges.

Weaknesses: There has not been previous collaboration in recent past with aforementioned entities.

Goal 3: Operational Effectiveness

Embrace and utilize new technology in delivering effective testing services

Action: Goal 3: Operational Effectiveness

Action details: Look at ways to use existing or new technology to streamline testing services: Implementation of SchoolVue testing software, District supported Assessment Marketing Video, Cynosure Online Orientation and Assessment Prep tool

Strengths: SchoolVue Software available and purchased. Cynosure Online Orientation in development. Assessment video planning has begun.

Weaknesses: None of the aforementioned technology outlets have been utilized.

Last Modified: 09/28/2015 11:12:24 AM EDT

2014-2015 Program Review

Status Report

Action Statuses

Assessment Program Goals

Assessment Programs Goals

Program Goals addressing the following components as applicable: Faculty / Staff, Marketing/ Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment / Supplies, Community Partnerships, & Enrollment Growth / Management.

Goal 1: Marketing and Outreach

Outreach

Provide Assessment preparation information and stress the importance of the test to students prior to taking the exam

Action: Goal 1: Marketing and Outreach

Action details: Develop scheduled Accuplacer Prep Presentation to review the importance of the placement test but also learn how to utilize available resources in preparation of the exam. Provide to local service area high schools but also make available online through our department webpage

Strengths: Program information currently available online and streamlined through check-in procedures has benefited students in overall exam preparation, with potential for high placement levels.

Weaknesses: Previously, limited resources were made available to students and students often tested without preparation or knowing the significance of the exam

Status for Goal 1: Marketing and Outreach

Current Status: In Progress

Budget Status:

Additional information:

Next Steps: Complete preparation power point and post to website

Goal 2: Operational Effectiveness

To develop collaborations with campus faculty as it relates to math/English/ESOL and Basic Skills placement

Action: Goal 2: Operational Effectiveness

Action details: Collaborate with instructional faculty, particularly math and English/ESOL to revise re-test and challenge exam processes in order to minimize duplication of services. Serve on Basic Skills Committee and to actively participate in decisions concerning math and English/ESOL assessment.

Strengths: Actively collaborating with both Instructional and Counseling faculty to improve overall processes of re-test and challenges.

Weaknesses: There has not been previous collaboration in recent past with aforementioned entities.

Status for Goal 2: Operational Effectiveness

Current Status: In Progress

Budget Status:

Additional information:

Next Steps: Attend Basic Skills Committee Meetings. Continue to collaborate and meet with math/English/ESOL chairs as well as counseling faculty and Admissions Office to establish consistent re-test and challenge exams procedures.

Goal 3: Operational Effectiveness

Embrace and utilize new technology in delivering effective testing services

Action: Goal 3: Operational Effectiveness

Action details: Look at ways to use existing or new technology to streamline testing services: Implementation of SchoolVue testing software, District supported Assessment Marketing Video, Cynosure Online Orientation and Assessment Prep tool

Strengths: SchoolVue Software available and purchased. Cynosure Online Orientation in development. Assessment video planning has begun.

Weaknesses: None of the aforementioned technology outlets have been utilized.

Status for Goal 3: Operational Effectiveness

Current Status: In Progress

Budget Status:

Additional information:

Next Steps: Await for final installation from campus IT services of SchoolVue program, begin training/implementation of software. Continue to develop with District support of the assessment video. Await the final completion phases of the Cynosure orientation to begin implementation in the department.

Status Summary

All items are currently in the "in progress" phase of completion. Elements of each plan is already outlined and the foundation has been set. Each step will need to be implemented and then measured for outcomes.

Summary of Next Steps

Actions steps have been initiated and awaiting external factors to fully carry out items and will begin to evaluate outcomes.

Last Modified: 09/24/2015 06:44:23 PM EDT

2014-2015 Program Review

Accomplishments

▼ Text and Image Section

Highlighted accomplishments for Assessment:

1. Improved access for student testing from an appointment base with limited number of seats, to walk-in testing Monday - Thursday from 9:00a.m - 3:00p.m. This offers students testing flexibility to accommodate students' schedules and desired testing time. (1.1, 2.1, 2.2, 2.3, 2.4)
2. Improved ESOL test offerings to a weekly basis, and bi-weekly basis during peek testing. (1.1, 2.1, 2.2, 2.3, 2.4)
3. Upgraded technology: School Vue by Cross Tec, student monitoring software, and remote check-in will streamline student check-in process. New OpScan 6, ESOL scanner. The new OpScan 6 provides a reliable means of scoring ESOL testing. Student's greatly benefit as the assessment staff are able to score the test upon completion of tests, and students can receive their score report within the same day of testing. (1.1, 2.1, 2.2, 2.3, 2.4)
4. Hired two full time Contract Classified staff. Off the two, replaced one Senior SSA due to retirement and added new contract SSA. (1.3)
5. Students are utilizing the most up-to-date study material available online through the Assessment webpage / in-center prep materials. Study resources are continually analyzed to ensure students have the most up-to-date resources. (1.1, 2.1, 2.2, 2.3, 2.4)
6. 7,441 tests administered. 29% increase in test administered from 2013/14. (1.1, 2.1, 2.2, 2.3, 2.4)
7. Fewer students re-tested in 2014-2015, and demonstrated knowledge of testing policies, by entering the Assessment process more prepared. 22 students re-tested in 2014/2015 compared to 42 re-tests in 2013/14. (1.1, 2.1, 2.2, 2.3, 2.4)
8. Staff participation in Basic Skills Committee. (1.3)
9. Assessment webpage content frequently updated / managed to reflect a comprehensive site for students to peruse and gather pertinent assessment information and study resources prior to testing. (1.1, 2.1, 2.2, 2.3, 2.4)
10. Offered five Saturday tests session in spring and early summer to accommodate high school seniors and new matriculating students. (1.1, 1.2)
11. Supported Outreach in successfully testing area high schools. First year to offer multiple off site testing to support high school seniors. (1.1, 1.2)

Last Modified: 12/07/2015 01:34:49 PM EDT

2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

The Assessment office program review is complete and concise. Program goals are clear and action plans are realistic.

L. Vo

Last Modified: 10/15/2015 12:41:39 PM EDT

Student Services Program Review

CalWorks

2014-2015 Program Review

Action Plan

Mission Statement

To provide supportive services to student parents in the Welfare-to-Work program, that would assist them in achieving their educational goals, & move towards self-sufficiency.

Actions

CalWORKs Program Goals

CalWORKs Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Faculty/Staff

Hire an additional 1.0 Classified Student Services Assistant Position, to assist in the day-to-day front office duties.

Marked obsolete by Joan Thompson on 06/09/2016 7:20:19 pm EDT

Action: GOAL 1: Faculty/Staff

Action details: Follow-up with Dean of Student Development & Matriculation regarding status of Senior SSA Classified position.

Strengths: Position justified & proposal submitted.

Weaknesses: Currently, we have no 100% full-time contract staff for the CalWORKs program.

GOAL 2: Operational Effectiveness

Beginning the 2015-16 school year, establish program requirements with two semester deadlines to include 2 follow-up counseling appointments, a progress report, & a project, in order for CalWORKs students to receive CalWORKs benefits, to ensure an Education Plan is on file, & to track student progress.

Marked obsolete by Joan Thompson on 06/09/2016 7:39:16 pm EDT

Action: GOAL 2: Operational Effectiveness

Action details: Program requirements to be established and implemented in alignment with the EOPS program and model, to begin 2015-16. CalWORKs Orientation appointments will include contract signing with review of the program deadlines & requirements by the counselors.

Strengths: Can implement program guidelines & requirements as needed.

Weaknesses: Students are not required or mandated by the CalWORKs program to set-up follow-up counseling appointments devoted solely for an education plan & semester-by-semester plan; hence, students are

GOAL 3: Marketing/Outreach

Publish bi-monthly CARE & CalWORKs "Imagine" Newsletter on campus and link to social media for easy access to students.

Action: GOAL 3: Marketing/Outreach

Action details: CARE Coordinator will use CARE casework to resume a bi-monthly CARE & CalWORKs newsletter that will be printed, emailed, & published on social media sites by front staff (program website & Facebook page). To also be shared with community partners.

Strengths: Have existing Microsoft Publisher template to use.

Weaknesses: Time consuming with other program coordination.

GOAL 4: Enrollment Growth/Management

Conduct presentations to community agencies such as Welfare - to-Work, WIC, Turning Point, etc. offices to discuss community college options and recruitment

Action: GOAL 4: Enrollment Growth/Management

Action details: Create an annual plan on when will conduct presentations to outside agencies, more specifically during down, slow times, that do not impact services to students or during peak time.

Strengths: Community agencies are open and eager to host outreach presentations from our program.

Weaknesses: Minimal staffing, and potential impact on available services for students.

Last Modified: 09/30/2015 10:55:33 PM EDT

2014-2015 Program Review

Status Report

Action Statuses

CalWORKs Program Goals

CalWORKs Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Faculty/Staff

Hire an additional 1.0 Classified Student Services Assistant Position, to assist in the day-to-day front office duties.

Marked obsolete by Joan Thompson on 06/09/2016 7:20:19 pm EDT

Action: GOAL 1: Faculty/Staff

Action details: Follow-up with Dean of Student Development & Matriculation regarding status of Senior SSA Classified position.

Strengths: Position justified & proposal submitted.

Weaknesses: Currently, we have no 100% full-time contract staff for the CalWORKs program.

Status for GOAL 1: Faculty/Staff

Current Status: In Progress

Budget Status: Other

Additional information: Currently waiting on status of position from Dean of Student Development & Matriculation.

Next Steps: Board approval, posting of position, and hiring process; possible projection for Spring 2016.

GOAL 2: Operational Effectiveness

Beginning the 2015-16 school year, establish program requirements with two semester deadlines to include 2 follow-up counseling appointments, a progress report, & a project, in order for CalWORKs students to receive CalWORKs benefits, to ensure an Education Plan is on file, & to track student progress.

Marked obsolete by Joan Thompson on 06/09/2016 7:39:16 pm EDT

Action: GOAL 2: Operational Effectiveness

Action details: Program requirements to be established and implemented in alignment with the EOPS program and model, to begin 2015-16. CalWORKs Orientation appointments will include contract signing with review of the program deadlines & requirements by the counselors.

Strengths: Can implement program guidelines & requirements as needed.

Weaknesses: Students are not required or mandated by the CalWORKs program to set-up follow-up counseling appointments devoted solely for an education plan & semester-by-semester plan; hence, students are

Status for GOAL 2: Operational Effectiveness

Current Status: Not started

Budget Status:

Additional information: Program requirements & deadlines to be aligned with the EOPS program.

Next Steps: To be established beginning Fall 2015.

**GOAL 3:
Marketing/Outreach**

Publish bi-monthly CARE & CalWORKs "Imagine" Newsletter on campus and link to social media for easy access to students.

Action: GOAL 3: Marketing/Outreach

Action details: CARE Coordinator will use CARE casework to resume a bi-monthly CARE & CalWORKs newsletter that will be printed, emailed, & published on social media sites by front staff (program website & Facebook page). To also be shared with community partners.

Strengths: Have existing Microsoft Publisher template to use.

Weaknesses: Time consuming with other program coordination.

Status for GOAL 3: Marketing/Outreach

Current Status: Not started

Budget Status:

Additional information: First newsletter to be published for Aug/Sept of 2015, to kick off Fall 2015 semester.

Next Steps: To be implemented starting 2015-16.

**GOAL 4: Enrollment
Growth/Management**

Conduct presentations to community agencies such as Welfare - to-Work, WIC, Turning Point, etc. offices to discuss community college options and recruitment

Action: GOAL 4: Enrollment Growth/Management

Action details: Create an annual plan on when will conduct presentations to outside agencies, more specifically during down, slow times, that do not impact services to students or during peak time.

Strengths: Community agencies are open and eager to host outreach presentations from our program.

Weaknesses: Minimal staffing, and potential impact on available services for students.

Status for GOAL 4: Enrollment Growth/Management

Current Status: Not started

Budget Status:

Additional information: Need to identify staff who will conduct presentations, as well as outreach materials & presentation outline.

Next Steps: Create & set outreach plan to begin presentations in Spring 2016.

Status Summary

All program goals to be implemented starting 2015-16, for a 3 year cycle.

Summary of Next Steps

GOAL 1: Board approval, posting of position, and hiring process; possible projection for Spring 2016.

GOAL 2: To be established beginning Fall 2015.

GOAL 3: To be implemented starting 2015-16.

GOAL 4: Create & set outreach plan to begin presentations in Spring 2016.

Last Modified: 09/30/2015 11:10:56 PM EDT

2014-2015 Program Review

Accomplishments

▼ Text and Image Section

FALL 2014 ACCOMPLISHMENTS

- Priority Enrollment Welcome Celebration: snacks provided & walk-in counseling services to students, to use priority registration -- I.2, II.1, II.3
- Hosted WCLP Event for Region X staff & students -- I.2, II.1, II.3, IV.1, IV.2
- Attended the CCCEOPSA Conference in Sacramento, CA -- I.1, I.2, I.3
- Thanksgiving Grocery Cards provided to CARE students by ASC -- 1.2
- Toys for Tots Event -- 1.2, II.3, IV.1, IV.2
- Conducted weekly student parent group session on Fridays -- I.2, II.1, II.3, III.1, III.2
- Book Lending Library Program began for timed-out CW students & those repeating classes -- I.2, II.1, II.2, II.3, II.4

SPRING 2015 ACCOMPLISHMENTS

- Priority Enrollment Welcome Celebration: snacks provided & walk-in counseling services to students, to use priority registration -- I.2, II.1, II.3
- Attended the CalWORKs Conference -- I.1, I.2, I.3
- Attended Region X WCLP Event at Southwestern College -- I.2, II.1, II.3, IV.1, IV.2
- Hosted WCLP Event for Region X students -- I.2, II.1, II.3, IV.1, IV.2
- Provided extra counseling support through SSSP funding -- I.1, I.2, II.3, II.4
- Conducted weekly student parent group session on Fridays -- I.2, II.1, II.3, III.1, III.2
- CARE & CalWORKs Advisory Board and Student Honors Reception -- I.2, IV.1, IV.2
- CARE/CW End of the Year Workshop -- I.2
- Laptop Lending Library began with 15 laptops available for student use -- I.2, II.1, II.2, II.3, II.4
- Hosted Procrastination workshop facilitated by Joan Scott Walker -- I.2, II.1, II.3, IV.1, IV.2
- Hosted Career EXPO in conjunction with Perkins, VATEA, CTE, Career Center, Transfer Center, & Outreach -- I.2, II.1, II.3, IV.1, IV.2
- Along with Career EXPO, hosted CalWORKs case managers from ResCare & PCG companies as well as County CalWORKs representatives -- IV.1, IV.2

Last Modified: 12/10/2015 01:14:19 PM EDT

2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

The CalWORKs Program Review is very well thought out, thorough and specifically designed to ensure student success as a result of activities that strengthen activities and services provided by the program.

Very impressive planning and lay out of needs, goals and action plans!

Adela Jacobson, Reviewer

Last Modified: 10/15/2015 03:03:01 PM EDT

Student Services Program Review

Care

2014-2015 Program Review

Action Plan

Mission Statement

To provide over and beyond services to EOPS students who are single-parents with children under the age of 13, in a household on cash aid.

Actions

CARE Program Goals

CARE Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Marketing/Outreach

To establish an outreach plan in recruiting potential CARE students on campus & in community agencies that serve low-income single parents on cash aid & with children under the age of 13.

Action: GOAL 1: Marketing/Outreach

Action details: Identify the local community agencies that specifically serve low-income single parents, & designate the staff member who will conduct outreach to these agencies.
Create marketing/outreach list of what to bring & pre-pack bag.
Possibly create posters or flyers.

Strengths: Funding is almost restored to 2007-08 levels before the economic recession.

Weaknesses: Due to budget cuts for the past 7 years, outreach & recruitment has been at a halt; hence, the number of students served remains low.

GOAL 2: Enrollment Growth/Management

To target & increase the number of CARE students served to at least 20 students each year.

Action: GOAL 2: Enrollment Growth/Management

Action details: Actively cross-reference with CalWORKs database, Miramar students who claim one-parent household with children under age 13.
Consult with the Financial Aid Office, if a list of low-income student parents with young children can be generated. If so, send the students an email with information on the CARE program & application to apply.

Strengths: There is current funding and room for the CARE program to grow.

Weaknesses: No specific mechanisms in place to grow program.

GOAL 3: Operational Effectiveness

To track semester & cumulative GPAs for student academic progress & conduct extensive follow-up services for students earning below a 2.0 GPA.

Action: GOAL 3: Operational Effectiveness

Action details: Add columns on database for cumulative GPAs, & semester GPAs for tracking.
Contact students by email and/or phone to alert them regarding low GPA & to discuss with their counselor during follow-up appointment.
Offer resources such as the student parent group session to address personal issues; tutoring services on campus; mental health counseling; etc.

Strengths: Students are mandated to attend 3 counseling appointments to participate in the CARE program.

Weaknesses: Data shows that CARE students / student parents' persistence and retention is lower than the general population.

Last Modified: 09/24/2015 02:19:29 PM EDT

2014-2015 Program Review

Status Report

Action Statuses

CARE Program Goals

CARE Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Marketing/Outreach

To establish an outreach plan in recruiting potential CARE students on campus & in community agencies that serve low-income single parents on cash aid & with children under the age of 13 .

Action: GOAL 1: Marketing/Outreach

Action details: Identify the local community agencies that specifically serve low-income single parents, & designate the staff member who will conduct outreach to these agencies.
Create marketing/outreach list of what to bring & pre-pack bag.
Possibly create posters or flyers.

Strengths: Funding is almost restored to 2007-08 levels before the economic recession.

Weaknesses: Due to budget cuts for the past 7 years, outreach & recruitment has been at a halt; hence, the number of students served remains low.

Status for GOAL 1: Marketing/Outreach

Current Status: Not started

Budget Status:

Additional information:

Next Steps: Outreach & recruitment to begin in Spring 2016 semester

GOAL 2: Enrollment Growth/Management

To target & increase the number of CARE students served to at least 20 students each year.

Action: GOAL 2: Enrollment Growth/Management

Action details: Actively cross-reference with CalWORKs database, Miramar students who claim one-parent household with children under age 13.
Consult with the Financial Aid Office, if a list of low-income student parents with young children can be generated. If so, send the students an email with information on the CARE program & application to apply.

Strengths: There is current funding and room for the CARE program to grow.

Weaknesses: No specific mechanisms in place to grow program.

Status for GOAL 2: Enrollment Growth/Management

Current Status: Not started

Budget Status:

Additional information:

Next Steps: Contact Financial Aid regarding potential list available.

GOAL 3: Operational Effectiveness

To track semester & cumulative GPAs for student academic progress & conduct extensive follow-up services for students earning below a 2.0 GPA.

Action: GOAL 3: Operational Effectiveness

Action details: Add columns on database for cumulative GPAs, & semester GPAs for tracking. Contact students by email and/or phone to alert them regarding low GPA & to discuss with their counselor during follow-up appointment. Offer resources such as the student parent group session to address personal issues; tutoring services on campus; mental health counseling; etc.

Strengths: Students are mandated to attend 3 counseling appointments to participate in the CARE program.

Weaknesses: Data shows that CARE students / student parents' persistence and retention is lower than the general population.

Status for GOAL 3: Operational Effectiveness

Current Status: Not started

Budget Status:

Additional information:

Next Steps: Begin with tracking in January 2016 during Intercession, to meet with students in January during break regarding academic status.

Status Summary

All Program Goals are new, to be implemented for the 2015-16 school year.

Summary of Next Steps

- GOAL 1: Outreach & recruitment to begin in Spring 2016 semester
- GOAL 2: Contact Financial Aid regarding potential list available.
- GOAL 3: Begin with tracking in January 2016 during Intercession, to meet with students in January during break regarding academic status.

Last Modified: 09/24/2015 02:28:17 PM EDT

2014-2015 Program Review

Accomplishments

▼ Text and Image Section

FALL 2014 ACCOMPLISHMENTS

- Priority Enrollment Welcome Celebration: snacks provided & walk-in counseling services to students, to use priority registration -- I.2, II.1, II.3
- Region X Student Leadership Conference at Palomar College: 10 EOPS students attended -- I.2, II.3, III.1, III.2, IV.1, IV.2
- Region X Classified Staff Training at Mesa College: classified staff met to discuss best practices, DACA, & assistance to AB540 students -- I.2, I.3
- Attended the CCCEOPSA Conference in Sacramento, CA -- I.1, I.2, I.3
- Thanksgiving Grocery Cards provided to CARE students by ASC -- I.2
- Toys for Tots Event -- I.2, II.3, IV.1, IV.2
- Conducted weekly student parent group session on Fridays -- I.2, II.1, II.3, III.1, III.2
- Provided CARE book and monetary grants -- I.2

SPRING 2015 ACCOMPLISHMENTS

- Priority Enrollment Welcome Celebration: snacks provided & walk-in counseling services to students, to use priority registration -- I.2, II.1, II.3
- Hosted EOPS/CARE Advisory Board Meeting -- IV.1, IV.2
- Attended the EOPS/CARE Technical Training in Sacramento, CA -- I.1, I.2, I.3
- EOPS/CARE Honors Celebration -- I.2, II.3
- EOPS/CARE Graduation Celebration in collaboration with the Transfer Center, Veterans, and FYE programs -- I.1, I.2, II.1, II.3, II.4, IV.1, IV.2
- Provided extra counseling support through SSSP funding -- I.1, I.2, II.3, II.4
- Conducted weekly student parent group session on Fridays -- I.2, II.1, II.3, III.1, III.2
- Provided CARE book and monetary grants -- I.2
- CARE & CalWORKs Advisory Board and Student Honors Reception -- I.2, IV.1, IV.2
- CARE End of the Year Workshop -- I.2

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2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

The CARE program review is complete and concise. The program goals are new and will begin implementation for 2015-2016 academic year.

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Last Modified: 10/15/2015 12:42:30 PM EDT

Student Services Program Review

Counseling

2014-2015 Program Review

Action Plan

Mission Statement

It is the mission of the San Diego Miramar Counseling Department to assist students in defining and accomplishing academic, career, and personal goals to prepare for lifelong learning. The mission includes ensuring that students are directed, focused, nurtured, engaged, connected and valued.

Actions

Counseling Program Goals

Counseling Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

Goal 1: Professional Staff Development

Obtain additional funding for contract and adjunct counselors and staff to attend non - mandated trainings.

Action: Goal 1. Professional Staff Development

Action details: -Submit proposals to Dean of Student Development and Matriculation, SSSP (Student Success and Support Program) and SEP (Student Equity Planning) committee.
-Hold monthly division meetings and include Admissions, Records and Veterans departments.

Strengths: Currently, the CTC () Director attends transfer conferences and disseminates information through weekly department meetings and emails. On rare occasions, staff has mini-in-service meetings while counselors cover the front counter. People work as a team to communicate new knowledge on an informal basis between student contacts.

Weaknesses: While everyone has patchworked things together due to lack of funding, in-service training has been lacking for a number of years. Often, counselors and staff provide inconsistent information because they have not been able to take the time to meet regularly. Staff development activities have been virtually non-existent due to lack of funding and limited staffing.

Goal 2: Enrollment Growth / Management

Move Personal Growth from Instruction to Student Services and work with Dean of Student Development and Matriculation to expand both the number and the scope of Personal Growth classes. Hire a full-time contract Personal Growth professor, and allow Personal Growth to be taught both in load and overload by contract counselors in addition to being taught by adjunct counselors with counseling assignments .

Action: Goal 2: Enrollment Growth Management

Action details: Submit proposal to campus hiring committee to hire a full-time Personal Growth Professor using the instructional criteria and rating form.

Strengths: All Personal Growth classes offered fill , have waiting lists and have a high retention rate.The program could expand by 100 to 200% and still fill. Research indicates that Personal Growth classes are vital to student success.

Weaknesses: We currently offer only five Personal Growth courses per semester and have added two courses at high schools. Thus, we are only able to serve a small fraction of our incoming freshmen. It is difficult to find quality Personal Growth instructors to teach one hour per day, three days a week at local high schools. Contract counselors have reported that they would like to have the ability to teach in load, overload and/or online.

Goal 3: Faculty / Staff

▼ Action: Goal 3: Faculty Staff

There is a need to hire a

Veteran's Counselor to meet the increasing demand of our military population serviced by the Counseling department.

Action details: Work with Dean of Student Development and Matriculation to hire a counselor/coordinator of Veteran's Services.

Strengths: We currently serve between 1000 and 12000 student veterans.....(need more)

Weaknesses: While all counselors currently serve veterans in terms of education planning, there is a need for someone to conduct education and support services workshops, veteran's orientation and to integrate veterans into the general campus population.

Goal 4: Marketing and Outreach

Work with Outreach Coordinator to ensure that the majority of high school seniors in our local area have applications on file and have completed SSSP components before the beginning of the fall semester subsequent to their senior year in high school. Send counselors to basic skills courses to increase their awareness of counseling services and to increase the numbers of counseling appointments for the,

Action: Goal 4: Marketing and Outreach

Action details: Submit proposal to Dean of Student Services and Matriculation and SEP funding committee to use SEP funds to send counselors to basic skills classes and to high schools.

Strengths: In the past, basic skills class visits increased awareness of counseling services for basic skills students resulting in (provide number here) basic skills students attending one-hour counseling, education planning appointments.

Weaknesses: Basic skills funding ran out and counselors stopped doing classroom presentations. While Outreach does assessment at high schools, counseling participation is limited.

Action: Goal 4: Marketing and Outreach (cont.)

Action details: Develop a unique and innovative method of encouraging students to progress through and track SSSP services.

Strengths: A Student Success Passport was developed. This breaks down SSSP components into a number of small steps and allows students to earn rewards such as free coffee, pencils and pens, notepads and a celebratory luncheon.

Weaknesses: None noted!

Goal 5: Operational Effectiveness

Hire additional counseling faculty and staff, as Peoplesoft is implemented, to implement pre-requisite posting, input and track SSSP data , etc

Action: Goal 5: Operational Effectiveness

Action details: Work with the Dean of Student Development and Matriculation to address staffing and hiring needs. Work with the Dean and the department to identify roles and responsibilities of faculty and staff and their job duties, resulting from the PeopleSoft conversion.

Strengths: While the Counseling Department was able to hire a 1.0 classified staff and 3.0 counselors on restricted positions, there continues to be a need for additional classified staffing to meet the needs of a growing student population. With the increase in staff a number of new practices were initiated. 716 additional students were served in large and small group orientations (SEP Sessions). High school outreach was designed to include parent participation which greatly increased student involvement. As a result, general counseling realized a 13% increase in drop-in student contacts which was easily handled by the increase in counselor staffing. However, this created a tremendous increase in workload for the classified staff who saw a 31% increase in telephone calls and a 32% increase in student contacts at the front counter.

Weaknesses: Due to the demands of state mandated SSSP, inadequate classified staffing levels to support growing student population, the implementation of SSSP, work load, and extended work hours must be addressed.

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2014-2015 Program Review
Status Report

Action Statuses

Counseling Program Goals

Counseling Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

Goal 1: Professional Staff Development

Obtain additional funding for contract and adjunct counselors and staff to attend non - mandated trainings.

Action: Goal 1. Professional Staff Development

Action details: -Submit proposals to Dean of Student Development and Matriculation, SSSP (Student Success and Support Program) and SEP (Student Equity Planning) committee.
-Hold monthly division meetings and include Admissions, Records and Veterans departments.

Strengths: Currently, the CTC () Director attends transfer conferences and disseminates information through weekly department meetings and emails. On rare occasions, staff has mini-in-service meetings while counselors cover the front counter. People work as a team to communicate new knowledge on an informal basis between student contacts.

Weaknesses: While everyone has patchworked things together due to lack of funding, in-service training has been lacking for a number of years. Often, counselors and staff provide inconsistent information because they have not been able to take the time to meet regularly. Staff development activities have been virtually non-existent due to lack of funding and limited staffing.

Status for Goal 1. Professional Staff Development

Current Status: In Progress

Budget Status: Other

Additional information: Dean of Student Development and Matriculation began to implement team building activities and to encourage ongoing staff development. Counselors are beginning to request approval to attend counselor conferences and staff and counseling faculty are beginning to request permission to attend staff development activities.

Next Steps: Create a procedure for the request and approval for faculty and staff to attend non-mandated staff development activities.

Goal 2: Enrollment Growth / Management

Move Personal Growth from Instruction to Student Services and work with Dean of Student Development and Matriculation to expand both the number and the scope of Personal Growth

Action: Goal 2: Enrollment Growth Management

Action details: Submit proposal to campus hiring committee to hire a full-time Personal Growth Professor using the instructional criteria and rating form.

Strengths: All Personal Growth classes offered fill , have waiting lists and have a high retention rate.The program could expand by 100 to 200% and still fill. Research indicates that Personal Growth classes are vital to student success.

classes. Hire a full-time contract Personal Growth professor, and allow Personal Growth to be taught both in load and overload by contract counselors in addition to being taught by adjunct counselors with counseling assignments .

Weaknesses: We currently offer only five Personal Growth courses per semester and have added two courses at high schools. Thus, we are only able to serve a small fraction of our incoming freshmen. It is difficult to find quality Personal Growth instructors to teach one hour per day, three days a week at local high schools. Contract counselors have reported that they would like to have the ability to teach in load, overload and/or online.

Status for Goal 2: Enrollment Growth Management

Current Status: In Progress

Budget Status: Pending Approval

Additional information: The faculty hiring committee ranked the Personal Growth instructor position 11th on the priority list and were approved to hire positions 1-15. Unfortunately, the criteria submitted was for non-instructional faculty which the Chancellor would not allow to be hired because of the 50% law. Thus, the position was not approved for hiring.

Next Steps: Submit a proposal to hire a contract Personal Growth instructor using the criteria for hiring instructional faculty. This will create the need to compete with all departments in the School of Arts and Humanities and only the top five in the school will be sent to the hiring committee.

Goal 3: Faculty / Staff

There is a need to hire a Veteran's Counselor to meet the increasing demand of our military population serviced by the Counseling department.

Action: Goal 3: Faculty Staff

Action details: Work with Dean of Student Development and Matriculation to hire a counselor/coordinator of Veteran's Services.

Strengths: We currently serve between 1000 and 12000 student veterans.....(need more)

Weaknesses: While all counselors currently serve veterans in terms of education planning, there is a need for someone to conduct education and support services workshops, veteran's orientation and to integrate veterans into the general campus population.

Status for Goal 3: Faculty Staff

Current Status: In Progress

Budget Status: Not approved

Additional information: 3 contract counselors were hired on restricted contracts. 11 total counselors currently share duties of veteran counseling.

Next Steps: Assess funding priorities and consider hiring a full time contract counselor for this position.

Goal 4: Marketing and Outreach

Work with Outreach Coordinator to ensure that the majority of high school

Action: Goal 4: Marketing and Outreach

Action details: Submit proposal to Dean of Student Services and Matriculation and SEP funding committee to use SEP funds to send counselors to basic skills classes and to high schools.

seniors in our local area have applications on file and have completed SSSP components before the beginning of the fall semester subsequent to their senior year in high school. Send counselors to basic skills courses to increase their awareness of counseling services and to increase the numbers of counseling appointments for the,

Strengths: In the past, basic skills class visits increased awareness of counseling services for basic skills students resulting in (provide number here) basic skills students attending one-hour counseling, education planning appointments.

Weaknesses: Basic skills funding ran out and counselors stopped doing classroom presentations. While Outreach does assessment at high schools, counseling participation is limited.

Status for Goal 4: Marketing and Outreach

No Status Added

Action: Goal 4: Marketing and Outreach (cont.)

Action details: Develop a unique and innovative method of encouraging students to progress through and track SSSP services.

Strengths: A Student Success Passport was developed. This breaks down SSSP components into a number of small steps and allows students to earn rewards such as free coffee, pencils and pens, notepads and a celebratory luncheon.

Weaknesses: None noted!

Status for Goal 4: Marketing and Outreach (cont.)

No Status Added

Goal 5: Operational Effectiveness

Hire additional counseling faculty and staff, as Peoplesoft is implemented, to implement pre-requisite posting, input and track SSSP data , etc

Action: Goal 5: Operational Effectiveness

Action details: Work with the Dean of Student Development and Matriculation to address staffing and hiring needs. Work with the Dean and the department to identify roles and responsibilities of faculty and staff and their job duties, resulting from the PeopleSoft conversion.

Strengths: While the Counseling Department was able to hire a 1.0 classified staff and 3.0 counselors on restricted positions, there continues to be a need for additional classified staffing to meet the needs of a growing student population. With the increase in staff a number of new practices were initiated. 716 additional students were served in large and small group orientations (SEP Sessions). High school outreach was designed to include parent participation which greatly increased student involvement. As a result, general counseling realized a 13% increase in drop-in student contacts which was easily handled by the increase in counselor staffing. However, this created a tremendous increase in workload for the classified staff who saw a 31% increase in telephone calls and a 32% increase in student contacts at the front counter.

Weaknesses: Due to the demands of state mandated SSSP, inadequate classified staffing levels to support growing student population, the implementation of SSSP, work load, and extended work hours must be addressed.

Status for Goal 5: Operational Effectiveness

No Status Added

Status Summary

No text specified

Summary of Next Steps

No text specified

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2014-2015 Program Review

Accomplishments

▼ Text and Image Section

What did we accomplish in 2014-15

We were able to offer several Student Educational Planning sessions for new students We hired 3 new counselors and 1 Student Services Assistant

Last Modified: 09/11/2015 02:52:28 PM EDT

2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

It is evident that the Counseling Department is at a significant juncture in their development and is doing all that they can to ensure that they are moving forward, now that there is a viable budget through the Student Support Services Program (SSSP) funding. Detailed plans with the focus on current and future needs are highlighted in the program review. The alignment of goals and activities are well laid out and will ensure completion of tasks. Very well done!

Adela Jacobson, Reviewer

Last Modified: 10/15/2015 02:58:12 PM EDT

Student Services Program Review

DSP&S

2014-2015 Program Review

Action Plan

Mission Statement

Miramar College Disability Support Programs and Services (DSPS) is dedicated to providing equal access to educational opportunities for students with verified disabilities. DSPS staff is committed to offering quality support services to ensure that every qualified student is given the opportunity to maximize his/her ability to succeed at San Diego Miramar College. Through the provision of support services and academic accommodations, qualified students with disabilities are able to make the most of their educational experience. Miramar College DSPS provides full access to all students able to benefit from college instruction in accordance with federal and state laws and regulations.

Actions

DSPS's Program Goals

DSPS Program Goals

Program Goals addressing Faculty/Staff, Operational Effectiveness, and Facilities

Goal #1: Faculty/Staff

Fill vacant 11 month contract DSPS counselor position.

Action: Fill vacant 11 month contract DSPS counselor position

Action details: *Submit proposal to Dean of Student Development and Matriculation to fill vacant 11 month DSPS counselor position.
*Request funding from SSSP

Strengths: *Program has 3 qualified adjunct counselors who bring strengths in mental health counseling, Learning Disability assessment, experience serving individuals with substance abuse, and fluency in Spanish.
*Program currently has 3 contract faculty, however one is split between counseling and program coordination, and one is assigned as Access Technology Specialist and instructs the High Tech Center course.

*SSSP funded one DSPS adjunct for the 14-15 academic year.

Weaknesses: *Categorical funding fluctuates annually affecting program ability to self fund adjunct coverage * Program is limited to offering no more than a 50% assignment offer to adjunct counselors. This makes us less competitive in hiring and keeping qualified adjuncts. *Program lacks sufficient full time faculty to represent program on campus committees, to sustain and enhance community partnerships, and to develop new and innovative services for DSPS students. * Program has seen enrollment growth for 5 straight years in a row. In 2010-11 the program served 406 students. This year it served 648. This is a five year growth rate of 59%! More counseling contact hours are needed to keep appointment wait times down and ensure quick response time to student questions and concerns.

Goal #2: Facilities

Resolve safety issues in the DSPS office and High Tech Center.

Action: Resolve Safety Issues in DSPS Office and High Tech Center

Action details: * Change current panic button set up to allow all buttons in DSPS (K1-204) to alert directly to campus police
*Work with the facilities and/or the safety committee to have a red emergency call box installed in the HTC.
*Work with the facilities and/or the safety committee to have the automatic door adjusted in the HTC.
* Continue to work with Dean of Student Development and Matriculation regarding all safety issues concerning DSPS areas.

Strengths: *Panic buttons exist in all DSPS counselor offices, at the DSPS front desk, and in the HTC faculty office.

*HTC has an automatic door.

Weaknesses: * Some of the panic buttons in DSPS Counselor offices only activate a blue alert light and do not notify campus police. * HTC does not have a red emergency call box. * Automatic door in HTC needs to be adjusted. Only the left door opens, but the push button is on the right. Students in wheelchairs must navigate an awkward pattern in limited time to avoid being hit by door.

Goal #3: Operational Effectiveness

Obtain ClockWork database scheduler (integrated management tool with electronic filing).

▼ **Action:** Obtain ClockWork database scheduler (integrated management tool with electronic filing).

Action details: *Continue to work with District DSPS Director to put forward district wide proposal to purchase ClockWork database scheduler as part of the new ERP process.
*Explore campus funding sources as alternative/backup.

Strengths: *SARS tracks student counseling and proctoring appointments.

Weaknesses: *District is moving to a new ERP provider with limited DSPS tracking and reporting features.
* Present software/tools (ISIS/SARS) do not allow for electronic student files/records, online test proctoring appointment scheduling, or easy report generation of services rendered for student learning outcome data tracking.

Goal #4: Faculty/Staff

Fill vacant contract SSA position.

▼ **Action:** Fill vacant contract SSA position.

Action details: * Participate in Classified priority hiring/ranking process by forwarding program request to fill SSA position through Dean of Student Development and Matriculation.
*Request SSSP funding.

Strengths: *Program has one classified contract and two hourly employees who assist with test proctoring and front desk operations.

Weaknesses: * Program operational hours have expanded and coverage gaps exist in both the test proctoring center and the front office. Coverage is also needed to cover employee breaks and lunches. * More clerical support is needed to complete program projects and activities. * The district has several limitations on the use of hourly staff including days per year, hours per week, and hours per day that limit program ability to staff effectively.

Goal #5: Facilities

Obtain windows for test proctoring rooms K1-204K and K1-204L.

▼ **Action:** Obtain windows for test proctoring rooms K1-204K and K1-204L.

Action details: * Work with Dean of Matriculation and Student Development to obtain windows for doors in test proctoring rooms K1-204K and K1-204L.
*Continue to keep items listed on the K1 building punch list.

Strengths: *DSPS office has two overflow test proctoring rooms.

Weaknesses: *Test proctoring rooms in DSPS office did not come with planned surveillance system (cut in FF&E process). Without camera system and without windows, test environment is not secure or properly monitored.

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2014-2015 Program Review
Status Report

Action Statuses

DSPS's Program Goals

DSPS Program Goals

Program Goals addressing Faculty/Staff, Operational Effectiveness, and Facilities

Goal #1: Faculty/Staff

Fill vacant 11 month contract DSPS counselor position.

Action: Fill vacant 11 month contract DSPS counselor position

Action details: *Submit proposal to Dean of Student Development and Matriculation to fill vacant 11 month DSPS counselor position.
*Request funding from SSSP

Strengths: *Program has 3 qualified adjunct counselors who bring strengths in mental health counseling, Learning Disability assessment, experience serving individuals with substance abuse, and fluency in Spanish.
*Program currently has 3 contract faculty, however one is split between counseling and program coordination, and one is assigned as Access Technology Specialist and instructs the High Tech Center course.
*SSSP funded one DSPS adjunct for the 14-15 academic year.

Weaknesses: *Categorical funding fluctuates annually affecting program ability to self fund adjunct coverage * Program is limited to offering no more than a 50% assignment offer to adjunct counselors. This makes us less competitive in hiring and keeping qualified adjuncts. *Program lacks sufficient full time faculty to represent program on campus committees, to sustain and enhance community partnerships, and to develop new and innovative services for DSPS students. * Program has seen enrollment growth for 5 straight years in a row. In 2010-11 the program served 406 students. This year it served 648. This is a five year growth rate of 59%! More counseling contact hours are needed to keep appointment wait times down and ensure quick response time to student questions and concerns.

Status for Fill vacant 11 month contract DSPS counselor position

Current Status: In Progress

Budget Status: Not approved

Additional information:

Next Steps: *Provide Dean of Student Development and Matriculation with continuing DSPS headcount updates, staffing changes/scheduling challenges, and categorical budget deficiencies.
*Follow guidelines and processes for requesting outside funding sources.

Goal #2: Facilities

Resolve safety issues in the DSPS office and High Tech Center.

Action: Resolve Safety Issues in DSPS Office and High Tech Center

Action details: * Change current panic button set up to allow all buttons in DSPS (K1-204) to alert directly to campus police
*Work with the facilities and/or the safety committee to have a red emergency call box installed in the HTC.
*Work with the facilities and/or the safety committee to have the automatic door adjusted in the HTC.
* Continue to work with Dean of Student Development and Matriculation regarding all safety issues

concerning DSPS areas.

Strengths: *Panic buttons exist in all DSPS counselor offices, at the DSPS front desk, and in the HTC faculty office.

*HTC has an automatic door.

Weaknesses: * Some of the panic buttons in DSPS Counselor offices only activate a blue alert light and do not notify campus police. * HTC does not have a red emergency call box. * Automatic door in HTC needs to be adjusted. Only the left door opens, but the push button is on the right. Students in wheelchairs must navigate an awkward pattern in limited time to avoid being hit by door.

Status for Resolve Safety Issues in DSPS Office and High Tech Center

Current Status: In Progress

Budget Status: Not approved

Additional information: *Campus police personnel have been in the DSPS office recently testing and recording panic button status.

Next Steps: *Continue to bring forward safety issues to Dean of Student Development and to other appropriate personnel and campus committees.

Goal #3: Operational Effectiveness

Obtain ClockWork database scheduler (integrated management tool with electronic filing).

▼ **Action:** Obtain ClockWork database scheduler (integrated management tool with electronic filing).

Action details: *Continue to work with District DSPS Director to put forward district wide proposal to purchase ClockWork database scheduler as part of the new ERP process.
*Explore campus funding sources as alternative/backup.

Strengths: *SARS tracks student counseling and proctoring appointments.

Weaknesses: *District is moving to a new ERP provider with limited DSPS tracking and reporting features.
* Present software/tools (ISIS/SARS) do not allow for electronic student files/records, online test proctoring appointment scheduling, or easy report generation of services rendered for student learning outcome data tracking.

Status for Obtain ClockWork database scheduler (integrated management tool with electronic filing).

Current Status: In Progress

Budget Status: Not approved

Additional information:


Next Steps: *Continue to work with district DSPS colleagues to advocate for system. Continue to assist District DSPS Director with request for funding. Research campus based funding possibilities.

Goal #4: Faculty/Staff

Fill vacant contract SSA

▼ **Action:** Fill vacant contract SSA position.

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position.

Action details: * Participate in Classified priority hiring/ranking process by forwarding program request to fill SSA position through Dean of Student Development and Matriculation.
*Request SSSP funding.

Strengths: *Program has one classified contract and two hourly employees who assist with test proctoring and front desk operations.

Weaknesses: * Program operational hours have expanded and coverage gaps exist in both the test proctoring center and the front office. Coverage is also needed to cover employee breaks and lunches. * More clerical support is needed to complete program projects and activities. * The district has several limitations on the use of hourly staff including days per year, hours per week, and hours per day that limit program ability to staff effectively.

Status for Fill vacant contract SSA position.

Current Status: Not started

Budget Status: Not approved

Additional information:

Next Steps: *Continue to follow campus processes to request filling of vacant positions.

*Continue to research possible outside funding sources (i.e.. SSSP).

Goal #5: Facilities

Obtain windows for test proctoring rooms K1-204K and K1-204L.

Action: Obtain windows for test proctoring rooms K1-204K and K1-204L.

Action details: * Work with Dean of Matriculation and Student Development to obtain windows for doors in test proctoring rooms K1-204K and K1-204L.

*Continue to keep items listed on the K1 building punch list.

Strengths: *DSPS office has two overflow test proctoring rooms.

Weaknesses: *Test proctoring rooms in DSPS office did not come with planned surveillance system (cut in FF&E process). Without camera system and without windows, test environment is not secure or properly monitored.

Status for Obtain windows for test proctoring rooms K1-204K and K1- 204L.

Current Status: In Progress

Budget Status: Pending Approval

Additional information:

Next Steps: *Follow up with deans associated with K1 building punch list process to obtain update on status of project.

Status Summary

The DSPS program participates regularly in the K1 building punch list process, the classified staffing priority process, and

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requests funds through external campus processes for needed staffing (i.e., SSSP and Equity). DSPP also reports safety concerns and makes recommendations for resolution. The program has identified a software/database scheduler that would greatly enhance its operational effectiveness and has advocated at a district level for its purchase. All new program goals will be implemented beginning 15-16 for the new 3-year cycle.

Summary of Next Steps

Program will continue to bring forward concerns and suggestions for resolution to the Dean of Matriculation and Student Development in regards to filling vacant faculty and staff positions (Goals #1 and #4), addressing safety concerns (Goal #2), and finalizing K1 building punch list items (Goal #5). Advocacy efforts will continue in regards to purchase of Clockwork system (Goal #3).

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2014-2015 Program Review

Accomplishments

▼ Text and Image Section

- Student headcount in 14-15 increased by 18% over 13-14 (fifth consecutive year of program growth). The Miramar DSPS program served 648 students in 14-15. -I.1, II.1, II.2, II.3, III.1
- Hired 3 new adjunct counselors with diverse skills sets. -I.2, I.3, II.3
- Utilized interns in the High Tech Center and the DSPS office/proctoring areas. -I.2, I.3, II.2, II.3, IV.1, IV.2
- Received support from SSSP for adjunct counseling. -I.2, II.3
- Maintained weekly liaison partnerships with WorkAbility III and the Department of Rehabilitation. -IV.1, IV.2
- Revised student learning outcomes survey to more accurately assess student accomplishment of service/learning objectives. -II.1, II.3
- Program faculty and staff participated broadly in campus and district committees and the shared governance process. -I.1, II.1, III.1, III.2
- Program faculty attended professional conferences. -I.3
- Developed a test proctoring handbook. -I.2, II.2, II.3
- Conducted a variety of outreach and inreach activities educating over 1050 students, staff, and community members about DSPS services. -II.1, III.2
- Brought Learning Disability testing service back to the campus. Program currently has two adjunct learning disability counselor specialists. -I.1, I.2

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2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

The DSPS department's program review is complete and concise. Program goals are clear and action plans are realistic. All in all, the program has done an excellent job addressing departmental needs and goals.

Last Modified: 10/14/2015 07:37:58 PM EDT

Student Services Program Review

EOP&S

2014-2015 Program Review
Action Plan

Mission Statement

The EOPS Program will provide access and support, leading to academic and life success for students from economically and educationally disadvantaged backgrounds.

Actions

EOPS Program Goals

EOPS Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Faculty/Staff

Hire an additional 1.0 Classified Student Services Assistant Position, to assist in the day-to-day front office duties. Currently, we have one full-time Technician, and 7 work study / part-time student workers.

Marked obsolete by Joan Thompson on 06/09/2016 8:56:42 pm EDT

Action: GOAL 1: Faculty/Staff

Action details: A proposal for a full-time classified staff position will be submitted to the Dean of Student Development & Matriculation, to be hired for the 2015-16 school year.

Strengths: Program hires a diverse group of hourly workers who speak various languages to include: Spanish, Vietnamese, & Farsi.

Weaknesses: Insufficient staffing with only one Technician and no additional full-time staff support in the operation of 4 programs within the department (EOPS, CARE, CalWORKs, & C2AMP for former foster youth); high turn-over rate with student workers; constant retraining; issues with confidentiality with student workers.

GOAL 2: Marketing/Outreach

To target and increase the number of disproportionately impacted identified students who also meet the traditional definition of an EOPS eligible student.

Action: GOAL 2: Marketing/Outreach

Action details: Outreach will begin with an email to be sent to the CTE Department Professors, Chairs, and the CTE Dean in February of 2016 for 16-17 recruitment & application process.

Strengths: EOPS funding is almost fully restored to 2007-08 levels, prior to the economic recession.

Weaknesses: Many CTE students who make-up the disproportionately impacted groups, are not aware of the EOPS program and/or services.

GOAL 3: Operational Effectiveness

To offer over and above tutoring services for EOPS students, beginning Summer 2016 .

Marked obsolete by Joan Thompson on 06/15/2016 5:56:17 pm EDT

Action: GOAL 3: Operational Effectiveness

Action details: Initiate planning, logistics, & budget allocation for tutoring services for EOPS students to be launched by Summer 2016. Discuss with thePLACe, procedures surrounding implementation of tutoring services, to include hired tutors taking & enrolling in EDUC 100 Tutor Training in Spring 2016.

Strengths: Several students have inquired about available tutoring, as well as students who can provide tutoring services to their peers.

Weaknesses: Not all subject areas are available or offered for tutoring in the tutorial services on campus.

GOAL 4: Enrollment Growth/Management

To increase the number of EOPS students served and accepted into the program by 10%.

Action: GOAL 4: Enrollment Growth/Management

Action details: Starting March or April of 2016, more EOPS applications will be accepted, processed, and accommodated to reach an increase of 10%, which translates to an additional 45 students served for the 2016-17 school year (total of 495).

Strengths: EOPS funding has been almost fully restored to 2007-08 levels, prior to the 40% budget cut due to the economic recession, which will allow us to serve more students.

Weaknesses: Application periods and deadlines need to be established, so that student applications are processed within a timely period of no more than 2 weeks, & students are notified of their eligibility in a timely manner.

Last Modified: 09/22/2015 07:05:13 PM EDT

2014-2015 Program Review
Status Report

Action Statuses

EOPS Program Goals

EOPS Program Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Faculty/Staff

Hire an additional 1.0 Classified Student Services Assistant Position, to assist in the day-to-day front office duties. Currently, we have one full-time Technician, and 7 work study / part-time student workers.

Marked obsolete by Joan Thompson on 06/09/2016 8:56:42 pm EDT

Action: GOAL 1: Faculty/Staff

Action details: A proposal for a full-time classified staff position will be submitted to the Dean of Student Development & Matriculation, to be hired for the 2015-16 school year.

Strengths: Program hires a diverse group of hourly workers who speak various languages to include: Spanish, Vietnamese, & Farsi.

Weaknesses: Insufficient staffing with only one Technician and no additional full-time staff support in the operation of 4 programs within the department (EOPS, CARE, CalWORKs, & C2AMP for former foster youth); high turn-over rate with student workers; constant retraining; Issues with confidentiality with student workers.

Status for GOAL 1: Faculty/Staff

Current Status: In Progress

Budget Status: Pending Approval

Additional information: Position needs Board approval

Next Steps: Follow-up with Dean of Student Development & Matriculation for status of position

GOAL 2: Marketing/Outreach

To target and increase the number of disproportionately impacted identified students who also meet the traditional definition of an EOPS eligible student.

Action: GOAL 2: Marketing/Outreach

Action details: Outreach will begin with an email to be sent to the CTE Department Professors, Chairs, and the CTE Dean in February of 2016 for 16-17 recruitment & application process.

Strengths: EOPS funding is almost fully restored to 2007-08 levels, prior to the economic recession.

Weaknesses: Many CTE students who make-up the disproportionately impacted groups, are not aware of the EOPS program and/or services.

Status for GOAL 2: Marketing/Outreach

Current Status: Not started

Budget Status:

Additional information: Inreach will begin with the CTE programs so that potential CTE students can apply for the 2016-17 school year in March or April of 2016.

Next Steps: Ask CTE faculty for 5-minute classroom presentations on EOPS in Spring 2016.

GOAL 3: Operational Effectiveness

To offer over and above tutoring services for EOPS students, beginning Summer 2016 .

Marked obsolete by Joan Thompson on 06/15/2016 5:56:17 pm EDT

Action: GOAL 3: Operational Effectiveness

Action details: Initiate planning, logistics, & budget allocation for tutoring services for EOPS students to be launched by Summer 2016. Discuss with thePLACe, procedures surrounding implementation of tutoring services, to include hired tutors taking & enrolling in EDUC 100 Tutor Training in Spring 2016.

Strengths: Several students have inquired about available tutoring, as well as students who can provide tutoring services to their peers.

Weaknesses: Not all subject areas are available or offered for tutoring in the tutorial services on campus.

Status for GOAL 3: Operational Effectiveness

Current Status: Not started

Budget Status: Other

Additional information: Identify thePLACe tutoring procedures to assist in the implementation of tutoring for EOPS students.

Next Steps: Ask thePLACe Coordinator for hiring and training procedures by the end of January Intercession at the latest.

GOAL 4: Enrollment Growth/Management

To increase the number of EOPS students served and accepted into the program by 10%.

Action: GOAL 4: Enrollment Growth/Management

Action details: Starting March or April of 2016, more EOPS applications will be accepted, processed, and accommodated to reach an increase of 10%, which translates to an additional 45 students served for the 2016-17 school year (total of 495).

Strengths: EOPS funding has been almost fully restored to 2007-08 levels, prior to the 40% budget cut due to the economic recession, which will allow us to serve more students.

Weaknesses: Application periods and deadlines need to be established, so that student applications are processed within a timely period of no more than 2 weeks, & students are notified of their eligibility in a timely manner.

Status for GOAL 4: Enrollment Growth/Management

Current Status: Not started

Budget Status: Other

Additional information: Need to discuss and allocate funding for increase in students served (i.e. book account, EOPS grant, student supplies, etc.)

Next Steps: Set up application periods and deadlines for the 2016-17 school year, so that applications are processed efficiently.

Status Summary

All new program goals will be implemented beginning 2015-16 for the new 3-year cycle.

Summary of Next Steps

GOAL 1: Follow-up with Dean of Student Development & Matriculation for status of position

GOAL 2: Ask CTE faculty for 5-minute classroom presentations on EOPS in Spring 2016.

GOAL 3: Ask thePLACe Coordinator for hiring and training procedures by the end of January Intercession at the latest.

GOAL 4: Set up application periods and deadlines for the 2016-17 school year, so that applications are processed efficiently.

Last Modified: 09/22/2015 07:18:55 PM EDT

2014-2015 Program Review

Accomplishments

▼ Text and Image Section

FALL 2014 ACCOMPLISHMENTS

- Priority Enrollment Welcome Celebration: snacks provided & walk-in counseling services to students, to use priority registration -- I.2, II.1, II.3
- Region X Student Leadership Conference at Palomar College: 10 EOPS students attended -- I.2, II.3, III.1, III.2, IV.1, IV.2
- Region X Classified Staff Training at Mesa College: classified staff met to discuss best practices, DACA, & assistance to AB540 students -- I.2, I.3
- Attended the CCCEOPSA Conference in Sacramento, CA -- I.1, I.2, I.3 Thanksgiving
- Grocery Cards provided to former foster youth students by ASC -- I.2 Toys for Tots
- Event -- I.2, II.3, IV.1, IV.2

SPRING 2015 ACCOMPLISHMENTS

- Priority Enrollment Welcome Celebration: snacks provided & walk-in counseling services to students, to use priority registration -- I.2, II.1, II.3
- Hosted EOPS/CARE Advisory Board Meeting -- IV.1, IV.2
- Attended the EOPS/CARE Technical Training in Sacramento, CA -- I.1, I.2, I.3
- EOPS Honors Celebration -- I.2, II.3
- EOPS Graduation Celebration in collaboration with the Transfer Center, Veterans, and FYE programs -- I.2, IV.1, IV.2
- Resume EOPS grants for students -- I.2
- Provided extra counseling support through SSSP funding -- I.1, I.2, II.1, II.3, II.4
- Burton Scholarship Book Funds available & provided to former foster youth in the amount of \$500 -- I.1, I.2, II.1, II.3, II.4, IV.1, IV.2
- Provided additional money grants & book grants to AB540 students, to help offset lack of financial aid assistance -- I.1, I.2, II.1, II.3, II.4, IV.1, IV.2
- Hosted College Connection Event for current foster youth -- I.2, II.1, IV.1, IV.2
- Conducted specific outreach to current foster youth -- IV.1, IV.2

Last Modified: 12/10/2015 12:45:57 PM EDT

2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

The EOPS Program Review is very strong and provides a clear plan to bolster activities to ensure that students are proceeding within the program and making progress at the college. In addition, as a result of the trainings, EOPS faculty and staff are investing in the advancement of the program.

Excellent work!

Adela Jacobson, Reviewer

Last Modified: 10/15/2015 11:39:09 AM EDT

Student Services Program Review

Transfer Center

Student Services Program Review

1

Gerald Ramsey

**Created on: 08/25/2015 01:04:00 PM EDT
Last Modified: 09/27/2016 03:02:54 PM EDT**

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General Information (Student Services Program Review 1)

Standing Requirements

◆ Mission Statement

The mission of the San Diego Miramar College Transfer Center is to help students successfully transfer to a four year institution. The Transfer Center offers support to students in the transfer process to ensure a smooth and positive transition. Our key purpose is to strengthen the transfer function, and increase the numbers of students prepared for transfer to four-year institutions through the coordination of college transfer efforts. A primary focus of the Transfer Center is the identification, development and implementation of strategies designed to enhance the transfer of targeted student populations.

The work of improving transfer is a responsibility of the institution as a whole, including campus administration, faculty and student services programs, in cooperation with the four-year systems.

Taken from the California Community Colleges Chancellor's Office and the California Community Colleges Transfer Center Directors' Association "Transfer: Recommended Guidelines" Fall 2005

◆ Program Goals

Transfer Center Program Goals

Transfer Center Program Goal

Program Goal addresses Faculty/Staff, Operational Effectiveness, Budget

Outcome

Mapping

GOAL 1: Faculty/Staff

Consideration for 2 adjunct or 1 full-time counselor position in the Transfer Center as well as a part-time SSA to assist with office functions

Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy I.3, Strategy II.1, Strategy II.2, Strategy II.3, Strategy II.4, Strategy III.1, Strategy III.2, Strategy IV.1, Strategy IV.2,
Transfer Center Program Goals: GOAL 1: Faculty/Staff

Goal 2: Operational Effectiveness; Professional Staff Development

Provide transfer services - assist in transitions process, provide up-to-date information, provide a resource library, collaborate with four-year universities
Ensure staff have most up-to-date information through annual conferences.

Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy I.3, Strategy II.1, Strategy II.2, Strategy II.3, Strategy II.4, Strategy IV.1, Strategy IV.2,
Transfer Center Program Goals: Goal 2: Operational Effectiveness; Professional Staff Development, Goal 3: Community Partnerships, Goal 5: Operational Effectiveness: Evaluation and reporting

Goal 3: Community Partnerships

An advisory committee shall meet once per academic year to consult with the development, implementation, and ongoing operations of the Transfer Center.

Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy I.3, Strategy II.1, Strategy II.2, Strategy II.3, Strategy II.4, Strategy III.1, Strategy III.2, Strategy IV.1, Strategy IV.2,
Transfer Center Program Goals: Goal 3: Community Partnerships

Goal 4: Facilities, Marketing and Outreach

Each campus shall designate a particular location on campus that is readily identifiable and accessible to students, faculty and staff as the focal point of transfer functions

Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy I.3, Strategy II.1, Strategy II.2, Strategy II.3, Strategy II.4, Strategy IV.1, Strategy IV.2,
Transfer Center Program Goals: Goal 4: Facilities, Marketing and Outreach

Goal 5: Operational Effectiveness: Evaluation and

Miramar Strategic Plan: Strategy I.1, Strategy I.2, Strategy

reporting

Each community college shall submit an annual report to the Chancellor's Office describing the status of the efforts to implement its transfer center, achievement of targets and goals, and expenditures. Additionally, from the district research office, institutional transfer data will be provided to the Transfer Center.

I.3, Strategy II.1, Strategy II.2, Strategy II.3, Strategy II.4, Strategy III.1, Strategy III.2, Strategy IV.1, Strategy IV.2, **Transfer Center Program Goals: Goal 5: Operational Effectiveness: Evaluation and reporting**

◆ Student Learning Outcomes Report

File Attachments:

1. pdf_webview.pdf

◆ Activity Map (Strategic Goal, ISLO Mapping)

Active Curriculum/Activity Maps

- **Mapping for Transfer Center Program Goals**
Alignment Set: Transfer Center Program Goals
Created: 10/13/2015 4:01:14 pm EDT
Last Modified: 10/13/2015 4:01:14 pm EDT
- **Mapping for Transfer Center SLOs**
Alignment Set: Transfer Center Outcome Set
Created: 10/13/2015 4:01:36 pm EDT
Last Modified: 10/13/2015 4:01:37 pm EDT

2014-2015 Program Review

◇ Action Plan

Mission Statement

The mission of the San Diego Miramar College Transfer Center is to help students successfully transfer to a four year institution. The Transfer Center offers support to students in the transfer process to ensure a smooth and positive transition. Our key purpose is to strengthen the transfer function, and increase the numbers of students prepared for transfer to four-year institutions through the coordination of college transfer efforts. A primary focus of the Transfer Center is the identification, development and implementation of strategies designed to enhance the transfer of targeted student populations.

The work of improving transfer is a responsibility of the institution as a whole, including campus administration, faculty and student services programs, in cooperation with the four-year systems.

Taken from the California Community Colleges Chancellor's Office and the California Community Colleges Transfer Center Directors' Association "Transfer: Recommended Guidelines" Fall 2005

Actions

Transfer Center Program Goals

Transfer Center Program Goal

Program Goal addresses Faculty/Staff, Operational Effectiveness, Budget

GOAL 1: Faculty/Staff

Consideration for 2 adjunct or 1 full-time counselor position in the Transfer Center as well as a part-time SSA to assist with office functions

Action: Goal 1: Faculty/Staff

Action details: Hire 2 adjunct or 1 full-time counselor in the Transfer Center
Hire a part-time SSA to assist with handling office functions and ensuring coverage of service hours

Strengths: Will be better able to address transfer needs of students through increase in hours of operation, hours of counselor availability

Weaknesses: Low staffing and limited hours limits hours of operation and services offered

Goal 2: Operational Effectiveness; Professional Staff Development

Provide transfer services - assist in transitions process, provide up-to-date information, provide a resource library, collaborate with four-year universities
Ensure staff have most up-to-date information through annual conferences.

Action: Goal 2: Operational Effectiveness

Action details: Participate in professional development opportunities
Conduct university field trips 4x per year
Conduct on-site and online group workshops to facilitate transfer
Conduct annual Transfer Fair in fall and spring
Conduct classroom presentations as needed
Work in partnership with instructional faculty to facilitate information related to major/university
Need to consider Student Equity Plan
Collaborate with universities to provide information to students

Strengths: Collaborative opportunities to involve all those at the college - not just transfer center or student services

Weaknesses: Limited staffing limits the activities and opportunities for students

Goal 3: Community Partnerships

An advisory committee shall meet once per academic year to consult with the development, implementation, and ongoing operations of the Transfer Center.

Action: Goal 3: Community Partnerships

Action details: Conduct at least 1 annual Advisory group meeting to consult on development, implementation, and ongoing operations of the Transfer Center

Strengths: Input from community as well as college members

Weaknesses: Lack of resources limit planned activities

Goal 4: Facilities, Marketing and Outreach

Each campus shall designate a particular location on campus that is readily identifiable and accessible to students, faculty and staff as the focal point of transfer functions

Action: Goal 4: Facilities, Marketing and outreach

Action details: Ensure Transfer Center is a well-utilized and visible place on campus through classroom presentations, collaborations, social media

Strengths: The earlier the student is aware of the resources, the better to limit their time in college and transition efficiently

Weaknesses: Publicizing events and activities is very limited on campus.

Goal 5: Operational Effectiveness: Evaluation and reporting

Each community college shall submit an annual report to the Chancellor's Office describing the status of the efforts to implement its transfer center, achievement of targets and goals, and expenditures. Additionally, from the district research office, institutional transfer data will be provided to the Transfer Center.

Action: Goal 5: Operational Effectiveness: Evaluation and reporting

Action details: District office provides Transfer Center with data regarding transfer. Utilizing this data, conduct activities and events to address the areas of need or improvement. Provide information to CCCC.

Strengths: Data driven utilizing principles of redesign

Weaknesses: None identified at this time

Status Report

Action Statuses

Transfer Center Program Goals

Transfer Center Program Goal

Program Goal addresses Faculty/Staff, Operational Effectiveness, Budget

GOAL 1: Faculty/Staff

Consideration for 2 adjunct or 1 full-time counselor position in the Transfer Center as well as a part-time SSA to assist with office functions

Action: Goal 1: Faculty/Staff

Action details: Hire 2 adjunct or 1 full-time counselor in the Transfer Center Hire a part-time SSA to assist with handling office functions and ensuring coverage of service hours

Strengths: Will be better able to address transfer needs of students through increase in hours of operation, hours of counselor availability

Weaknesses: Low staffing and limited hours limits hours of operation and services offered

Status for Goal 1: Faculty/Staff

Current Status: In Progress

Budget Status: Pending Approval

Additional information: Approved for backfill for Honors Coordination duties

Next Steps: Continue to advocate for need

Goal 2: Operational Effectiveness; Professional Staff Development

Provide transfer services - assist in transitions process, provide up-to-date information, provide a resource library, collaborate with four-year universities. Ensure staff have most up-to-date information through annual conferences.

Action: Goal 2: Operational Effectiveness

Action details: Participate in professional development opportunities

Conduct university field trips 4x per year

Conduct on-site and online group workshops to facilitate transfer

Conduct annual Transfer Fair in fall and spring

Conduct classroom presentations as needed

Work in partnership with instructional faculty to facilitate information related to major/university

Need to consider Student Equity Plan

Collaborate with universities to provide information to students

Strengths: Collaborative opportunities to involve all those at the college - not just transfer center or student services

Weaknesses: Limited staffing limits the activities and opportunities for students

Status for Goal 2: Operational Effectiveness

Current Status: In Progress

Budget Status: Approved

Additional information: Conduct activities related to transfer

Next Steps: Continue to improve and increase activities related to transfer as we deal with a growing campus

Goal 3: Community Partnerships

An advisory committee shall meet once per academic year to consult with the development, implementation, and ongoing operations of the Transfer Center.

Action: Goal 3: Community Partnerships

Action details: Conduct at least 1 annual Advisory group meeting to consult on development, implementation, and ongoing operations of the Transfer Center

Strengths: Input from community as well as college members

Weaknesses: Lack of resources limit planned activities

Status for Goal 3: Community Partnerships

Current Status: Completed

Budget Status: Approved

Additional information: Met with university partners, independent counselors and high school counselors to incorporate the transfer process for community colleges and provide useful information as well as obtaining feedback on how to better collaborate with the partners

Next Steps: Continue annual advisory group meeting.

Goal 4: Facilities, Marketing and Outreach

Each campus shall designate a particular location on campus that is readily identifiable and accessible to students, faculty and staff as the focal point of transfer functions

Action: Goal 4: Facilities, Marketing and outreach

Action details: Ensure Transfer Center is a well-utilized and visible place on campus through classroom presentations, collaborations, social media

Strengths: The earlier the student is aware of the resources, the better to limit their time in college and transition efficiently

Weaknesses: Publicizing events and activities is very limited on campus.

Status for Goal 4: Facilities, Marketing and outreach

Current Status: In Progress

Budget Status: Approved

Additional information: Trying creative ways to get information out to students, faculty, staff. Exploring use of social media and the generation of students and methods of communication

Next Steps: Continue to implement new and improved ways of communicating

Goal 5: Operational Effectiveness: Evaluation and reporting

Each community college shall submit an annual report to the Chancellor's Office describing the status of the efforts to implement its transfer center, achievement of targets and goals, and expenditures. Additionally, from the district research office, institutional transfer data will be provided to the Transfer Center.

Action: Goal 5: Operational Effectiveness: Evaluation and reporting

Action details: District office provides Transfer Center with data regarding transfer. Utilizing this data, conduct activities and events to address the areas of need or improvement. Provide information to CCCCCO.

Strengths: Data driven utilizing principles of redesign

Weaknesses: None identified at this time

Status for Goal 5: Operational Effectiveness: Evaluation and reporting

Current Status: Completed

Budget Status: Approved

Additional information: Annual report received from district and Chancellor's report sent out last fall.

Next Steps: Waiting to receive report from district for this year and working on CCCCCO report for this year.

Status Summary

All ongoing goals for this past year were accomplished, but we maintain the same goals for the upcoming year as it is designated by the CCCO under Transfer Center Guidelines. Therefore, we consider some goals completed, but also in progress. The addition of Student Equity consideration will shift and enhance some action plans for the future, but, will maintain basic services currently provided.

Summary of Next Steps

Maintain our goals and work to enhance service hours and operations.

◆ Accomplishments

- Conducted in-class presentations regarding transfer - I.1, II.1, II.3, III.2
- Conducted small group transfer workshops on a daily basis - I.1, II.1, II.3, III.2
- Collaborated with instructional faculty to conduct an information session: Majors and a Movie (2 x with Anthropology and Earth Sciences) - I.1, I.2, I.3, II.1, II.2, II.3, II.4, III.1, III.2, IV.1
- Conducted advisory group meeting with out-of-state universities, high school counselors and independent counselors - I.1, IV.1, IV.2
- Collaborated with FYE to develop, create, and finalize Passport to Success - I.1, I.2, I.3, II.1, II.2, II.3, II.4, III.1, III.2, IV.1
- Worked with Chemistry department to better clarify pathway to transfer for students to SDSU and UCSD - I.1, I.2, I.3, II.1, II.2, II.3, II.4, III.1, III.2, IV.1
- Conducted field trips to UCLA, USC, UC Irvine - I.1, I.2, I.3, II.1, II.2, II.3, II.4, III.1, III.2, IV.1
- Enhanced Transfer Awareness Month with "What's your story" from our colleagues - I.1, I.2, I.3, II.1, II.2, II.3, II.4, III.1, III.2, IV.1
- Provided statewide training to new Transfer Center Directors - II.1, II.2, II.3, II.4, IV.1, IV.2
- Provided workshop sessions at Western Association of College Admissions Counselors - II.1, II.2, II.3, II.4, IV.1, IV.2
- Hosted Share, Learn, Connect at Miramar College - II.1, II.2, II.3, II.4, IV.1, IV.2
- Hosted UCLA and UC Berkeley yield events at Miramar College - II.1, II.2, II.3, II.4, IV.1, IV.2
- Co-hosted end-of-year Achievement event with EOPS, Honors, Veterans, FYE - I.1, I.2, I.3, II.1, II.2, II.3, II.4, III.1, III.2, IV.1

◆ Evaluation (Committee Feedback & Comments)

The Transfer Center program review was very detailed and concise. Program goals are clear and action plans are realistic.

Overall, the program had done an excellent job addressing the needs and goals of the department.

L. Vo

2015-2016 Cycle (Year 1)

◆ Action Plan

Mission Statement

The mission of the San Diego Miramar College Transfer Center is to help students successfully transfer to a four year institution. The Transfer Center offers support to students in the transfer process to ensure a smooth and positive transition. Our key purpose is to strengthen the transfer function, and increase the numbers of students prepared for transfer to four-year institutions through the coordination of college transfer efforts. A primary focus of the Transfer Center is the identification, development and implementation of strategies designed to enhance the transfer of targeted student populations.

The work of improving transfer is a responsibility of the institution as a whole, including campus administration, faculty and student services programs, in cooperation with the four-year systems.

Taken from the California Community Colleges Chancellor's Office and the California Community Colleges Transfer Center Directors' Association "Transfer: Recommended Guidelines" Fall 2005

Actions

Transfer Center Program Goals

Transfer Center Program Goal

Program Goal addresses Faculty/Staff, Operational Effectiveness, Budget

GOAL 1: Faculty/Staff *No actions specified*

Consideration for 2 adjunct or 1 full-time counselor position in the Transfer Center as well as a part-time SSA to assist with office functions

Goal 2: Operational Effectiveness; Professional Staff Development *No actions specified*

Provide transfer services - assist in transitions process, provide up-to-date information, provide a resource library, collaborate with four-year universities
Ensure staff have most up-to-date information through annual conferences.

Goal 3: Community Partnerships *No actions specified*

An advisory committee shall meet once per academic year to consult with the development,

implementation, and ongoing operations of the Transfer Center.

Goal 4: Facilities, Marketing and Outreach

No actions specified

Each campus shall designate a particular location on campus that is readily identifiable and accessible to students, faculty and staff as the focal point of transfer functions

Goal 5: Operational Effectiveness: Evaluation and reporting

No actions specified

Each community college shall submit an annual report to the Chancellor's Office describing the status of the efforts to implement its transfer center, achievement of targets and goals, and expenditures. Additionally, from the district research office, institutional transfer data will be provided to the Transfer Center.

Status Report

Action Statuses

Transfer Center Program Goals

Transfer Center Program Goal

Program Goal addresses Faculty/Staff, Operational Effectiveness, Budget

GOAL 1: Faculty/Staff

No actions specified

Consideration for 2 adjunct or 1 full-time counselor position in the Transfer Center as well as a part-time SSA to assist with office functions

Goal 2: Operational Effectiveness; Professional Staff Development

No actions specified

Provide transfer services - assist in transitions process, provide up-to-date information, provide a resource library, collaborate with four-year universities
 Ensure staff have most up-to-date information through annual conferences.

Goal 3: Community

No actions specified

Partnerships

An advisory committee shall meet once per academic year to consult with the development, implementation, and ongoing operations of the Transfer Center.

Goal 4: Facilities, Marketing and Outreach

No actions specified

Each campus shall designate a particular location on campus that is readily identifiable and accessible to students, faculty and staff as the focal point of transfer functions

Goal 5: Operational Effectiveness: Evaluation and reporting

No actions specified

Each community college shall submit an annual report to the Chancellor's Office describing the status of the efforts to implement its transfer center, achievement of targets and goals, and expenditures. Additionally, from the district research office, institutional transfer data will be provided to the Transfer Center.

Status Summary

No text specified

Summary of Next Steps

No text specified

◆ **Accomplishments**

◆ **Evaluation**

2016-2017 Cycle (Year 2)

◇ Action Plan

Mission Statement

The mission of the San Diego Miramar College Transfer Center is to help students successfully transfer to a four year institution. The Transfer Center offers support to students in the transfer process to ensure a smooth and positive transition. Our key purpose is to strengthen the transfer function, and increase the numbers of students prepared for transfer to four-year institutions through the coordination of college transfer efforts. A primary focus of the Transfer Center is the identification, development and implementation of strategies designed to enhance the transfer of targeted student populations.

The work of improving transfer is a responsibility of the institution as a whole, including campus administration, faculty and student services programs, in cooperation with the four-year systems.

Taken from the California Community Colleges Chancellor's Office and the California Community Colleges Transfer Center Directors' Association "Transfer: Recommended Guidelines" Fall 2005

Actions

Transfer Center Program Goals

Transfer Center Program Goal

Program Goal addresses Faculty/Staff, Operational Effectiveness, Budget

GOAL 1: Faculty/Staff

Consideration for 2 adjunct or 1 full-time counselor position in the Transfer Center as well as a part-time SSA to assist with office functions

Action: Goal 1: Faculty/Staff

Action details: Hire 2 adjunct or 1 full-time counselor in the Transfer Center
Hire a part-time SSA to assist with handling office functions and ensuring coverage of service hours

Strengths: Will be better able to address transfer needs of students through increase in hours of operation, hours of counselor availability

Weaknesses: Low staffing and limited hours limits hours of operation and services offered

Goal 2: Operational Effectiveness; Professional Staff Development

Provide transfer services - assist in transitions process, provide up-to-date information, provide a resource library, collaborate with four-year universities
Ensure staff have most up-to-date information through annual conferences.

Action: Goal 2: Operational Effectiveness

Action details: Participate in professional development opportunities
Conduct university field trips 4x per year
Conduct on-site and online group workshops to facilitate transfer
Conduct annual Transfer Fair in fall and spring
Conduct classroom presentations as needed
Work in partnership with instructional faculty to facilitate information related to major/university
Need to consider Student Equity Plan
Collaborate with universities to provide information to students

Strengths: Collaborative opportunities to involve all those at the college - not just transfer center or student services

Weaknesses: Limited staffing limits the activities and opportunities for students

Goal 3: Community Partnerships

An advisory committee shall meet once per academic year to consult with the development, implementation, and ongoing operations of the Transfer Center.

Action: Goal 3: Community Partnerships

Action details: Conduct at least 1 annual Advisory group meeting to consult on development, implementation, and ongoing operations of the Transfer Center

Strengths: Input from community as well as college members

Weaknesses: Lack of resources limit planned activities

Goal 4: Facilities, Marketing and Outreach

Each campus shall designate a particular location on campus that is readily identifiable and accessible to students, faculty and staff as the focal point of transfer functions

Action: Goal 4: Facilities, Marketing and outreach

Action details: Ensure Transfer Center is a well-utilized and visible place on campus through classroom presentations, collaborations, social media

Strengths: The earlier the student is aware of the resources, the better to limit their time in college and transition efficiently

Weaknesses: Publicizing events and activities is very limited on campus.

Goal 5: Operational Effectiveness: Evaluation and reporting

Each community college shall submit an annual report to the Chancellor's Office describing the status of the efforts to implement its transfer center, achievement of targets and goals, and expenditures. Additionally, from the district research office, institutional transfer data will be provided to the Transfer Center.

Action: Goal 5: Operational Effectiveness: Evaluation and reporting

Action details: District office provides Transfer Center with data regarding transfer. Utilizing this data, conduct activities and events to address the areas of need or improvement. Provide information to CCCCCO.

Strengths: Data driven utilizing principles of redesign

Weaknesses: None identified at this time

Status Report

Action Statuses

Transfer Center Program Goals

Transfer Center Program Goal

Program Goal addresses Faculty/Staff, Operational Effectiveness, Budget

GOAL 1: Faculty/Staff

Consideration for 2 adjunct or 1 full-time counselor position in the Transfer Center as well as a part-time SSA to assist with office functions

Action: Goal 1: Faculty/Staff

Action details: Hire 2 adjunct or 1 full-time counselor in the Transfer Center Hire a part-time SSA to assist with handling office functions and ensuring coverage of service hours

Strengths: Will be better able to address transfer needs of students through increase in hours of operation, hours of counselor availability

Weaknesses: Low staffing and limited hours limits hours of operation and services offered

Status for Goal 1: Faculty/Staff

Current Status: In Progress

Budget Status: Pending Approval

Additional information: Hired 1 adjunct counselor. With the expansion of hours, the need for additional coverage has expanded.

Next Steps: Continue to advocate for additional adjunct counselor or 1 full time counselor.

Goal 2: Operational Effectiveness; Professional Staff Development

Provide transfer services - assist in transitions process, provide up-to-date information, provide a resource library, collaborate with four-year universities Ensure staff have most up-to-date information through annual conferences.

Action: Goal 2: Operational Effectiveness

Action details: Participate in professional development opportunities
Conduct university field trips 4x per year
Conduct on-site and online group workshops to facilitate transfer
Conduct annual Transfer Fair in fall and spring
Conduct classroom presentations as needed
Work in partnership with instructional faculty to facilitate information related to major/university
Need to consider Student Equity Plan
Collaborate with universities to provide information to students

Strengths: Collaborative opportunities to involve all those at the college - not just transfer center or student services

Weaknesses: Limited staffing limits the activities and opportunities for students

Status for Goal 2: Operational Effectiveness

Current Status: In Progress

Budget Status: Approved

Additional information: Provided training to staff, counselors, maintain library of resources and current information for students and faculty. Attend UC,CSU, ETS conferences in addition to Open House and Information Sessions hosted by universities.

Next Steps: Continuous goal for professional development. Will continue to maintain and improve status quo.

Goal 3: Community Partnerships

An advisory committee shall meet once per academic year to consult with the development, implementation, and ongoing operations of the Transfer Center.

Action: Goal 3: Community Partnerships

Action details: Conduct at least 1 annual Advisory group meeting to consult on development, implementation, and ongoing operations of the Transfer Center

Strengths: Input from community as well as college members

Weaknesses: Lack of resources limit planned activities

Status for Goal 3: Community Partnerships

Current Status: In Progress

Budget Status: Approved

Additional information: Meet once a year with university partners to discuss changes in operation, improvements, and incorporate suggestions.

Next Steps: Expand to include faculty and staff from Miramar College as operations can impact SEP, SSSP.

Goal 4: Facilities, Marketing and Outreach

Each campus shall designate a particular location on campus that is readily identifiable and accessible to students, faculty and staff as the focal point of transfer functions

Action: Goal 4: Facilities, Marketing and outreach

Action details: Ensure Transfer Center is a well-utilized and visible place on campus through classroom presentations, collaborations, social media

Strengths: The earlier the student is aware of the resources, the better to limit their time in college and transition efficiently

Weaknesses: Publicizing events and activities is very limited on campus.

Status for Goal 4: Facilities, Marketing and outreach

Current Status: In Progress

Budget Status: Approved

Additional information: Started Transfer Banters where we go out into the students' environment to hold information tables for easier access. Using social media, monthly case studies to educate colleagues and students on transfer resources and availability.

Next Steps: Currently working to move all workshops onto blackboard so it is accessible at any point by any student. Continue with monthly case studies, video blogs, transfer tips video, and Transfer YouTube Channels. Update the website to maintain currency.

Goal 5: Operational Effectiveness: Evaluation and reporting

Each community college shall submit an annual report to the Chancellor's Office describing the status of the efforts to implement its transfer center, achievement of targets and goals, and expenditures. Additionally, from the district research office, institutional transfer data will be provided to the Transfer Center.

Action: Goal 5: Operational Effectiveness: Evaluation and reporting

Action details: District office provides Transfer Center with data regarding transfer. Utilizing this data, conduct activities and events to address the areas of need or improvement. Provide information to CCCC.

Strengths: Data driven utilizing principles of redesign

Weaknesses: None identified at this time

Status for Goal 5: Operational Effectiveness: Evaluation and reporting

Current Status: In Progress

Budget Status: Other

Additional information: Submitted annual reports.

Next Steps: Need to improve capturing of student data through outdoor events, phones. Currently working with Chancellor's Office for any changes to this report to make this more helpful.

Status Summary

Goals 1-5 are all in progress

Summary of Next Steps

Goal 1: Continue to advocate for additional adjunct counselor or 1 full time counselor.

Goal 2: Continuous goal for professional development. Will continue to maintain and improve status quo.

Goal 3: Expand to include faculty and staff from Miramar College as operations can impact SEP, SSSP.

Goal 4: Currently working to move all workshops onto blackboard so it is accessible at any point by any student. Continue with monthly case studies, video blogs, transfer tips video, and Transfer YouTube Channels. Update the website to maintain currency.

Goal 5: Need to improve capturing of student data through outdoor events, phones. Currently working with Chancellor's Office for any changes to this report to make this more helpful.

Accomplishments

- Breakfast Club - monthly meeting with underrepresented students to inform students about transfer beyond academics
- MOU approval - refined the college's MOU process with the Articulation Officer in regards to universities
- AP and BP approval - Revised and received approval through the senate process for the new BP and AP for Transfer Center. This was revised in consultation with the Transfer Directors from City and Mesa.
- Flex activity - essay readers during application period. This has always been a gap in the center during application period. Able to provide hours of review from faculty members, who received flex hours.
- Monthly case studies to the college to inform colleagues about the functions of transfer center - based on the spring 2016 summit, a gap was identified to notify the college community of operations and resources so they can better inform students.
- Created and published video blogs, transfer tips video, Transfer YouTube Channel
- Online accessible format for transfer workshops - offered through blackboard. Served students
- Updated website -
- Transfer Banter series
- Trained 2 interns
- Field trip to

Evaluation

2017-2018 Cycle (Year 3)

◆ Action Plan

◆ Status Report

◆ Accomplishments

◆ Evaluation (Committee Feedback & Comments)

Student Services Program Review

Veterans

2014-2015 Program Review

Action Plan

Mission Statement

The mission of the Veterans Affairs (VA) is to provide services that assist veterans and/or dependents in applying for and receiving VA benefits that financially support them in completing the matriculation process and achieving their goals of an associate degree, certificate of achievement, or general education certification for transfer.

Actions

Veterans Affairs Program Goals

Veterans Affairs Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment/Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Faculty/Staff

Hire additional staffing to support program needs: 1.0 FTE Student Services Technician, 1.0 FTE Senior Student Services Assistant. 1.0 FTE Counselor Positions are needed to facilitate enrollment certifications and reporting requirements in a timely manner, to expand the program to serve the needs of the students, and to support training of staff

In applicable federal, State, and local regulations, in order to ensure compliance with Department of Veterans Affairs regulations and abide by the "Principals of Excellence" Executive Order.

Action: GOAL 1: Faculty/Staff

Action details: Proposals for full-time contract staff positions will be submitted to the Vice President of Student Services, to be hired for the 2015-16 school year.

Strengths: None at this time.

Weaknesses: VA is staffed with one 1.0 FTE Student Services Technician. A second staff member, a 1.0 FTE Student Services Assistant, resigned in 2010, resulting in defunding due to budget cuts. Due to continued program needs, a 1.0 FTE Student Services Assistant was "loaned" to VA to facilitate the ever increasing workload. Five years later, the position remains "loaned" and the VA defunded position was eliminated by SDCCD this year. Current staffing levels are severely inadequate to ensure students receive the highest quality education, which is contrary to President Obama's Principles of Excellence Executive Order. Increased reporting requirements required by the Department of Veterans Affairs for accountability purposes are most challenging to accommodate. The staff struggles to meet the demands of the current student population and will not be able to accommodate College planned growth and outreach. Furthermore, an increased workday to 11 hours has been difficult to facilitate with only two contract staff members. Additionally, a Counselor position is needed to support the academic and mental health needs of the students the program serves.

GOAL 2: Professional Staff Development

Secure professional development funds, in order to provide staff training in federal, State, and local regulations to ensure compliance with Department of Veterans Affairs regulations and abide by the "Principals of Excellence" Executive Order

Action: GOAL 2: Professional Staff Development

Action details: Proposals for professional development funds will be submitted to the Vice President of Student Services and Classified Senate, as well as other entities.

Strengths: The Department of Veterans Affairs provides an annual allowance of \$10 per student that is utilized for professional development travel expenses.

Weaknesses: The Department of Veterans Affairs administrative allowance is inadequate to support professional development travel outside of the region. Participation in national conferences, such as the National Association of Veterans Programs Administrators (NAVPA) and the Western Association of Veterans Education Specialists (WAVES) is imperative.

GOAL 3: Marketing & Outreach

Action: GOAL 3: Marketing & Outreach

Expand community awareness of Miramar College Veterans Affairs.

Action details: Participate in events within the community to create a better awareness of the Miramar College Veterans Affairs department and the services it provides for veterans and their dependents planning to use their service connected benefits. VA staff will attend events such as the military Transition Assistance Program (TAP) education sessions, Marine Corp Air Station Education Fairs, regional college fairs geared towards veterans, and Operation Stand Down.

Strengths: None at this time.

Weaknesses: Lack of participation in Transition Assistance Program (TAP) events negatively impacts the program, resulting in students being unprepared to transition successfully from military to college. As a college that is striving to become a middle college within the next 5-6 years, VA would be instrumental in facilitating growth through participation in community events.

GOAL 4: Equipment & Supplies

Purchase office equipment. Multi-functional printer and high capacity shredder.

Action: GOAL 4: Equipment & Supplies

Action details: Submit proposal to the Vice President of Student Services and Budget and Resource Development Subcommittee (BRDS) to purchase a multi-functional printer and high capacity shredder.

Strengths: None at this time.

Weaknesses: Admissions, Records, International Students, Evaluations, and Veterans Affairs share the same multi-functional printer and shredders, resulting in high volume use and constant repair requests. Work Flow is frequently disrupted. The current shredder does not meet the needs of offices that are responsible for the security and confidentiality of records.

Goal #5: Facilities

Establish a Veteran's Center at Miramar

Marked obsolete by Dana Stack on 10/03/2016 6:26:38 pm EDT

Action: GOAL #5: FACILITIES

Action details:

Strengths:

Weaknesses:

Last Modified: 10/29/2015 08:59:26 PM EDT

2014-2015 Program Review
Status Report

Action Statuses

Veterans Affairs Program Goals

Veterans Affairs Goals

Program Goals addressing the following components as applicable: Faculty/Staff, Marketing/Outreach, Budget, Facilities, Operational Effectiveness, Professional Staff Development, Equipment//Supplies, Community Partnerships, & Enrollment Growth/Management.

GOAL 1: Faculty/Staff

Hire additional staffing to support program needs: 1.0 FTE Student Services Technician, 1.0 FTE Senior Student Services Assistant, 1.0 FTE Counselor Positions are needed to facilitate enrollment certifications and reporting requirements in a timely manner, to expand the program to serve the needs of the students, and to support training of staff

In applicable federal, State, and local regulations, in order to ensure compliance with Department of Veterans Affairs regulations and abide by the "Principals of Excellence" Executive Order.

Action: GOAL 1: Faculty/Staff

Action details: Proposals for full-time contract staff positions will be submitted to the Vice President of Student Services, to be hired for the 2015-16 school year.

Strengths: None at this time.

Weaknesses: VA is staffed with one 1.0 FTE Student Services Technician. A second staff member, a 1.0 FTE Student Services Assistant, resigned in 2010, resulting in defunding due to budget cuts. Due to continued program needs, a 1.0 FTE Student Services Assistant was "loaned" to VA to facilitate the ever increasing workload. Five years later, the position remains "loaned" and the VA defunded position was eliminated by SDCCD this year. Current staffing levels are severely inadequate to ensure students receive the highest quality education, which is contrary to President Obama's Principles of Excellence Executive Order. Increased reporting requirements required by the Department of Veterans Affairs for accountability purposes are most challenging to accommodate. The staff struggles to meet the demands of the current student population and will not be able to accommodate College planned growth and outreach. Furthermore, an increased workday to 11 hours has been difficult to facilitate with only two contract staff members. Additionally, a Counselor position is needed to support the academic and mental health needs of the students the program serves.

Status for GOAL 1: Faculty/Staff

Current Status: In Progress

Budget Status:

Additional information: Positions require Board approval.

Next Steps: Submit position requests to the Vice President of Student Services.

GOAL 2: Professional Staff Development

Secure professional development funds, in order to provide staff training in federal, State, and local regulations to ensure compliance with Department of Veterans Affairs regulations and abide by the "Principals of Excellence" Executive Order

Action: GOAL 2: Professional Staff Development

Action details: Proposals for professional development funds will be submitted to the Vice President of Student Services and Classified Senate, as well as other entities.

Strengths: The Department of Veterans Affairs provides an annual allowance of \$10 per student that is utilized for professional development travel expenses.

Weaknesses: The Department of Veterans Affairs administrative allowance is inadequate to support professional development travel outside of the region. Participation in national conferences, such as the National Association of Veterans Programs Administrators (NAVPA) and the Western Association of Veterans Education Specialists (WAVES) is imperative.

Status for GOAL 2: Professional Staff Development

Current Status: In Progress

Budget Status:

Additional information:

Next Steps: Submit funding requests to the Vice President of Student Services and Classified Senate.

Seek funding opportunities, such as grants, from various sources/professional organizations.

GOAL 3: Marketing & Outreach

Expand community awareness of Miramar College Veterans Affairs.

Action: GOAL 3: Marketing & Outreach

Action details: Participate in events within the community to create a better awareness of the Miramar College Veterans Affairs department and the services it provides for veterans and their dependents planning to use their service connected benefits. VA staff will attend events such as the military Transition Assistance Program (TAP) education sessions, Marine Corp Air Station Education Fairs, regional college fairs geared towards veterans, and Operation Stand Down.

Strengths: None at this time.

Weaknesses: Lack of participation in Transition Assistance Program (TAP) events negatively impacts the program, resulting in students being unprepared to transition successfully from military to college. As a college that is striving to become a middle college within the next 5-6 years, VA would be instrumental in facilitating growth through participation in community events.

Status for GOAL 3: Marketing & Outreach

Current Status: In Progress

Budget Status: Other

Additional information: Identify equipment and material needs to facilitate participation in outreach events.

Next Steps: Request funds from the Vice President of Student Services and Budget and Resource Development Subcommittee (BRDS).

GOAL 4: Equipment & Supplies

Purchase office equipment. Multi-functional printer and high capacity shredder.

Action: GOAL 4: Equipment & Supplies

Action details: Submit proposal to the Vice President of Student Services and Budget and Resource Development Subcommittee (BRDS) to purchase a multi-functional printer and high capacity shredder.

Strengths: None at this time.

Weaknesses: Admissions, Records, International Students, Evaluations, and Veterans Affairs share the same multi-functional printer and shredders, resulting in high volume use and constant repair requests. Work Flow is frequently disrupted. The current shredder does not meet the needs of offices that are responsible for the security and confidentiality of records.

Status for GOAL 4: Equipment & Supplies

Current Status: Not started

Budget Status: Not approved

Additional information:

Next Steps: Research equipment details and request funding through BRDS and/or the Vice President of Student Services.

Goal #5: Facilities

Establish a Veteran's Center at Miramar

Marked obsolete by Dana Stack on 10/03/2016 6:26:38 pm EDT

Action: GOAL #5: FACILITIES

Action details:

Strengths:

Weaknesses:

Status for GOAL #5: FACILITIES

No Status Added

Status Summary

All new program goals will be implemented beginning 2015-16 for the new 3-year cycle.

Summary of Next Steps

GOAL 1: Submit position requests to the Vice President of Student Services.

Goal 2: Submit funding requests to the Vice President of Student Services and Classified Senate. Seek funding opportunities, such as grants, from various sources/professional organizations.

GOAL 3: Request funds from the Vice President of Student Services and Budget and Resource Development Subcommittee (BRDS).

Goal 4: Research equipment details and request funding through BRDS and/or the Vice President of Student Services.

Last Modified: 10/15/2015 09:12:35 PM EDT

2014-2015 Program Review

Accomplishments

▼ Text and Image Section

Student Population: 1,730 Students (Duplicated)

Successfully reclassified Senior Student Services Assistant to Student Services Technician. Strategic Goals:1.2,

Staff attended the 2014 National Association of Veterans Program Administrators (NAVPA) conference. Strategic Goals:1.1, 1.3, 111.2

Staff actively participated in the Veteran Program Administrators of California meetings and workshops (VPAC). Strategic Goals:1.1, 1.3, 111.2

Staff actively participated in the Region X Veterans Affairs Subcommittee. Strategic Goals: 1.1, 1.2, 11.1, 11.4, 111.1

Participated in Student Success planning sessions. Strategic Goals: 1.1, 1.2, 11.1, 11.4, 111.1

Participated and supported the College's first "Student/Parent Night Orientation and Saturday Education Planning Session. Strategic Goals: 1.1, 1.2, 11.1, 11.2, 111.1, 111.2

See attached for Veterans Affairs events.

▼ Attachment Section

Files:

 Veterans Affairs Events 2014-15.pdf

Last Modified: 12/10/2015 12:02:35 AM EDT

2014-2015 Program Review

Evaluation (Committee Feedback & Comments)

▼ Text and Image Section

The Veterans Program Review is well written with clear program goals. The goals of enhancing and expanding services to better meet federal requirements are supported with specific objectives and plans.

Program strengths could be identified in each goal area.

K. Brandt

Last Modified: 10/15/2015 09:13:03 PM EDT