

**Long Beach City College
Service Unit Outcomes
Spring 2011**

How to navigate around the document:

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Student Support Services

Admissions & Records

1. Improve processes and policies effecting students; removing a barrier to transfer by making the transcript ordering process more efficient and accessible.
2. Students will begin to take advantage of priority registration.
3. This will just expedite transfer of official records between other colleges and universities.
4. To allow students to assess their progress towards their intended education goal(s).

Counseling/ Student Support Development

1. Educate and update students (LBCC and high school students) on transfer related practices.
2. Improve college and academic readiness of high school students and ease their transition to LBCC.
3. Increase access to student support services and programs.
4. Increase the number of students (excluding those who are exempt) completing the matriculation process (assessment and orientation) to include 100% of the nonexempt new students.
5. The Counseling and Student Support Services Division will play an integral role in the following strategies from the LBCC Student Success Plan.
 - a. Strategy 3 - ongoing (matriculation)
 - b. Strategy 6 - focus on Success Centers
 - c. Strategy 8 - focus on Career and Technical Education (CTE)
 - d. Strategy 10 - in progress (early alert)
 - e. Strategy 11 - marketing to students
6. Utilize existing and new technology to increase communication with students regarding appointments, transfer information, deadlines, etc.

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Disabled Students Programs and Services (DSPS)

1. Ability to analyze one's own actions, to see the perspective of other persons, to have hope, and to work effectively with others in groups.
Demonstrate and defend rights (i.e. right to accommodations); describe and adjust self-image.
2. Enhance retention rates, awarding of certificates, degrees, & transfer.
3. Students identify and communicate in writing, manually or orally nature of disability, educational and functional limitations and the need for appropriate accommodations with DSPS personnel, instructors, and/or service providers.
4. The student utilizes various assistive computer technologies and software to accommodate disability-related functional educational limitations if required, as well as appropriate support services including conventional technology. Demonstrate familiarity w/assistive technology.

Extended Opportunities Programs and Services (EOPS)

1. Continue to grow the EOPS program to increase student participation in EOPS and meet the student population cap as defined by the state Chancellor's Office while providing adequate quality services for the number of students served.
2. Identify remaining terms of eligibility for continuing EOPS students. Notify students of last term of eligibility for the program one semester to one year prior to the end of eligibility.
3. Reduce application processing time from 3-4 weeks to 1-2 weeks consistently which will lead to faster student intake- scheduling of new student orientation and development of Educational Plan for complete EOPS matriculation.

Financial Aid and Veterans Affairs

1. Find a location at LBCC to house a Veterans Services Center.
2. Organize a veterans club at LBCC.
3. Partner with Leaders Across Campus to develop a mentoring program for veterans.
4. Reduce the length of the financial aid lines at the beginning of the semester by encouraging students to apply early for financial aid.
5. Reduce the length of time it takes to process financial aid applications.

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LBCC Auxiliary

1. Develop new business model for the bookstores that will maintain or increase sales during the relocation-construction/state recession period of the LAC and PCC bookstores. This model includes the restructuring of personnel.
2. Relocate bookstores without interruption of business. To open the South Quad Convenience store January 2010.
3. To reach a decision in January 2010 to renew the Aramark food service contract as stated in the present contract or create a RFP. The LBCC auxiliary board will review the present contract, a task force made of board members will hire a consultant to help make final decision.
4. Student receiving clerks will demonstrate the basic receiving skills required for an entry level receiving position.
5. Student workers will demonstrate the basic customer service skills required for an entry level retail position.

Leaders Across Campus

1. Mentees can define, establish, and plan short term and/or long term goals.
2. Mentees can identify, locate and know how to utilize appropriate student support services.
3. Mentees who are actively mentored and participate in program activities have higher persistence rates than non-mentees.
4. Mentees who are actively mentored and participate in program activities have higher retention rates than non-mentees in the control group.

Matriculation

1. New students will complete the matriculation process in a timely manner.
2. New students will demonstrate knowledge of the college programs, policies and procedures.
3. Students who participate in probation workshops will learn what constitutes LBCC satisfactory academic standards. Students will know what they need to do in order to get off of probation.

Outreach & Recruitment

1. High School students will identify 2 new study strategies that they can apply to their academic studies in high school after participating in a College & Academic Success workshop.
2. Improve college-wide coordination and collaboration for K-12 Outreach partnerships and services.
3. Participate and promote the Long Beach College Promise through active partnerships between LBCC, CSULB, Long Beach and Lakewood schools, students and district leaders.

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4. Students will be aware of and utilize academic & student support services in their first semester of enrollment.

Student Affairs

1. 75% of students will report a very high or high level of satisfaction with their participation in Office of Student Life activities.
2. Create a welcoming environment for international students to share their cultural richness and traditional customs.
3. Increase awareness of Health & Psychological Services amongst the campus community.
4. International students will receive acceptance letter and I-20 form within ONE week from receipt of completed application.
5. Office of Student Life will increase student participation and tracking through implementing of a student activities web based portal.
6. Provide 1:1 School Coaching to improve retention and increase student persistence.
7. Student will access enrollment, FAFSA and registration assistance.
8. Student will demonstrate greater ability to care for their own housing, medical, and mental wellness.
9. Students attending the Health Fair will increase their communication and self-management skills when engaging with the community health care providers and vendors.
10. Students participating in Student Government will be able to demonstrate competency in the practice of shared governance and utilization of leadership and advocacy skills.
11. Students will apply satisfactory self-advocacy, communication, and personal responsibility skills in making same-day and future appointments for health care in the SHS on campus
12. Students will gain more knowledge regarding their health needs that will enhance their overall wellness.
13. The campus community will know the locations and scope of services of the LBCC SHS on each campus. The campus community will be aware of Student Health and Psychological Services offered in the neighboring community.
14. The Center will assess student satisfaction with Women and Men's Center services.

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Transfer

1. IDENTIFY, FIND, and UNDERSTAND key student services and academic support areas and functions (e.g., academic counseling, student life, admissions?). Students will also be able to COMPARE transfer requirements at different institutions as well as campus environments and determine whether they feel a sense of connection with the university. Increases in transfer motivation and interest will also be established.
2. Student will IDENTIFY both CSU and UC minimum admissions requirements for transfer; CLASSIFY general education, major, and elective courses taken at LBCC; DEFINE "GE Certification"; and ESTIMATE when they will apply for transfer to universities.
3. The Transfer Center at LAC and PCC will service more students primarily with university transfer related services.
4. The Transfer Center will prepare students for the new environments of their future transfer universities.

TRIO Programs (Project GO, Project Launch, Upward Bound)

1. 15% of new participants served each year will graduate with an associate's degree or certificate within four (4) years.
2. 20% of new participants served each year will transfer with an associates degree or certificate with four (4) years.
3. 80% of all participants will persist from one academic year to the next academic year (fall to fall) or will graduate or transfer to a four (4) year school.
4. 80% of Project LAUNCH students will be in good academic standing by earning and maintaining a GPA of at least 2.00.
5. Eighty percent of all enrolled participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution.
6. Fifteen percent of new participants served each year will graduate with an associate's degree or certificate within four (4) years of GO Project enrollment.
7. Project LAUNCH students will be able to utilize online resources to gather course requirements, apply for college admissions, gather alternative financial aid resources and explore career options.
8. Project LAUNCH students will be exposed to a range of culturally enriching activities.
9. Recruit and work with 110 students each year, as mandated to us by the U.S. Department of Education.
10. Seventy-five percent of all participants will persist from one academic year to the next academic year (fall to fall) or will graduate or transfer to a 4-year school.
11. Ten percent of new participants served each year will transfer with an associate's degree or certificate within four (4) years.

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12. The student uses hardcopy and online resources to develop, monitor and modify as needed their own short and long-term educational goals.
13. Track each student's post secondary educational pursuits after completing high school and the Upward Bound Program.
14. Assist Upward Bound participants during the Summer Session to improve their academic skills in the subjects of Composition & Literature, Math, Science and Foreign Language.
15. Increase each student's knowledge concerning the processes required to research colleges, apply to colleges and apply for financial aid.

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Administrative Units

Academic Services

1. Administrators, faculty, and staff will receive more accurate and user-friendly reports that meet their needs.

Business processes relating to various operations such as the Schedule of Classes, Catalog, Curriculum, Enrollment Reports, Term Workload, and other reports will be streamlined and will become more efficient.

Schedule Change for will be automated by Fall 2011.

Load sheets will be automated by Spring 2011.

Data Warehouse reports will be expanded and refined.

2. Curriculum will reflect the required mandates and changes outlined by the Chancellor's Office (MIS Coding, TBA, Associate Degree requirements).

Faculty will better understand the timeline as it pertains to local and state approval of courses and programs, and course changes.

3. Faculty, staff, and students will report that the catalog is error free and up to date and accurately reflects course and program offerings.

Faculty and students will receive a Schedule of Classes that is accurate, organized, and user-friendly.

4. Schedule 25 will allow the staff in Academic Services to automatically assign classes to rooms based on specific features resulting in more effective and efficient room scheduling.

Community Relations and Marketing

1. College priorities will be supported and funding increased through legislative advocacy.
2. Key stakeholder group opinions of LBCC's academic reputation will improve as a result of our "Success Begins Today" public relations campaign in 2010/2011.
3. LBCC will significantly improve on-campus communication and community relations through new digital media efforts and campaigns.
4. Publications, materials and campaigns produced by CRM will receive awards from state and national public relations and marketing organizations.

Economic Development

1. Accreditation Review with no conditions.
2. Increase revenue of CITD services by meeting local/regional international trade needs companies.

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3. Meet critical and key performance goals specified by SBDC Lead Center on an annual basis.
4. Meet SBA and CA Statewide performance goals on an annual basis, with significant economic impact activities to demonstrate ROI.
5. Partner with LBCC staff, faculty and LBCC SBDC on Young Entrepreneurs Project (YEP) enrichment programs and events to improve understanding of international trade & global entrepreneurial practices among young people ages 14-27, and increase interest level of high school students to attend LBCC.

Facilities

1. Complete long range Facilities Master Plans to support the District's Education Master planning process.
2. Faculty and staff will report they are satisfied with the safety, cleanliness, maintenance and visual attractiveness of the campus buildings and grounds they visit.
3. Faculty and Staff would report their satisfaction of the work order system and responsiveness to their stated needs.
4. Increase Facilities rental events with the intent to bring additional income to the District.
5. Maximize operational efficiencies while absorbing additional costs of newly completed projects at current operational funding levels.

Fiscal Services

- 1.1 We will achieve an audit report with no significant audit findings.
- 1.2 The following reports will be filed timely and accurately on a monthly/quarterly/annually basis: Grants, Sales Tax, Payroll Tax Return, and Quarterly and annual reports, tri-annual Enrollment Fees Revenue reports. 2010 has been completed and available in the Fiscal website.
- 2.1 Staff will learn what constitutes fraud, the best ways to effectively safeguard against fraud, and how to respond in the event a fraudulent act is suspected.
- 3.1 Cashiers will help students improve their understanding of the payment process and the related deadlines, and the impact of late payments.
- 3.2 Cashiers will add the Student Center view and parking permit option on the student self service front page.
- 4.1 Increase staff awareness of procedures and ensure vendors are receiving payment faster.
- 4.2 Staff will be more aware of procedures and effectively, this will improve processing time for vendor payment.
- 5.1 We will work to increase awareness and effective utilization of policies & procedures and the usage and understanding of forms.

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- 6.1 Employees will be able to access their current & historical pay stub information according to their need, in a secure environment, and will experience enhanced satisfaction with the payment process. "Hard copy" production of direct deposit advices will be reduced and requests for information from Payroll will also be reduced.

HR Academic

1. Prepare prospective applicants for success in all aspects of the hiring process for positions at LBCC.

Increase applicant success rates for individuals from diverse backgrounds applying for positions at LBCC.
2. Consolidation and integration of staff and faculty professional development coordination.
3. Integration of technology into the work environment.
4. Enhance the institutional climate for students and staff in their educational and work environment. To increase awareness.

HR Classified

1. Prepare prospective applicants for success in all aspects of the hiring process for positions at LBCC.

Consolidation and integration of staff and faculty professional development coordination.
2. Enhance the institutional climate for students and staff in their educational and work environment. To increase awareness.
3. Integration of technology into the work environment.

HR Professional Development

1. The Human Resources Academic and Classified units will be able to provide crucial training to newly hired and existing employees.
2. The LBCC management team and classified staff will experience continued education for and learning of skills relevant to their functions on campus and professional growth.

Institutional Effectiveness

1. LBCC faculty and staff will demonstrate an awareness of the 2011-16 Educational Master Plan goals and will know how to access data on measures of insitutional effectiveness.
2. LBCC faculty and staff will report that the assessment materials (instructional, tools, etc.) provided by the Institutional Effectiveness office are useful.

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3. The number of programs/departments who have collected assessment data for at least one SLO/SUO will increase.
4. Users will report better decision-making capabilities with use of dashboards and reports through the data warehouse; operational reports for service areas will be easier to access on demand.

Instructional and Information Technology Services (IITS)

1. By October 2010, we will bring all Phone Network Application (PNA) networked areas to current switched network standards and inform the affected areas of the newly improved services.
2. Campus and Community members have a clear understanding of Academic Computing and Multimedia Equipment Services and Support, what is offered and how to get the available technological resources that fulfill their goals.
3. Clients are increasingly satisfied with the improved communication, coordination and efficiencies in the Department's Support of Academic Computing and Multimedia Technologies.
4. Clients are increasingly satisfied with the improved communication, awareness of possible production products, client responsibility at all phases of production and able to provide IMPS with a satisfaction survey.
5. College constituents who receive training and other forms of support effectively use the technology-mediated enhancements developed and provided by IITS.
6. DL and web-enhanced on-campus courses, along with their e-learning environment, instructional, administrative and communication features/tools are offered as part of on-going collaborative effort of IITS and the Curriculum Committee, Success Centers, Academic Services, Academic departments, as well as A&R to increase DL course offerings by 20% within the next 24 months, in accordance with the Superintendent President's agenda.
7. Improve the District's wireless internet coverage and capacity for Faculty, Staff and Students.
8. LBCC constituents effectively accomplish business practices through the use of IITS applications, such as Peoplesoft, TracDat, data warehouse, content management systems and web applications.
9. On an on-going basis, each semester, faculty attend professional development workshops demonstrations, Web-mediated training sessions and tutorials. Faculty members who attend these professional development activities develop instructional products that they pilot and test in their class. Faculty are surveyed after each training activity they participate in, and provide feedback regarding their level of satisfaction, comprehension and ability to use their new technology-mediated products in class.
 - a. Web-Mediated training materials are available for faculty to access and use to facilitate sound-educational, student-centered activities in their Web-enhanced and DL courses.
 - b. Instructional Technologies and Development Center (ITDC) team is proactively involved in college practices that allow for promoting the Center's activities through presentations, Web pages, e-mails, flyers, and newsletters.

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c. ITDC and Admissions and Records (A&R) work closely with other college constituents to support faculty in utilizing A&R related Web services for faculty and their students. Support is facilitated through individual sessions at the FRCs, Technology-mediated workshops and training sessions, and media-specific material as needed.

Institutional Grants

1. Implementation of an effective grant development process.
2. To align grant development activities with department goals

Risk Services

1. Increase college staff knowledge to effectively participate in the contract process.
2. Increase efficiency of the purchase order process
3. Increase the total annual work requests submitted electronically.
4. Mail Services will reduce annual postage cost from baseline.
5. Research, identify, and resolve 90% of all "capital equipment inventory " items listed in the "FY-PO DATA RPT" mechanism; in cooperation and collaboration with "Senior Acct. Tech".
6. Employees will increase their understanding of District "safe work practices".
7. Reduce workers' compensation experience modification (Ex-mod).
8. Students and Staff will experience improved parking lot conditions and greater accessibility to campus.

Workforce Development

1. A higher level of satisfaction is achieved from students, employers and partners who participate in workforce development programs.

Increase the identification of Systems and tools developed to monitor and report on regional sectors of employment growth and emerging technologies for exploration.

2. An increased number of training programs will convert to new for-credit classes and sustainable contract education opportunities.

A strong for-credit pathway will be updated and developed for students to move from high-school to LBCC to four year college program in advanced transportation.

Additional areas of innovation and growth will be identified for new program development.

A strong array of contract education classes are available for regional transportation industry in the newest cutting edge technologies that will allow them to meet all clean air and safety guidelines.

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Continue regional recognition as the college leader in advanced transportation heavy vehicle technology.

3. Community (students and incumbent workers) will have an increased catalog of short-term career and technical education courses that lead to transfer and employment in growing regional occupations.

More faculty actively involved in creating new programs for the CTE area.

More funding will be made available for student success processes and procedures from grant funding.

Increase the number of departments into which Green and sustainable energy elements will be infused into relevant curriculum across various departments, academic or instructional.

Increase new curriculum written for CTE programs.

Increase the number of faculty members given opportunities for staff development in new "green" technologies.

4. Increase number of employer partners providing training opportunities and transitional job placements to qualified program participants.

An increased number of CalWORKs students obtain their educational certificates and/or degree while gaining employment and experience that leads to long-term employment.