Long Beach City College
Service Unit Outcomes
Spring 2012

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STUDENT SUPPORT SERVICES

Admissions & Records

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

Counseling/ Student Support Development

1. 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.
2. Increase access to student support services and programs.
3. Utilize existing and new technology to increase communication with students regarding appointments, transfer information, deadlines, etc.
4. Educate and update students (LBCC and high school students) on transfer related practices.
Disabled Students Programs and Services (DSPS)

1. 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.

2. 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.

3. 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.

4. Demonstrate and defend rights (i.e. right to accommodations); describe and adjust self-image.

5. Enhance retention rates, awarding of certificates, degrees, & transfer.

Extended Opportunities Programs and Services (EOPS)

1. 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.

2. 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. Reduce the length of time it takes to process financial aid applications

2. Reduce the length of the financial aid lines at the beginning of the semester by encouraging students to apply early for financial aid.

3. Find a location at LBCC to house a Veterans Services Center

4. Organize a veterans club at LBCC.

5. Partner with Leaders Across Campus to develop a mentoring program for veterans.

Leaders Across Campus

1. Mentees can identify, locate and know how to utilize appropriate student support services.

2. Mentees who are actively mentored and participate in program activities have higher persistence rates than non-mentees.

3. Mentees who are actively mentored and participate in program activities have higher retention rates than non-mentees in the control group.

4. Mentees can define, establish, and plan short term and/or long term goals.
**Matriculation**

1. New students will demonstrate knowledge of the college programs, policies and procedures.
2. 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.
3. New students will complete the matriculation process in a timely manner.

**Student Affairs**

1. The Center will assess student satisfaction with Women and Men's Center services.
2. International students will receive acceptance letter and I-20 form within ONE week from receipt of completed application.
3. Create a welcoming environment for international students to share their cultural richness and traditional customs.
4. 75% of students will report a very high or high level of satisfaction with their participation in Office of Student Life activities.
5. Office of Student Life will increase student participation and tracking through implementing of a student activities web based portal.
6. Students participating in Student Government will be able to demonstrate competency in the practice of shared governance and utilization of leadership and advocacy skills.
7. 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.
8. 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.
9. Provide 1:1 School Coaching to improve retention and increase student persistence.
10. Student will demonstrate greater ability to care for their own housing, medical, and mental wellness.
Transfer

1. The Transfer Center will prepare students for the new environments of their future transfer universities.
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. 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
TRIO Programs

1. 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.
2. 80% of Project LAUNCH students will be in good academic standing by earning and maintaining a GPA of at least 2.00.
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. 15% of new participants served each year will graduate with an associate's degree or certificate within four (4) years.
5. The student uses hardcopy and online resources to develop, monitor and modify as needed their own short and long-term educational goals.
6. Project LAUNCH students will be exposed to a range of culturally enriching activities.
7. 20% of new participants served each year will transfer with an associates degree or certificate with four (4) years.
8. 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.
9. 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.
10. 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.
11. Ten percent of new participants served each year will transfer with an associate's degree or certificate within four (4) years.
12. Recruit and work with 110 students each year, as mandated to us by the U.S. Department of Education.
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.
ADMINISTRATIVE UNITS

Academic Services

1. 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.

2. 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.

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 have access to a Schedule of Classes that is accurate, organized, and user-friendly.

Business Support Services

1. Increase efficiency of the purchase order process

2. 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".

3. Increase the total annual work requests submitted electronically

4. Students and Staff will experience improved parking lot conditions and greater accessibility to campus.

5. Mail Services will reduce annual postage cost from baseline.

6. Employees will increase their understanding of District "safe work practices"
   
   Increase college staff knowledge to effectively participate in the contract process.
   
   Reduce workers' compensation experience modification (Ex-mod)
Community Relations and Marketing

1. College priorities will be supported and funding increased through legislative advocacy.
2. Publications, materials and campaigns produced by CRM will receive awards from state and national public relations and marketing organizations.
3. LBCC will significantly improve on-campus communication and community relations through new digital media efforts and campaigns.

Economic Development

1. Meet SBA and CA Statewide performance goals on an annual basis, with significant economic impact activities to demonstrate ROI.
2. 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.
3. Increase outcomes of CITD by deploying a regional plan for enhancement of services.
4. Increase revenue of CITD services by meeting local/regional international trade needs companies.
5. Accreditation Review with no conditions.
6. Meet critical and key performance goals specified by SBDC Lead Center on an annual basis.

Facilities

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

Human Resources - Academic

1. Enhance the institutional climate for students and staff in their educational and work environment. To increase awareness.
2. Integration of technology into the work environment.
3. Consolidation and integration of staff and faculty professional development coordination.
4. 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.
Human Resources - Classified

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

Institutional Effectiveness

1. 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.
2. The number of programs/departments who have collected assessment data for at least one SLO/SUO will increase.
3. 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 institutional effectiveness.
4. LBCC faculty and staff will report that the assessment materials (instructional, tools, etc.) provided by the IE office are useful.
5. LBCC faculty and staff will expand knowledge of activities on campus designed to support student success and knowledge of our progress towards student success goals.

Instructional and Information Technology Services

1. Create a cost-effective, open-source, scalable, accessible and reliable e-learning environment. The environment is offered to all LBCC DL faculty and to face to face faculty who wish to use a Web page for their Web enhanced classes.
2. Improve the District's wireless internet coverage and capacity for Faculty, Staff and Students.
3. 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.
4. DL and on-campus courses that use a Website, along with their e-learning platform’s instructional, administrative and communication & collaboration features/tools are offered as part of on-going collaborative effort of IITS and faculty of all departments at LBCC, the Curriculum Committee, Success Centers, Academic Services, Academic departments, as well as A&R to increase enrollment in DL class offerings by 20% between 2009 and 2011, in accordance with the Superintendent President's agenda and the corresponding Board goal.
5. By the beginning of Spring 2012, all existing face-to-face Web-enhanced classes (~300) will be using the e-ZLRN11 platform for their class Web page. (cont'd on next page)
Instructional and Information Technology Services (cont'd)

6. Starting February 2012, e-ZLRN11 will be offered to all faculty developing new DL, or face-to-face Web sites as their default class Web page platform.

7. 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.

8. College constituents who receive training and other forms of support effectively use the technology-mediated enhancements developed and provided by IITS.

9. LBCC constituents effectively accomplish business practices through the use of IITS applications, such as Peoplesoft, TracDat, data warehouse, content management systems and web applications.

10. Clients are increasingly satisfied with the improved communication, coordination and efficiencies in the Department's Support of Academic Computing and Multimedia Technologies.

11. 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 fulfills their goals.

12. On an on-going basis, each semester, faculty attend professional development workshops, demonstrations, online workshops 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 professional development 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. ITDC team is proactively involved in college practices to promote the Center's activities through presentations, Web pages, e-mails, flyers, and newsletters.

   c. Itdc and 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 Resource Development

1. Grant development activities align with department goals
2. Design an effective grant development process.

Workforce Development

1. 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.
2. 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
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. 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.
   Continue regional recognition as the college leader in advanced transportation heavy vehicle technology