Admissions and Records

1. The ability to navigate the college environment in order to use college resources in order to achieve one's educational goal
2. Students will begin to take advantage of priority registration.
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. The Counseling and Student Support Services Division will work collaboratively to deliver services that best meet the needs of students.
2. 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.
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 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.
5. Increase student knowledge and use of assistive computer technology
6. Enhance retention rates, GPAs, awarding of certificates, degrees, & transfer.
7. The student demonstrates self-advocacy skills by the ability to communicate his/her need for assistance to faculty and staff.
8. The student uses hardcopy and online resources to develop, monitor and modify as needed their own short and long-term educational goals.
9. Seventy percent of all participants served by the SSS project will meet the performance level required to stay in good academic standing at the grantee institution.
Counseling/ Student Support Development (cont’d)

10. Twenty-five percent of each cohort will graduate or transfer to a 4-year institution of higher education within 3 years of GO Project enrollment.
11. At least 33% (30 students) must be low income
12. Eighty 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.
13. Mentees can identify, locate and know how to utilize appropriate student support services.
14. Mentees who are actively mentored and participate in program activities have higher persistence rates than non-mentees.
15. Mentees who are actively mentored and participate in program activities have higher retention rates than non-mentees.
16. Mentees can define, establish, and plan short term and/or long term goals.
17. New students will complete the matriculation process in a timely manner.
18. New students will demonstrate knowledge of the college programs, policies and procedures.
19. 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.
20. Basic skills students will be aware of all resources available to them at LBCC that will enhance their success and learning potential. Students will understand the educational options available to them at LBCC. Students will know the importance of Time Management. Students will understand GPA and Completion Ratio.
21. 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.
22. Project LAUNCH students will be exposed to a range of culturally enriching activities.
23. 80% of Project LAUNCH students will be in good academic standing by having 2.00 GPA.
24. Sixty percent of all participants will persist from one academic year to the next academic year.
25. Project LAUNCH will be able to assist students in identifying three (3), 4 year colleges/universities with their intended major.
26. The student will identify educational opportunities and be capable of utilizing student support services while achieving his/her goal.
27. The student will identify important factors that lead to college success.
28. The student will identify educational opportunities and be capable of utilizing student support services while achieving his/her goal.
29. The student will develop an increased level of personal responsibility for their success in college.
30. The Counseling and Student Support Services Division will play an integral role in the Student Success Initiative.
Counseling/ Student Support Development (cont’d)

31. 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 to the university.

32. 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.

33. Transfer Services will prepare students for the new environments of their future transfer universities.

34. The Student Success/Transfer Services Centers at LAC and PCC will service more transfer students.

Financial Aid, EOPS, Veterans’ Affairs

1. Identify remaining terms of eligibility for continuing EOPS students. Notify students of last term of eligibility for the program.

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.

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

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

6. Organize a veterans club at LBCC.

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

LBCC Auxiliary

1. Relocate bookstores without interruption of business. To open the South Quad Convenience store January 2010.

2. Student workers will demonstrate the basic customer service skills required for an entry level retail position.

3. 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.

4. 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.

5. Student receiving clerks will demonstrate the basic receiving skills required for an entry level receiving position.
Outreach and Recruitment

1. Students will be aware of and utilize academic & student support services in their first semester of enrollment.
2. Transfer bound high school students will evaluate LBCC transfer options against their educational goals.

Student Affairs

1. Student will demonstrate ability to use deductive and critical reasoning to be vigilant regarding issues related to enrollment and Student Visa maintenance.
2. Develop a welcoming environment for incoming international students.
3. Student will demonstrate the ability to care for their own housing, medical, and mental wellness.
4. Students will gain more knowledge regarding their health needs that will enhance their overall wellness.
5. Students attending the Health Fair will increase their communication and self-management skills when engaging with the community health care providers and vendors.
6. Increase awareness of Health & Psychological Services amongst the campus community.
7. Identify students participating in Student Life Programs that identify to be “academically at-risk”.
8. Student Life will develop and implement a technology based program to increase programming to increase student participation.
9. Student will demonstrate an understanding of a leadership philosophy.
10. Students will demonstrate an understanding of and participate in a local community agency.
11. Students will demonstrate self advocacy skills to overcome obstacles and barriers to achieving their individual or academic goals.
12. 70% of the students agreeing to meet the MSW Intern for “School Coaching” will successfully complete their semester goals.
13. Develop an assessment plan to monitor the effectiveness of the college and community referrals data base to ensure they are current, relevant and helpful.
14. Student will navigate LBCC programs and services, including computer technology, programs and resources systems for successful goal attainment (a career and/or transfer to a 4 year institution)
15. Re-entry students will access enrollment and registration assistance in addition to be referred to appropriate campus support services.
16. The Center will assess student satisfaction with entry and re-entry services.
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**Academic Services**

1. 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.

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. 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 2009. Load sheets will be automated by Spring 2010.

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. Publications, materials and campaigns produced by CRM will receive awards from state and national public relations and marketing organizations.

2. LBCC will significantly improve on-campus communication and community relations through new digital media efforts and campaigns.

3. Key stakeholder group opinions of LBCC’s academic reputation will improve as a result of our “Success Begins Today” public relations campaign in 2010.

4. College priorities will be supported and funding increased through legislative advocacy.
Economic Development

1. Meet and fulfill all five conditions identified in 2008 ASBDC Accreditation review by required deadline of March 2010.
2. Meet critical and key performance goals specified by SBDC Lead Center on an annual basis
3. Increase revenue of CITD services by meeting local/regional international trade needs companies
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/CITD 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. Faculty and staff will report they are satisfied with the safety, cleanliness, maintenance and visual attractiveness of the campus buildings and grounds they visit.
2. Students, Faculty, and Staff will have access to "State of the Art" Facilities, adequately sized and consistent with the District's Education Master Plan.
3. Community clientele will report ease of access, quality of commitment promised, better response time, and that their needs are met.
4. Facilities Planning Unit Technicians (in the Chancellor's Office) can successfully process District planning documents through the Legislative Budget Process in the minimal amount of time to successfully secure System funding.
5. Faculty and Staff would report their satisfaction of the work order system and responsiveness to their stated needs.
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 311 Quarterly reports, tri-annual Enrollment Fees Revenue reports; and Annual 311 Budget reports.

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. Prospective applicants for academic positions will experience improved efficiency and convenience through the use of an on-line application process.

2. Staff and administrators will be aware of revised LBCCD policies and procedures. Prospective Applicants will be better prepared at navigating the faculty hiring process.
Long Beach City College
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Human Resources - Classified

1. Staff and administrators will be aware of revised LBCCD policies and procedures and Personnel Commission Rules and Regulations.

2. Applicants for classified positions will know how to navigate the LBCCD recruitment testing process.
   Current staff and administrators will have an increased understanding of the laws governing unlawful discrimination.

Human Resources - Professional Development

1. 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.

2. The Human Resources Academic and Classified units will be able to provide crucial training to newly hired and existing employees.

Institutional Effectiveness

1. LBCC faculty and staff will report that the assessment materials (instructional, tools, etc.) provided by the IE office are useful.

2. Users will report better decision-making capabilities with use of timely data in the form of standard reports.

3. 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.

4. LBCC faculty and staff will report an increased use of data to inform their decision-making practices.

5. The number of programs/departments who have collected assessment data for at least one SLO/SUO will increase.

6. 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.
1. 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.

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

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

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

5. IMPS will align the newly installed digital technology into an improved all-electronic work flow (using WAN & LAN) to increase quantity of productions.

6. 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.

7. 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. 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.
   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.

8. DL and web-enhanced on-campus courses, along with their e-learning environment, instructional, administrative and communication features/tools are offered as part of ongoing 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.

9. 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.

10. Improve the District’s wireless internet coverage and capacity for Faculty, Staff and Students.
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. Employees will increase their understanding of District "safe work practices".
3. Mail Services will reduce annual postage cost from baseline.
4. Students and Staff will experience improved parking lot conditions and greater accessibility to campus.
5. Increase efficiency of the purchase order process
6. Increase the total annual work requests submitted electronically
7. Reduce workers' compensation experience modification (Ex-mod)
8. Reduce inventory audit discrepancies.

Senior Studies

1. Increase number of classes over time/Develop classes that address the top five needs identified.
2. Increase the number of offerings that expose the elder lifestyle and needs/
3. Older adults will be aware of offerings at LBCC/Community/Nation Institute of Health.

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. Community (students and incumbent workers) will have an increased catalog of short-term career and technical education courses.
   Increase the number of departments into which Green and sustainable energy elements will be infused into relevant curriculum across various departments, academic or instructional.

3. An increased number of training programs will convert to sustainable contract education opportunities.
   Additional areas of innovation and growth will be identified for new program development.

4. 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 are developed to monitor and report on regional sectors of employment growth and emerging technologies for exploration.