

Long Beach City College
Service Unit Outcomes

How to navigate around the document:

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ADMINISTRATIVE UNITS

Academic Services

1. Faculty, staff, and students will report that the catalog is error free, 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.
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.
4. Schedule 25 will allow the staff in Academic Services to electronically assign classes to rooms based on specific features resulting in more effective and efficient room scheduling.

Business Support Services

1. To have an efficient, updated archive storage and retrieval logging system requiring less labor time to service and maintain.
2. Reduce the number of days required to process a budget approved requisition into an executed purchase order.
3. Reduce the number of days required to process and fully execute a contractual agreement.
4. Increase efficiencies for notification and tracking of complimentary packages.
5. Increase the total annual work requests submitted electronically and decrease the turn-around time for completing requests.
6. The District community will experience improved safety conditions in the parking lots and structure.
7. The District will experience a reduction of premise liability in buildings, pedestrian pathways, and parking lots.

Communications and College Advancement

1. LBCC will significantly improve on-campus communication and community relations through new digital media efforts and campaigns.
2. Staff will raise additional funds through President's Circle and other activities.
3. Publications, materials and campaigns produced by CRM will receive awards from state and national public relations and marketing organizations.
4. College priorities will be supported and funding increased through legislative advocacy.

Economic Development

1. LBCC student participation in high quality Entrepreneurship Academy. Great awareness of SBDC and 10KSB services among LBCC students, faculty, and staff.
2. Build an environment where people want to work and are passionate about their work.
3. Build new innovative programs to further LBCC's national reputation.

Facilities

1. Execute the Unified 2020 Facilities Master Plan to support the District's Education Master Plan planning process.
2. The ability to maintain classrooms and facilities for the benefit of student success.
3. Faculty and staff will report that they are satisfied with the safety, cleanliness, maintenance and visual attractiveness of the campus buildings and grounds they visit.

Fiscal Services

1. We will achieve an audit report with no adjustments and no significant audit findings.
2. The following reports will be filed timely and accurately on a monthly/quarterly/annually basis: Grants, Sales Tax, Payroll Tax Return, Quarterly and Annual reports, and Tri-Annual Enrollment Fees Revenue reports.
3. Work with all departments to determine control weaknesses and to maintain and improve existing accounting controls.
4. Prevent fraud by increasing staff awareness of the anonymous fraud reporting hotline and email address.
5. Fiscal services will document accounting policies and procedures.
6. Fiscal Services will develop ongoing training courses.
7. Students will gain timely information on their accounts while waiting in line at the Cashiers Office.
8. Employees will gain enhanced access to view/print their current and historical pay stubs online.
9. Employees will gain access to view and print their W-2 information online.
10. Using information learned from Lynda.com, develop a data base to log PO's received, invoices received & paid.
11. Develop Cashiers website with valuable student information including: 1098T information, deadlines, forms, ASB information for clubs and departments, and frequently asked questions.
12. Fiscal services will make forms more user friendly. We will assist users with access to forms.

Human Resources

1. Integrate technology into the work environment.
2. Further develop and implement broader campus-wide strategies promoting equity, inclusion, and diversity for current employees and new employees.
3. Consolidation and integration of staff and faculty professional development coordination.
4. Enhance the institutional climate for students and staff in their educational and work environment to increase awareness.

Institutional Effectiveness (IE)

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 institutional effectiveness.
2. LBCC faculty and staff will report that the assessment materials (instructional, tools, etc.) provided by the IE office are useful.
3. The number of programs/departments who have collected assessment data for at least one SLO/SUO will increase.
4. 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.
5. 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.

Institutional Resource Development

1. Design an effective grant development process.
2. Grant development activities align with department goals.
3. Align department activities with the President's agenda, annual directives, and institutional initiatives.

Workforce Development

1. Establish 1 to 3 credit opportunities for Workforce Development training participants and establish support courses (e.g., vocational, ESL) for Workforce Development training participants.
2. Build an environment where people want to work and are passionate about their work.
3. Form partnerships and have a business model in place to sustain funding for the Commercial Driver's Training for the next 3 to 5 years. Achieve contract training annual revenue of \$400,000.

STUDENT SUPPORT SERVICES

Admissions and Records

1. Improve communications between staff members within Enrollment Services across campuses to ensure uniformity with the information that is provided. Improve outgoing communication with students, faculty and other LBCC Departments regarding enrollment services regulations and guidelines to ensure a student-centered environment that is friendly, seamless, and efficient to support students toward academic success and educational goal completion.
2. Construct a bridge program from e-Transcript to PeopleSoft/Oracle to send/receive transcript data to the participating CSU's and CC's in the project. This would allow Long Beach City College and California State University, Long Beach to create a more efficient transfer program between the two institutions.
3. To allow students to assess their progress toward 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. Implement Open CCCApply to the Long Beach City College Student Enterprise system People Soft/Oracle. Construct a mapping bridge program to allow the application engines to interact with each other.
6. Students will begin to take advantage of priority registration.
7. Expedite transfer of official records between other colleges and universities.
8. Set up transfer rules for the top transfer colleges in the Long Beach area. These rules will be set-up for each individual course at Long Beach City College as it articulated to the top incoming transfer colleges such as: Cerritos, CSU Long Beach, Golden West, El Camino, and Cypress.

CalWORKs

1. Increase the percentage of CalWORKs students who attain their educational goal, while gaining employment and experience that leads to long-term employment.
2. Ongoing evaluation of student outcomes and assessments will be used for continuous quality improvement.
3. Conduct an event that recognizes current and past students that have successfully completed the program.
4. Adjust and realign physical office space for staffing and counseling needs.
5. Reverse the effects of program/district down-sizing that has resulted in less than adequate support for program implementation.
6. To meet Chancellor's Office and program needs, CalWORKs needs to obtain a student portal/data management system. This will ensure that core program activities (i.e., SEC) are monitored and maintained at the highest standard.
7. Provide full access to all program team members to functional technology.

Counseling/Student Support Development

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

Disabled Students Programs and Services (DSPS)

1. Increase the percentage of the number of DSPS students who complete certificates, associate degrees and transfer to four-year universities.
2. Reduce the time from application/initial intake to receipt of services/accommodations.
3. Increase the effectiveness of DSPS program team members by ensuring computer hardware systems have the highest technological capabilities.
4. Adjust and realign physical office space for staffing and counseling needs.
5. Reverse the effects of program/district down-sizing that has resulted in less than adequate support for program implementation.
6. To meet Chancellor's Office and program needs, DSPS needs to obtain a student portal/data management system. This will ensure that core program activities (i.e., SEC) are monitored and maintained at the highest standard.

Extended Opportunities Programs and Services (EOPS)

1. Increase student goal completion by 20% for certificates, associate degrees and transfer.
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.
4. Grow the EOPS program, by a minimum of 5%, 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.
5. Provide full access to functional technology to all program team members.
6. Adjust and realign physical office space for staffing and counseling needs.
7. To reverse the effects of program/district down-sizing that has resulted in less than adequate support for program implementation. The intention is to hire a full-time, permanent, EOPS Counselor to replace the position vacated by the (interim) Assistant Director and to hire a full-time Assistant Director.
8. To meet Chancellor's Office and program needs, EOPS needs to obtain a student portal/data management system. This will incorporate elements that are currently piecemeal or found in multiple programs into one system to realize better communication between team members and between student and team members. This will also ensure that benefits, services, resources and information are more efficiently and effectively utilized with less duplication of effort and errors.

Financial Aid and Veterans

1. Reduce the financial aid lines and improve communication and awareness of financial aid and veterans aid rules and regulations.
2. Reduce the length of the financial aid lines at the beginning of each semester.
3. Improve services to Veterans by utilizing the intake questionnaire to recognize services needed.
4. Organize a veterans club at LBCC.
5. Find a location at LBCC to house a Veterans Services Center.
6. Reduce the length of time it takes to process financial aid applications.

International Students

1. Increase the number of students that are eligible to transfer as international students after completing the ALCI.
2. Improve the current assessment process for international students.

Matriculation

1. New students will complete the assessment process before enrolling in classes.
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.
4. The length of time to post alternative assessment results will be decreased so that more promise pathway students have the alternative assesment at the time they complete orientation and educational planning.

Outreach and 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. Participate and promote the Long Beach College Promise through active partnerships between LBCC, CSULB, Long Beach and Lakewood schools, students and district leaders.
3. Improve college-wide coordination and collaboration for K-12 Outreach partnerships and services.
4. Students will be aware of and utilize academic & student support services in their first semester of enrollment.

Student Affairs

1. Students surveyed will report a 20% increase in their knowledge of effective communication skills.
2. There will be a 10% increase in student representation in the LBCC planning process.
3. Increase student awareness regarding their overall health and overall wellness as demonstrated by a 10% increase in student health services utilization.
4. Increase student "help seeking" behavior related to mental health services by 10%.
5. Decrease the number of conduct referrals for lower-level violations as defined by the Student Code of Conduct by 10%.

TRIO - Project Launch and GO Project

1. All GO Project participants (95) will receive an electronic comprehensive education plan by the end of the 2013-2014 academic year.
2. 80% Project LAUNCH students will persist from one academic year to the beginning of the next academic year.
3. 85% of all GO Project participants will maintain a 2.0 grade point average.
4. 15% of new participants will graduate with an associates degree or certificate within four years. 20% of new participants served each year will graduate with an associates degree or certificate within four years and transfer to a four-year institution within four years.
5. 75% of all GO Project participants will persist from one academic year to the beginning of the next academic year.

TRIO - Upward Bound

1. Recruit, select, and serve 140 students each year (Group #1=72; Group #2=68) as mandated by the U.S. Department of Education.
2. Track program participants post secondary educational pursuits after completing high school and the Upward Bound Program. 50% of each high school graduate will obtain a associate or bachelors degree within 6 years.
3. Assist Upward Bound participants during the Academic Year Seminars and Summer Session to improve their academic skills in the subjects of Composition & Literature, Math, Science and Foreign Language. 80% of participants served will have a cumulative GPA of 2.5 or better at the end of the school year.
4. Increase each student's knowledge concerning the processes required to research colleges, potential careers, and majors relating to chosen careers as well as to apply to colleges and apply for financial aid/scholarships.