Long Beach City College
Service Unit Outcomes

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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. Reduce the number of days required to process a budget approved requisition into an executed purchase order.
2. Reduce the number of days required to process and fully execute a contractual agreement.
3. To have an efficient, updated archive storage and retrieval logging system requiring less labor time to service and maintain.
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 will experience a reduction of premise liability in buildings, pedestrian pathways, and parking lots.
7. The District community will experience improved safety conditions in the parking lots and structure.

Communications and College Advancement
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. Staff will raise additional funds through President's Circle and other activities.
4. College priorities will be supported and funding increased through legislative advocacy.
**Economic Development**

2. Accreditation for LA SBDC Network
3. Meet critical and key performance goals specified by SBDC Lead Center on an annual basis.
4. Embed international trade services within the SBDC network. Increase outcomes of SBDC Network through international trade technical assistance. Increase revenue for international trade technical assistance by developing partnerships and collaborative programs.
5. Meet SBA and CA statewide performance goals on an annual basis with significant economic impact activities to demonstrate ROI.

**Facilities**

1. Faculty and staff will report their satisfaction with the work order system and responsiveness to their stated needs.
2. Complete long range Facilities Master Plans to support the District's Education Master planning process.
3. Maintain classrooms and facilities for the benefit of student success.
4. 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.
5. Create electronic archive for all construction prints and documents.
6. Faculty and staff will report their satisfaction with the work order system and responsiveness to their stated needs.

**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, and Quarterly and Annual reports, 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 & departments, frequently asked questions.
12. Fiscal services will make forms more user friendly. We will assist users with access to forms.
Human Resources
1. Further develop and implement broader campus-wide strategies promoting equity, inclusion, and diversity for current employees and new employees.
2. Enhance the institutional climate for students and staff in their educational and work environment to increase awareness.
3. Consolidation and integration of staff and faculty professional development coordination.
4. Integration of technology into the work environment.

Institutional Effectiveness (IE)
1. LBCC faculty and staff will report that the assessment materials (instructional, tools, etc.) provided by the IE office are useful.
2. 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.
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. The number of programs/departments who have collected assessment data for at least one SLO/SUO will increase.
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 (IITS)
1. Clients are increasingly satisfied with the improved communication, coordination and efficiencies in the department’s support of academic computing and multimedia technologies.
2. IITS will create efficiencies and economize resources to meet the growing technological needs and demands of the college.
3. LBCC constituents effectively accomplish business practices through the use of IITS applications, such as Peoplesoft, TracDat, data warehouse, content management system, Student Education Plans, degree audit, and assorted 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. 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.
6. Faculty will be better able to integrate appropriate technology into the learning and teaching process. Faculty will be better able to utilize a wide variety of technologies to support their teaching and professional development.
7. Faculty will be able to utilize a current and supported Learning Management System to support distance learning, hybrid, and on-campus courses.
8. Maintain a robust and technically strong infrastructure.
9. Implement a Unified Communications strategy for the district.

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. Increase number of employer partners providing training opportunities and transitional job placements to qualified program participants. An increased number of CalWORKs students will 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 that lead to transfer and employment in growing regional occupations. More faculty will be 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 (academic or instructional) into which Green and sustainable energy elements will be infused into relevant curriculum. Increase new curriculum written for CTE programs. Increase the number of faculty members given opportunities for staff development in new "green" technologies.

3. Identify (3) regional industries, as evidenced by a range of data sources and provide a full range of workforce solutions that support the identified industries.

4. A higher level of satisfaction will be 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.
STUDENT SUPPORT SERVICES

Admissions and Records

1. Students will begin to take advantage of priority registration.
2. 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.
3. Construct a bridge program from e-Transcript to People Soft/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.
4. To allow students to assess their progress toward their intended education goal(s).
5. Expedite transfer of official records between other colleges and universities.
6. 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.
7. Improve processes and policies effecting students, removing a barrier to transfer by making the transcript ordering process more efficient and accessible.
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 articulates to the top incoming transfer colleges such as: Cerritos, CSU Long Beach, Golden West, El Camino, Cypress, etc...

CalWORKs

1. Increase percentage of CalWORKs students who attain their educational goal, while gaining employment and experience that leads to long-term employment.
2. Increase the percentage of employer partners providing training opportunities and transitional job placements to qualified program participants.
3. Ongoing evaluation of student outcomes and assessments will be used for continuous quality improvement.
4. Conduct an event that recognizes current and past students that have successfully completed the program.

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. Provide a variety of workshops/seminars to introduce and provide enhanced training in various assistive computer technologies and software to accommodate disability-related functional educational limitations if required, as well as appropriate support services including conventional technology.
2. Increase the percentage of students that identify and communicate in writing their need for appropriate accommodations with the DSPS program, through the completion and submission of the request for services form (RFS) by 15%.
3. Increase the percentage of the number of DSPS students who complete certificates, associate degrees and transfer to four-year universities.
4. Enhance retention rates, awarding of certificates, degrees, and transfer.
5. Reduce the time from application/initial intake to receipt of services/accommodations.

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.
3. Increase student goal completion by 20% for certificates, associate degrees and transfer.
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.

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

International Students

1. Change the current assessment process and increase the number of students that assess into our regular international program by 15%.
2. Increase the number of students that are eligible to transfer as international students after completing the ALCI. Once students complete ALCI, we would like 50% of them to transfer to the international students program at LBCC.
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.

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

Student Affairs

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

Transfer and Career Center

1. In partnership with other student services areas, create interventions which address students' exploration of college/university majors and career development. Once students choose majors or careers to explore, interventions will be provided to help students "ground" their choices.
2. Increase modes of educating new and continuing students on the basic transfer admissions requirements, career development process, and services of the Transfer/Career Center.
3. Conduct qualitative exit interviews or focus groups in spring/summer 2014 with students accepted to universities to discover their challenges and supports to successful transfer. Data will be used to tailor future services and marketing/communication efforts.
4. Identify, find, and understand key student services and academic support areas and fuctions (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 - 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. All Project LAUNCH participants (156) will receive a comprehensive education plan by the end of the 2013-2014 academic year.
3. 80% of all GO Project participants will maintain a 2.0 grade point average.
4. 15% of new GO Project participants will graduate with an associates degree or certificate within four years and 10% of new participants will transfer with an associates degree or certificate within four years.
5. 75% of all GO Project participants will persist from one academic year to the beginning of the next academic year.
6. 85% of all Project LAUNCH students will maintain a 2.0 grade point average.
7. 15% of new Project LAUNCH participants served each year 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 and transfer to a 4-year institution within four years.
8. 80% Project LAUNCH students will persist from one academic year to the beginning of the next academic year.

TRIO - Upward Bound

1. 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.
2. 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.
3. Recruit, select, and serve 140 students each year (Group #1=68; Group #2=63) as mandated by the U.S. Department of Education.
4. Track program participants post secondary educational pursuits after completing high school and the Upward Bound Program. 50% of each high school graduate will obtain an associate or bachelors degree within 6 years.