Student Support Services

Mission:
The Student Support Services Division at Long Beach City College provides quality comprehensive services that fully engage, educate and empower our students in pursuit of their educational, career, and personal goals. We promote equal access to programs and services and accomplish this through collaboration within the Division, campus and community to increase student success, and to support and measure student learning.

Progress towards Goals and Accomplishments:

Goal 1: Student Success B2
a. 2,312 students fully matriculated into Promise Pathways program in cohort 1 (966) and cohort 2 (1,346). In 2012-2013 a total of 12,992 new students completed the matriculation process.
b. 41.4% of P2 students successfully completed Transfer English in the first year (up from 11.9%)
c. 15.0% of P2 students successfully completed Transfer Math in the first year (up from 5.1%)
d. Piloted COUNS 48 Career Exploration courses in 2 local high schools to increase early major selection

e. Revamped student appointment process to college committees
f. 2,945 electronic student educational plans created between 7/1/2013 and 2/4/14

Goal 2: Equity A1
a. In 2012-13, 100 of 569 scholarship applicants indicated they were students of color (18%); this number increased to 151 of 566 (27%) in 2013-2014
b. Outreach tripled the number of parent workshops held from 2012-13 to 2013-14
c. Increased the number of assessments available at PCC.

Goal 3: Equity B3
a. Increased the number of Student Life events at PCC from 2012-13 to 2013-14
b. 2011-12 5,905 students accessed health services; 2012-13 4,132 students accessed health services (decrease in staff over same period)

Internal/External Conditions:
Trends and challenges that will have the greatest impact in the near term – and perhaps over the next several years – all related to the fiscal crisis and budget reductions. This is perhaps most obvious in the case of categorically funded program and service areas, though some of the funding has increased in the categoricals for this year (e.g., SSSP funding). Funding for these programs has been drastically reduced and this will, in turn, force both reductions in service and changes in how service is delivered. It will also cause consolidation of programs to be considered, and in some cases implemented, where it is possible and practical to do so. Reduced funding will also impact how other services are delivered to students and will undoubtedly bring about considerable change in both services provided & delivery systems over time. Technological change will continue to influence service delivery as well, and when combined with what now appears to be a prolonged budget crisis, will likely expose problems and, hopefully, create efficiencies that can lessen the impact of diminished and/or altered service delivery systems.

Summary of Access, Efficiency & Effectiveness:
Met targets for FTES and WSCH: FTES in Counseling and Kinesiology
Saw slight decrease in total amount of financial aid award, consistent with decrease in total number of students enrolled

Names and Titles of workgroup members:
Greg Peterson, Vice President Co-Chair
Shauna Hagemann, Academic Senate Co-Chair
Marianne Allen, Financial Aid Counselor
Maya Cardenas, Student Life Coordinator
Shyra Compton, Scholarship Coordinator
Jeri Florence, Counselor (PCC)
Erainia Freeman, Counselor (LAC)
Anita Gibbins, Director, Student Health Services & Student Life
Patricia Hayes, DSPS Counselor
Karen Kane, Department Head Kinesiology
Alicia Kruizenga, Director, Student Relations
Jannie Mackay, Matriculation Coordinator
Ross Miyashiro, Dean, Enrollment Services
Yolanda Padilla, EOPS Counselor
Tom To, Interim Dean, Counseling & Student Support Services
Goal

Student Success B2 – Increase the number of certificates and AA/AS degrees awarded over the next 5 years.

Measurable Objectives:
- Implement the core SSSP services (orientation, assessment, educational planning and follow-up services) at state designated levels (1)
- Decrease the number of conduct referrals for lower level violations by 10% (2)
- Increase the number of students who access wellness services (3)
- Develop, increase, and improve communication strategies between faculty/staff for the benefit of students (4)
- Increase student major selection and SEP creation through counseling course offerings (6)
- Implement Open CCCApply (7)
- Create bridge program for e-Transcripts from LBCC to CSULB (12)
- Streamline registration and full-time enrollment process for international students (13)
- Implement phase three and four of degree audit (14)
- Increase student athlete persistence, retention, and completion (15)
- Develop new, relevant curriculum in Kinesiology (16)
- Increase the number of high school eligible to participate in Promise Pathways (17)

Strategies:
See list (12)

Supported School or Department Goals:
- See attached list (35)

Equity A1 – Increase the rate at which under-represented student groups complete certificates and AA/AS degrees within 6 years of entry to LBCC.

Measurable Objectives:
Implement the core SSSP services (orientation, assessment, educational planning and follow-up services) at state designated levels (1)
- Increase the number of students who access wellness services (3)
- Develop, increase, and improve communication strategies between faculty/staff for the benefit of students (4)
- Double the number of targeted outreach events and parent/family workshops at Long Beach City College (5)
- Increase student major selection and SEP creation through counseling course offerings (6)
- Increase the number of students who receive transfer scholarships to four-year institutions (7)
- Increase the number of students who successfully persist from year to year with CSFI survey indicators (9)
- Increase student representation in the planning process by 10% (11)
- Increase student athlete persistence, retention, and completion (15)
- Increase the number of high school eligible to participate in Promise Pathways (17)

Strategies:
See list (11)

Goal Priority:
1

1. Resources Requested:
- See list (32)

Equity B3 – Increase support services and courses required for degree and certificate completions and transfer preparedness at the Pacific Coast Campus.

Measurable Objectives:
- Implement the core SSSP services (orientation, assessment, educational planning and follow-up services) at state designated levels (1)
- Increase the number of students who access wellness services (3)
- Develop, increase, and improve communication strategies between faculty/staff for the benefit of students (4)
- Increase student major selection and SEP creation through counseling course offerings (6)
- Increase the number of students who receive transfer scholarships to four-year institutions (7)
- Increase student representation in the planning process by 10% (11)
- Implement phase three and four of degree audit (14)
- Increase student athlete persistence, retention, and completion (15)

Strategies: See list (8)

Goal Priority: 2

1. Resources Requested: See list (26)