Mission: The Office of Academic Services seeks to provide administrators, classified staff, faculty, and students with accurate and timely information on the course offerings and programs within the College, while maintaining all curriculum and instructional programs in the system database and the Catalog and Schedule of Classes, ensuring that state curricular requirements have been met. This office is also instrumental in providing access to information in the Data Warehouse on FTES targets and tracking, budget factors, and FTEF for enrollment management purposes.

Description: At Long Beach City College, the Office of Academic Services oversees a variety of areas, listed below.

Catalog
The LBCC College Catalog is published each year and is also available on the college website. It contains information on admission to the college, campus procedures, student support and special programs, graduation requirements, degrees and certificate and transfer information, a list and description of all approved college courses, program mission statements and student learning outcomes, and curriculum guides. It summarizes the history of the college, the mission and values, general education outcomes, and college functions. It includes a listing of full-time and emeriti faculty with their disciplines and degrees, department heads, part-time faculty, classified staff, the Board of Trustees, and administrators.

Class Schedule
An online version of the Schedule of Classes is available on the college website. The schedule contains registration and fee information as well as a list of courses offered for a specific term. Students and community members can access the schedule of classes, or link to the PeopleSoft registration system to find scheduled classes.

Curriculum
The curriculum area is responsible for the creation of the college catalog of curriculum, instructional programs, policies and staff listings for a variety of audiences. Curriculum documents are reviewed for compliance with legal requirements and adherence to good practice document preparation. Technical assistance is provided to faculty and staff as needed. Curriculum documents are transmitted to the state Chancellor's Office for approval. Academic Services also maintains the list of courses and CTE programs slated for routine review. Courses are maintained in PeopleSoft and the associated course requirements are configured.

Scheduling
The scheduling area is responsible for the production process that creates the Schedule of Classes. Technical assistance regarding scheduling is provided to college colleagues -- faculty, department heads, deans, academic administrative assistants, and others. The course portion of the class schedule is provided for a variety of audiences. The offerings portion of the schedule of classes is reviewed to quality control for legal requirements, college policy, and collective bargaining provisions.

Teaching & Non-Teaching Workload
Academic Services supports the collection and recording of non-classroom assignments such as department head release time, Academic Senate, librarians, counselors, instructional specialists, coordination, load bank usage, etc. Provide support for adjustments related to the full-time faculty workload (FSLA). Produce the Department Head Release Time Report each academic year requiring collection and analysis of data based on the contract formula.

Enrollment Management
Academic Services provides support for Enrollment Management activities and the campus Data Warehouse. Activities are related to
Support Materials
Academic Services maintains various materials in support of Deans, Department Heads, Faculty, and Staff, including the Survival Notes updated each term, and the Faculty/Staff Manual updated each academic year.

Primary Functions - LAC:
The Office of Academic Services is located in T 2020 at LAC. The following functions take place at LAC but serve the entire college districts, both LAC and PCC.

- Creation of Catalog.
- Schedule of Classes and maintenance of online Schedule of Classes database.
- Production of enrollment reports and ad hoc reports to various users.
- Enrollment Management support via the Data Warehouse.
- Validation and quality control of Schedule of Classes data.
- Assignment of rooms to ensure appropriate placement and optimum room usage.
- Creation of Department Head Release Time Report, Survival Notes, Faculty/Staff.
- Maintenance of curriculum and instructional programs in PeopleSoft system.
- Maintenance of web database of all official course outlines of record.
- Maintenance of records and schedules for routine review of courses.
- Validation and quality control of legal requirements and good practice for all curriculum documents and review/approval process.
- MIS Reporting submissions to the Chancellor's Office.
- Maintaining currency and accuracy of Websites (e.g., Academic Services home page, Curriculum processes and documents, Curriculum deadlines and information, Course Outline of Record database, Data Warehouse and Dashboard, Online Schedule of Classes, LBCC Catalog, Carnegie unit calculator, class times calculators, curriculum guides, workload and Teaching Units calculators, and all related links to these sites).

Primary Functions - PCC:
(Covers PCC also)

Internal Conditions (see Help for list):
This area has faced some challenges in reaching some goals. The day-to-day supervision of the area has changed a few times over the last few years.

One of the areas Academic Services is responsible for is managing classroom scheduling, which is supplemented by Schedule 25, a batch-oriented classroom matching program. Although Schedule 25 was implemented, there has been a lack of resources to help with extending the system to support additional functionality within 25 Live. Besides supporting the optimization of classroom usage (Schedule 25), the 25 Live system can support scheduling of spaces and resources across campus, along with event workflow, and flexible calendaring, which will require additional training and support to accomplish.

External Condition - Regulatory/Legislative Changes: x
External Condition - Grants Available: x
External Condition - Accreditation Recommendations: x
External Condition - Advisory Committee Input: The Faculty Senate Committee Student Records Processes provides recommendations to Academic Services. The curriculum area supports the Faculty Senate Curriculum Course Evaluation Sub-committee, and receives program submissions from the Faculty Senate Curriculum AD/GE Sub-committee.
External Condition - Community Outreach/Partnership: x
External Condition - Industry
Describe how your dept. supports student learning:

This area supports student learning in a number of ways. The Catalog provides information about certificates, programs, degrees, courses and program level outcomes, policies, procedures, learning assistance, student services, and general information to students, potential students, faculty, and staff.

An accurate easy-to-use schedule allows students to find and register in courses that they need. The schedule of classes also provides critical information from other college departments (e.g., Admissions and Registration) on deadlines for registration and fee payment.

The Office of Academic Services is also responsible for ensuring that all curriculum related changes are processed through the Chancellor's Office and reflected in the Catalog and the Schedule of Classes. Prerequisites and co-requisites are also maintained in our database which allows students to register in appropriate courses.

The Data Warehouse supports Enrollment Management which supports student learning by providing information to department heads, deans, and the Vice President for Academic Affairs that is used to plan course sections, adding or deleting sections in a dynamic process to meet student need.

Documents and processes such as the Course Outline of Record database and the schedule for routine review of courses help in the long-term support of student learning.

Staff:

Brent Gilmore - Director
Julie Daniels - Academic Administrative Assistant
Nancy Ratsamy - Business Systems Analyst IV
Joanne Breton - Schedule Specialist
Cheryl Glover - Curriculum/Schedule Technician
Nancy Miyao-Moore - Curriculum/Schedule Technician
Monique Fernandez - Curriculum Database Specialist

2011-2012 Accomplishments:

Transitioned college course scheduling from an 18-week to a 16-week calendar. Provided training, information and calculation charts to faculty and academic administrative assistants necessary for accurate course scheduling.

Worked with faculty on correcting courses to comply with Carnegie unit requirements.

Rolled out the Data Warehouse and Deans' Dashboard for this software tool used for Enrollment Management analyses and decision-making.

Worked with department heads, deans, faculty, the Curriculum Committee, and the Course Evaluation Sub-Committee to re-structure courses to address new state standards on course repeatability.

Split the PeopleSoft Campus Solution and the Human Resources database.

2012-2013 Accomplishments:

Worked with deans, department heads, and the VP of Academic Affairs to coordinate scheduling related to re-organization of academic departments and schools.

Modified PeopleSoft structure to fit the new organizational structure after college reorganization and program discontinuance.

Worked with deans, department heads, and the VP of Academic Affairs in the “teach-out” of classes needed for programs identified for discontinuance.

Began working with the internal auditor, department heads, and deans to bring courses into compliance with state TBA policies.

Provided ongoing modifications to information provided to faculty and classified staff on course review, curriculum process and deadlines, and resources.

Created and/or updated the PCC Faculty Assistance Quick Guide, the Adjunct Faculty Handbook, the Adjunct Faculty Survey, the
Adjunct Faculty Website, and the Department Head Website. Worked with faculty, department heads, and deans to create new degrees and change AA to AS degrees in Computer Office Systems. Revised all class meeting patterns, charts, and screens to the 16-week calendar. During the spring semester of 2012-2013, Schedule 25 was installed and partially rolled out to support room availability reporting.

2013-2014 Accomplishments: Rolled out the Electronic Schedule of Classes Development process beginning in Fall 2013. Switched from a paper-based schedule development process to using spreadsheets to work with schools and departments on building a new schedule. Worked with IITS to upgrade the online Schedule Change Form (SCF) application. The SCF application supports the submission, workflow, and approval of schedule changes. Deans, AAA’s, and Departments Heads utilize the application. Updated the PCC Faculty Assistance Quick Guide, the Adjunct Faculty Handbook, the Adjunct Faculty Website, and the Department Head Website for the 2013-2014 academic year. Implemented the manual interface between PeopleSoft and 25 Live and imported the PeopleSoft Class Schedule. Utilized Schedule 25, a subsystem of 25 Live, for the 2013-2014 academic year to help identify rooms for classes. Academic Services staff met with the Deans to present the room scheduling process, meeting class time calculations and the electronic class schedule spreadsheet.

Developed additional data warehouse reports for deans & department heads, along with the “Academic Services Deans and Department Heads Dashboard”. Continued to validate areas of the Data Warehouse and propose responsive modifications to changes in business practices, such as promise pathways, instructional hourly budget development, and class meeting patterns/FTES calculations. Provided data warehouse reports training sessions for Deans and Department Heads. Working with HR, Academic Affairs VP, Deans and DHRT Reorganization committee, changed and simplified formula for determining Release Time percentages awarded to department heads. Refinements to schedule-based enrollment management reporting. Responded to requests from the Vice President of Academic Affairs, Deans, management, and staff.

Support for PeopleSoft, including systems enhancements during the 2013-2014 academic year, and modifications & configuration changes for new requirements, such as SB1440 degrees.

---

**Goals**

**Admin - Academic Services (Goals) - Schedule of Classes - The Office of Academic Services will ensure accuracy and usability of the Schedule of Classes.**

**Start Date:** 08/01/2009

**Goal Status:** In Progress

**Goal Priority:** High

**Rationale:**

A Schedule of Classes that is accurate and easy to read will facilitate student access to information and result in being able to register in classes more easily, and understand the content and teaching mode of the class. Students who may have a difficult time obtaining information about classes will not register and will likely go elsewhere, so reaching this goal will result in

**Request & Justification / Resources Needed**

**Goal Progress**

11/24/2014 - Academic Services continues to monitor and update information in the Catalog and the Schedule of Classes. A user satisfaction survey is in progress and information obtained from the survey will assist in improving processes. Feedback obtained during training with administrative assistants is leading to changes in

**N/A:**

**Next Step:** Continue Working on Goal

**Strategies Implemented & Follow-Up**

11/24/2014 - Faculty, deans, and academic administrative assistant surveys currently underway can both measure progress toward this goal, and provide input for specific strategies employed in reaching the goal.

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<table>
<thead>
<tr>
<th>Goals</th>
<th>Request &amp; Justification / Resources Needed</th>
<th>Goal Progress</th>
<th>Strategies Implemented &amp; Follow-Up</th>
</tr>
</thead>
</table>
| **increased enrollment.**  
**Strategies:**  
Develop clearer directions for building the Schedule of Classes.  
Emphasize that departments check information carefully.  
Validate and quality control the Schedule of Classes Data.  
Maintain the Schedule of Classes databases.  
Ensure changes are entered in the PeopleSoft database so these are reflected in the Catalog.  
Communicate with Marketing to ensure information is up-to-date.  
Obtain feedback from various user groups on the usability of the Catalog and Schedule of Classes, via online surveys of students and staff.  
Provide face-to-face training with stakeholder groups, such as administrative assistants, on the scheduling process.  
Work closely with IITS to improve accessibility, functionality, and appearance of the online Schedule of Classes.  
**Responsible Parties:** Joanne Breton, Cheryl Glover, Nancy Miyao-Moore, Nancy Ratsamy, Brent Gilmore  
**Campus supported by this goal/project/strategy:** Both  
**Other Area impacted by this goal/project/strategy:** Other  
**If Other select above, please specify:** All areas of the College are impacted by this goal.  
**Level of Support Needed:** Department | |

**Admin - Academic Services (Goals) - Curriculum** - The Office of Academic Services will provide the staff, faculty and students with the most up-to-date information regarding the curriculum, and will maintain accuracy in meeting state mandated curricular policy/procedures changes.  
**Start Date:** 11/24/2014  
11/24/2014 - Academic Services staff members work closely with the Curriculum Committee, Course Evaluation Sub-Committee, Deans, and faculty members to help create new courses and programs, or modify existing courses and programs. Staff members maintain compliance with state regulations coming through the 11/24/2014 - Faculty, deans, and academic administrative assistant surveys currently planned to both measure progress toward this goal, and provide input for specific strategies employed in reaching the goal.
**Goals**

<table>
<thead>
<tr>
<th>Goal Status:</th>
<th>In Progress</th>
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</thead>
<tbody>
<tr>
<td>Goal Priority:</td>
<td>High</td>
</tr>
<tr>
<td>Rationale:</td>
<td>The curriculum must be up-to-date and in compliance with Title V requirements. Curriculum documents are reviewed for compliance with legal requirements and adherence to good practice document preparation. Working within the peer review process, new courses and changes to existing courses are recommended for approval. This is essential as it can affect student completion of certificates, programs and degrees, and transfer preparation. Staff working on curriculum processes must constantly monitor and implement new rules and policies received from the District or from the state, most recently to remove repeatability of courses and adhere to TBA and Carnegie unit rulings, while processing newly created courses and changes to existing courses.</td>
</tr>
</tbody>
</table>

**Strategies:**

- Maintain all curriculum and instructional programs in the PeopleSoft system.
- Maintain a web database of all official course outlines of record and provide help in its use.
- Provide support to the Articulation Office.
- Provide technical assistance to faculty and staff regarding college curriculum.
- Quality control regarding legal requirements and good practice for all curriculum documents and review/approval processes.
- Collaborate with the faculty chair for the Course Evaluation Subcommittee to manage a peer review process to recommend approval of courses, changes to existing courses, and approval of new instructional programs.
- Ensure that courses are Carnegie unit and TBA compliant, and meet requirements for repeatability and pre-requisites.
- Surveys of staff regarding the Academic members attend state Curriculum meetings to remain current on state changes.

<table>
<thead>
<tr>
<th>Goal Progress</th>
<th>N/A:</th>
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<tbody>
<tr>
<td>Next Step:</td>
<td>Continue Working on Goal</td>
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</tbody>
</table>

**Data to Support Goal Progress:**

Planned survey of faculty, deans, and academic administrative assistants will demonstrate goal attainment of providing current and accurate information on policies and procedures in curriculum processing.
<table>
<thead>
<tr>
<th>Goals</th>
<th>Request &amp; Justification / Resources Needed</th>
<th>Goal Progress</th>
<th>Strategies Implemented &amp; Follow-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services portion of Curriculum management provides feedback on service delivery in our processes.</td>
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<tr>
<td>Update and improve appearance and functionality of Websites related to Curriculum processes and documents.</td>
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<tr>
<td>Process requests via the Chancellor's Office Curriculum Inventory system.</td>
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<tr>
<td>Maintain the curriculum area of the Academic Services website.</td>
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<tr>
<td><strong>Responsible Parties:</strong></td>
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<tr>
<td>Monique Fernandez, Brent Gilmore, Julie Daniels, Nancy Ratsamy</td>
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<tr>
<td><strong>Campus supported by this goal/project/strategy:</strong></td>
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<tr>
<td>Both</td>
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<td><strong>Other Area impacted by this goal/project/strategy:</strong></td>
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<tr>
<td>Other</td>
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<tr>
<td><strong>If Other select above, please specify:</strong></td>
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<tr>
<td>All instructional areas of the College are impacted by this goal.</td>
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<tr>
<td><strong>Level of Support Needed:</strong></td>
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<tr>
<td>School or VP</td>
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<tr>
<td><strong>Admin - Academic Services (Goals) - PeopleSoft &amp; Reporting - The Office of Academic Services</strong></td>
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<tr>
<td>will fully leverage the PeopleSoft system and reduce manual data entry and data manipulation.</td>
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<tr>
<td><strong>Start Date:</strong></td>
<td>08/01/2009</td>
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<tr>
<td><strong>Goal Status:</strong></td>
<td>In Progress</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Goal Priority:</strong></td>
<td>High</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Rationale:</strong></td>
<td>The PeopleSoft system holds all information related to scheduling, catalog creation, faculty workload, and MIS reporting, and optimizing its usage increases our accuracy and efficiency.</td>
<td></td>
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<tr>
<td><strong>Strategies:</strong></td>
<td>The staff will document processes so consistent practices are in place. The staff will work with IITS to develop queries.</td>
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<tr>
<td><strong>11/24/2014 - Academic Services continues to look for efficiencies in using PeopleSoft system data. A recent training session with academic administrative assistants resulted in several changes made to documents used with PeopleSoft in our scheduling system. Staff members are working with IITS to make</strong></td>
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<tr>
<td><strong>N/A:</strong></td>
<td>N/A</td>
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<tr>
<td><strong>Next Step:</strong></td>
<td>Continue Working on Goal</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Data to Support Goal Progress:</strong></td>
<td>Documented reduction in manual data entry and data manipulation will demonstration progress toward this goal.</td>
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<tr>
<td></td>
<td></td>
<td>11/24/2014 - Ongoing training sessions with academic administrative assistants will improve overall efficiency in PeopleSoft use related to Academic Services tasks.</td>
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</tr>
</tbody>
</table>
and tools to produce needed reports.
The staff will communicate the needs to this area so that they can be implemented in the data warehouse.
The staff will work with faculty, deans, and academic administrative assistants to ensure current practices are being used, to improve efficiency in usage of the software, and to conduct hands-on training in using PeopleSoft for academic planning and scheduling.

**Responsible Parties:** Nancy Ratsamy, Brent Gilmore, Cheryl Glover, Nancy Miyao-Moore

**Campus supported by this goal/project/strategy:** Both

**If Other select above, please specify:** All instructional and service areas of the College are impacted by this goal.

**Level of Support Needed:** Department

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**Admin - Academic Services (Goals) - Schedule 25** - The Office of Academic Services will implement Schedule 25.

**Start Date:** 09/02/2013

**Goal Status:** In Progress

**Goal Priority:** High

**Rationale:**
Schedule 25 scheduling software is necessary for the Office of Academic Services to centralize room scheduling more effectively and ensure that facilities are being used in an efficient manner. With the new and ongoing construction on both campuses, and considering the size and logistics of LBCC’s campuses, a more sophisticated tool for automated scheduling has been needed. Currently, numerous classroom scheduling conflicts occur with each semester, and must be processed manually. Schedule 25 does not allow class conflicts -- that is, it will not allow for the simultaneous scheduling of two classes in the same room.

**Request & Justification / Resources Needed**

11/18/2014 - This scheduling software has been implemented to identify available classrooms in bulk for each term to help find rooms for unplaced classes. With staff transitions, the system has not been implemented beyond the bulk loader (Schedule 25). The eventual goal is to implement full 25 Live functionality, which includes the ability for Academic Administrative Assistants to find free class rooms, and later to provide scheduling of non-classroom spaces and resources, and support events and workflow.

Staff members Nancy Ratsamy, Cheryl Glover, and Leslie Minor attended an intensive training conference held by the software vendor held in Portland, Oregon, in July of 2013. The system is being used to find rooms for unplaced classes in Fall 2013 for Spring 2014 classes. Full

**Goal Progress**

11/24/2014 - Faculty, deans, and academic administrative assistant surveys can both measure progress toward this goal, and provide input for specific strategies employed in reaching the goal, once proper security has been configured in 25 Live.

**Strategies Implemented & Follow-Up**

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### Goals

produce alternate scheduling to greatly reduce the number of unplaced classes each semester.

**Strategies:**
The Director and two staff to attend training sessions by CollegeNet to understand how 25 Live works. Some staff have attended training on Schedule 25.

An individual in IITS or in Academic Services will be needed to assist with the implementation of 25 Live, including PeopleSoft real-time integration and web calendaring.

A new hire position Business Analyst III will enhance the progress of attaining this goal to support configuration, security, workflow, and calendar creation.

**Responsible Parties:**
IITS in conjunction with Cheryl Glover, Nancy Ratsamy, Julie Daniels, and Brent Gilmore

**Campus supported by this goal/project/strategy:**
Both

**Other Area impacted by this goal/project/strategy:**
Other

**If Other select above, please specify:**
All instructional areas are impacted by this goal.

**Level of Support Needed:**
School or VP

---

### Request & Justification / Resources Needed

Continue Working on Goal

**Data to Support Goal Progress:**
Accessing the Schedule 25 system will provide higher rates of placed classes with the second run of classroom scheduling, fewer class conflicts, and fewer schedule change forms after classrooms have been scheduled.

**Data Reported for Year:**
3

---

### Goal Progress

**Admin - Academic Services (Goals) - Data Warehouse & Enrollment Management**

Reporting - Office of Academic Services will work with other areas to expand the Data Warehouse.

**Start Date:**
08/01/2010

**Goal Status:**
In Progress

**Goal Priority:**
High

**Rationale:**
Updates to the data warehouse are needed to provide up-to-date, self-service reports to

---

**11/24/2014 - Academic Services has been working closely with IITS and with IE staff to upgrade Data Warehouse. Staff members are working on rebuilding the Deans Dashboard and plan to train Deans on the use of Data Warehouse to create self-service reports that will assist their N/A:**

**N/A:**

**Next Step:**
Continue Working on Goal

**Data to Support Goal Progress:**
Planning to survey deans and department heads to identify the quality of reports provided to departments and schools via the data warehouse.

---

**11/24/2014 - The Deans' Dashboard has been re-built, and training of deans is currently in progress.**
support enrollment management including schedule development, budgeting, cost analysis, performance tracking, and FTES projection; provide more sophisticated and integrated reporting functionality than available in PeopleSoft; and improve productivity and provide additional resources for targeted analysis.

**Strategies:**
Staff within Academic Services will maintain and develop reports and dashboards. Working with IE and IITS, expand or develop new packages and cubes to support reporting requirements. Work collaboratively with other areas, such as IE, Fiscal, and HR, to integrate related information into reports.

**Responsible Parties:**
IITS in conjunction with Business Analysts, IE, Nancy Ratsamy, and Brent Gilmore.

**Campus supported by this goal/project/strategy:**
Both

**Other Area impacted by this goal/project/strategy:**
Other

**If Other select above, please specify:**
All instructional areas are impacted by this goal.

**Level of Support Needed:**
School or VP

<table>
<thead>
<tr>
<th>Admin - Academic Services (Goals) - New Class Schedule Development Process (Annual) - Update the schedule of classes development process. The process may support planning for an entire academic year, and may include the development of an on-line web application.</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Start Date:</strong></td>
<td>03/02/2015</td>
</tr>
<tr>
<td><strong>Goal Status:</strong></td>
<td>NEW</td>
</tr>
<tr>
<td><strong>Goal Priority:</strong></td>
<td>High</td>
</tr>
<tr>
<td><strong>Rationale:</strong></td>
<td>11/24/2014 - Plan to work with the deans and department heads on the process of full academic year planning of the schedule of classes.</td>
</tr>
</tbody>
</table>
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| Generated by TracDat a product of Nuventive. | N/A:
| Page 10 of 14 | Next Step:
| Continue Working on Goal |
Currently, the schedule of classes is built prior to each term, based on the early registration date, with the goal of having the schedule of classes available at least one week before registration begins. Annual scheduling is envisioned to provide better support for Promise Pathways, course sequencing, resource planning, and budgeting over an academic year.

**Goals**

Currently, the schedule of classes is built prior to each term, based on the early registration date, with the goal of having the schedule of classes available at least one week before registration begins. Annual scheduling is envisioned to provide better support for Promise Pathways, course sequencing, resource planning, and budgeting over an academic year.

**Strategies:**

- Work with the VP, deans, and department heads to develop an annual class scheduling process.
- The process would initially be managed via spreadsheets, but based on the experience during the first year, would transition to a web-based application with support from IITS.

**Responsible Parties:**

- Joanne Breton, Nancy Ratsamy, Brent Gilmore, and IITS support.

**Admin - Academic Services (Goals) - Update the Web-Based Schedule of Classes**

- The campus ended the production of the PDF version of the Schedule of Classes as of Fall 2014. The PDF Schedule of Classes included various customization's to communicate information to students. The schedule of classes can be viewed in PeopleSoft, which requires a login, or publicly on the LBCC website. The goal is to update the LBCC Web-Based Schedule of Classes to include many of the customization's that were in the PDF version.

**11/24/2014** - Starting the planning process and will be meeting with various groups to get feedback.

**Next Step:**

- Continue Working on Goal.
<table>
<thead>
<tr>
<th>Goals</th>
<th>Request &amp; Justification / Resources Needed</th>
<th>Goal Progress</th>
<th>Strategies Implemented &amp; Follow-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td>The PDF Schedule of Classes included information to highlight classes that are distance learning or hybrid.</td>
<td></td>
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<tr>
<td><strong>Strategies:</strong></td>
<td>11/25/2014 - Academic Services produced the first Addendum to the catalog in 2013, and plans to refine the process of a mid-year addendum during the 2014-2015 academic year.</td>
<td></td>
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<tr>
<td>Revise the existing Web-Based Schedule of Classes.</td>
<td>N/A</td>
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<tr>
<td><strong>Responsible Parties:</strong></td>
<td>N/A</td>
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<tr>
<td>Joanne Breton, Nancy Ratsamy, Brent Gilmore, and IITS support</td>
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<tr>
<td><strong>Campus supported by this goal/project/strategy:</strong></td>
<td>N/A</td>
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<td>Both</td>
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<tr>
<td><strong>Other Area impacted by this goal/project/strategy:</strong></td>
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<td><strong>Level of Support Needed:</strong></td>
<td>N/A</td>
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<td>Department</td>
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<tr>
<td>Admin - Academic Services (Goals) - College Catalog - The Office of Academic Services will ensure accuracy and usability of the College Catalog.</td>
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<tr>
<td><strong>Start Date:</strong></td>
<td><strong>Goal Status:</strong></td>
<td><strong>Goal Priority:</strong></td>
<td><strong>Next Step:</strong></td>
</tr>
<tr>
<td>08/01/2009</td>
<td>In Progress</td>
<td>High</td>
<td>Continue Working on Goal</td>
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<tr>
<td><strong>Rationale:</strong></td>
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<tr>
<td>A Catalog that is accurate and easy to read will facilitate student access to information and result in being able to register in classes more easily, and support program completion.</td>
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<tr>
<td><strong>Strategies:</strong></td>
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<tr>
<td>Develop clearer directions for building the Catalog.</td>
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<td>Develop a process for managing addendum's.</td>
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<tr>
<td>Emphasize that departments check information carefully.</td>
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<tr>
<td>Validate and quality control the Catalog data.</td>
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<td>Maintain the Catalog databases.</td>
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<td>Ensure curriculum changes are entered in the PeopleSoft database so these are reflected in the Catalog.</td>
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<td>Communicate with Marketing to ensure</td>
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<tr>
<td>Goals</td>
<td>Request &amp; Justification / Resources Needed</td>
<td>Goal Progress</td>
<td>Strategies Implemented &amp; Follow-Up</td>
</tr>
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<td>Obtain feedback from various user groups on the usability of the Catalog, via online surveys of students and staff. Provide face-to-face training with stakeholder groups, such as administrative assistants, on the catalog process.</td>
<td>Goal Status: In Progress</td>
<td>11/25/2014 - Academic Services is taking the Adjunct-Faculty manual, and working with departments across campus, will be expanding it to support faculty and staff. The initial version is expected to be released in early 2015.</td>
</tr>
<tr>
<td></td>
<td>Responsible Parties: Monique Fernandez, Nancy Miyao-Moore, Julie Daniels, Nancy Ratsamy, Brent Gilmore</td>
<td>Goal Priority: High</td>
<td>N/A</td>
</tr>
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<td></td>
<td>Campus supported by this goal/project/strategy: Both</td>
<td>Next Step: Continue Working on Goal</td>
<td>N/A</td>
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<td>Other Area impacted by this goal/project/strategy: Other</td>
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<td>If Other select above, please specify: All areas of the College are impacted by this goal.</td>
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<td>Level of Support Needed: Department</td>
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</table>

Admin - Academic Services (Goals) - Academic Support Materials - The Office of Academic Services will ensure accuracy and usability of the Faculty/Staff (Employee) Manual, Survival Notes, & Websites.

Start Date: 11/24/2014

Rationale: Materials that are complete and easy to read will facilitate access to information by faculty and staff, support communication, promote efficiency.

Strategies: Convert the adjunct-faculty manual to a college-wide Faculty/Staff manual. Work with departments across the college to update and extend the Faculty/Staff manual. Revise the Survival Notes each term in support.
Goals

Restructure the combination of Faculty/Staff Manual (updated annually) and Survival Notes (updated Fall & Spring terms) to reduce duplication.
Maintain the Academic Services and Department Head websites with up-to-date information.

Responsible Parties:
Nancy Miyao-Moore, Julie Daniels, Brent Gilmore

Campus supported by this goal/project/strategy:
Both

Other Area impacted by this goal/project/strategy:
Other

If Other select above, please specify:
All areas of the College are impacted by this goal.

Level of Support Needed:
Department