

Goal Progress Report - Four Columns

Long Beach City College

Admin - Academic Services (Goals)

Mission: The Office of Academic Services seeks to provide administrators, faculty, and students with accurate and timely information on the course offerings and programs within the College, the Schedule of Classes and Catalog to maintain all curriculum and instructional programs in the system database, and to ensure state requirements have been met.

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, and a listing of full-time faculty and administrators with their disciplines and degrees.

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.

Curriculum

The curriculum area is responsible for the creation of the college catalog of curriculum, instructional programs, policies and staff for a variety of audiences. 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. Technical assistance is provided to faculty.

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. 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.

Study Abroad

Every summer LBCC offers study abroad programs in interesting places throughout the world. Classes are fully accredited, fully transferable, and taught by LBCC faculty.

Library

The library supports teaching and learning by acquiring, preserving, providing access to, and disseminating recorded knowledge in all its forms. The library provides bibliographic, reference, and instructional support to students, faculty, staff and the community.

Extended Instruction

The Extended Instruction Program develops and coordinates off-campus sites to promote LBCC instructional offerings at

community sites. The office of Extended Instruction is responsible for recruiting and developing sites as well as preparing all contracts, permits and leases for these sites.

Primary Functions - LAC: The Office of Academic Services is located in T2020 at LAC. The functions take place at LAC but serve the entire college-both LAC and PCC.

Creation of Catalog, Schedule of Classes and maintenance of Schedule of Classes database.

Validation and quality control Schedule of Classes Data.

Assignment of rooms and ensure optimum room usage.

Creation of Department Head Release Time Report, President Load Study and Survival Notes.

Production of enrollment reports and ad hoc reports to various users.

Maintenance of curriculum and instructional programs in PeopleSoft system.

Maintenance of web database of all official course outlines for record.

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.

Oversight of Library and Study Abroad Program.

Extended Instruction

Primary Functions - PCC: (Covers PCC also)

Internal Conditions (see This area has faced several challenges in reaching some goals.

Help for list): Academic Services is also responsible for providing a number of reports to different users at the college. One of the challenges has been the limited human resources to help with the planning and development of the data warehouse which will allow this area to make progress.

Another challenge related to scheduling has been adequate and efficient use of classroom space so facilities is an ongoing challenge. We also need better communication with the facilities staff and the individual who does room scheduling in Academic Services.

External Condition-Regulatory/Legislative Changes: One or two additional individuals may be needed in this area to implement Schedule 25, a tool that allows for scheduling of classes but because of lack of human resources and the fiscal restraints, we have not been able to reach this goal.

External Condition- Grants Available: x

External Condition- Accreditation Recommendations: x

External Condition- Advisory Committee Input: x

External Condition- Community Outreach/Partnership: x

External Condition- Industry & Labor Market Trends: x

External Conditions- Other : x

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, and courses. An accurate easy- to-use Schedule allows students to find and register in courses that they need.

This area is also responsible for ensuring that all curriculum related changes are processed through the Chancellor's Office and reflected in the Catalog and Schedule. Prerequisites and co-requisites are also maintained in our database which allows students to register in appropriate courses. The Study Abroad programs allow students to take their courses in a different country thereby exposing them to a rich cultural experience. The Library provides an environment where research and instruction can flourish. Workshops and orientations support student learning as these are directly tied to classroom work.

Staff : Meena Singhal -Dean -Academic Services
 Julie Daniels - Academic Administrative Assistant
 Nancy Ratsamy - Business Systems Analyst III
 Joanne Breton - Schedule Specialist
 Cheryl Glover - Curriculum/Schedule Technician
 Nancy Miyao-Moore - Curriculum/Schedule Technician
 Monique Fernandez -Curriculum Database Specialist
 Brent Gilmore- Business Process Support Supervisor
 See Attached Organization Chart

Names & Titles of Program Meena Singhal -Dean - Academic Services
Review Participants: Julie Daniels - Academic Administrative Assistant
 Nancy Ratsamy -Business Systems Analyst III
 Joanne Breton -Schedule Specialist
 Cheryl Glover - Curriculum/Schedule Technician
 Nancy Miyao-Moore - Curriculum/Schedule Technician
 Monique Fernandez - Curriculum Database Specialist
 Brent Gilmore- Business Process Support Supervisor

2009-2010 x

Accomplishments:

2010-2011 x

Accomplishments:

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
Admin - Academic Services (Goals) - Catalog and Schedule - The Office of Academic Services will ensure accuracy and usability in the Catalog and Schedule of Classes. Year(s): 2009 - 2010 Start Date: 08/01/2009 Goal Status: In Progress Goal Priority: High			

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>Rationale: A Catalog and 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. Students who may have a difficult time obtaining information about classes will not register and will likely go elsewhere so this will result in increased enrollment.</p> <p>Strategies: Develop clearer directions for building the Schedule of Classes. Emphasize that departments check information carefully. Validate and quality control the Catalog and Schedule of Classes Data. Maintain the Catalog and Schedule of Classes databases. Ensure curriculum changes are entered in the People Soft 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. Include a different colored section for Distance Learning Courses. Obtain feedback from the task force created to address schedule readability.</p> <p>Responsible Parties: Monique Fernandez and Joanne Breton</p> <p>Campus supported by this goal: Both</p> <p>Other Area impacted by this goal: Other</p> <p>Other Area(s) impacted by this goal: All areas of the College are impacted by this goal.</p>			

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>Level of Support Needed: Department</p>			
<p>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.</p> <p>Year(s): 2009 - 2010</p> <p>Start Date: 08/01/2009</p> <p>Goal Status: In Progress</p> <p>Goal Priority: High</p> <p>Rationale: 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.</p> <p>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</p>			

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>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.</p> <p>Responsible Parties: Meena Singhal, Nancy Ratsamy and Monique Fernandez</p> <p>Campus supported by this goal: Both</p> <p>Other Area impacted by this goal: Other</p> <p>Other Area(s) impacted by this goal: All instructional areas of the College are impacted by this goal.</p> <p>Level of Support Needed: Department</p>			
<p>Admin - Academic Services (Goals) - PeopleSoft Reports - The Office of Academic Services will fully leverage the PeopleSoft system and reduce manual data entry and data manipulation.</p> <p>Year(s): 2009 - 2010</p> <p>Start Date: 08/01/2009</p> <p>Goal Status: In Progress</p> <p>Goal Priority: High</p> <p>Rationale: X</p> <p>Strategies: The staff will document processes so consistent practices are in place. The staff will work with IITS to develop</p>			

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>queries 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.</p> <p>Responsible Parties: Meena Singhal, Nancy Ratsamy</p> <p>Campus supported by this goal: Both</p> <p>Other Area(s) impacted by this goal: All instructional and service areas of the College are impacted by this goal.</p> <p>Level of Support Needed: Department</p>			
<p>Admin - Academic Services (Goals) - Schedule 25 - The Office of Academic Services will implement Schedule 25.</p> <p>Goal Status: In Progress</p> <p>Goal Priority: High</p> <p>Rationale: Schedule 25 is needed so that the Office of Academic Services can 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, a more sophisticated tool for automated scheduling is needed.</p> <p>Strategies: The staff will need to attend training sessions by CollegeNet to better understand how Schedule 25 works. An individual in IITS or in Academic Services will be needed to assist with the implementation of Schedule 25.</p>	<p>Resources Needed Name: Maintenance Fee</p> <p>Resources Needed Description: There will be an ongoing maintenance fee for Schedule 25.</p> <p>Inter-Level/ VP Level Group Decision: NEW for Fiscal Yr 2011-2012</p> <p>Fiscal Year: 2011 - 2012</p> <p>Duration: On-going</p> <p>Estimated Cost: 6000.0000</p> <p>Type of Resource Requested: Software</p> <p>Justification for Resource Request: Schedule 25 is needed so that the Office of Academic Services can 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, a more sophisticated tool is needed for scheduling.</p>		

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>Responsible Parties: IITS in conjunction with Cheryl Glover and Joanne Breton the scheduling technicians.</p> <p>Campus supported by this goal: Both</p> <p>Other Area impacted by this goal: Other</p> <p>Other Area(s) impacted by this goal: All instructional areas are impacted by this goal.</p> <p>Level of Support Needed: Department</p>	<p>Department Code: 601400 Acad Svcs</p> <p>Requested Funding Source: Capital Outlay</p> <hr/> <p>Resources Needed Name: Training</p> <p>Resources Needed Description: The staff in Academic Services will also need to be trained.</p> <p>Inter-Level/ VP Level Group Decision: NEW for Fiscal Yr 2011-2012</p> <p>Fiscal Year: 2011 - 2012</p> <p>Duration: One-time</p> <p>Estimated Cost: 6000.0000</p> <p>Type of Resource Requested: Other</p> <p>Justification for Resource Request: Schedule 25 is needed so that the Office of Academic Services can 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, a more sophisticated tool is needed for scheduling.</p> <p>Department Code: 601400 Acad Svcs</p> <p>Requested Funding Source: Capital Outlay</p>		
<p>Admin - Academic Services (Goals) - Data Warehouse - Data Warehouse</p> <p>Year(s): 2010 - 2011</p> <p>Start Date: 08/01/2010</p> <p>Goal Status:</p>	<p>Resources Needed Name: Training</p> <p>Resources Needed Description: Expansion of ETL process to add new elements to the data warehouse. Individual within IITS will need to attend Cognos training to support ETL development.</p>		

Goals	Request & Justification / Resources Needed	Goal Progress	Strategies Implemented & Follow-Up
<p>NEW</p> <p>Goal Priority: High</p> <p>Rationale: The data warehouse is needed to provide up-to-date, self-service reports to 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.</p> <p>Strategies: Staff within Academic Services will maintain and develop reports and dashboards. An individual in IITS will need to provide back-end server support, maintain security, add new data elements to the ETL process, and 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.</p> <p>Responsible Parties: IITS in conjunction with Business Analysts, Brent Gilmore and Nancy Ratsamy.</p> <p>Campus supported by this goal: Both</p> <p>Other Area impacted by this goal: Other</p> <p>Other Area(s) impacted by this goal: All instructional area are impacted by this goal.</p> <p>Level of Support Needed: Department</p>	<p>Inter-Level/ VP Level Group Decision: NEW for Fiscal Yr 2011-2012</p> <p>Fiscal Year: 2010 - 2011</p> <p>Duration: One-time</p> <p>Estimated Cost: 70000.0000</p> <p>Type of Resource Requested: Other</p> <p>Justification for Resource Request: The data warehouse is needed to provide up-to-date reports to support enrollment management including scheduling development, budgeting, cost analysis, and FTES projections. Changing reporting requirements will require modification of the database elements.</p> <p>ETL Training: \$5,000, Licenses for all Dept. Heads: \$14,000, and consulting to add additional elements (Phase III) \$50,000</p> <p>Department Code: 601400 Acad Srvcs</p> <p>Requested Funding Source: Capital Outlay</p>		

