

# Community Services NIPR

**LASSEN COMMUNITY COLLEGE**

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# Community Services NIPR

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## SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

### I. Program Overview and Objectives

The Community Service Department has a three-fold objective:

1. To provide community service courses and programs that enhances the community culturally, civically, and socially.
2. To provide community service courses in outreach centers as well as on the main campus.
3. To offer courses responsive to the needs of the community that build on-going intellectual growth and human perspective for the participants individually and to the community as a whole.

### Description/Evaluation:

- a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals [available online or in the current catalog].

The function of community service program is to provide educational opportunities to support lifelong learning. The Lassen Community College community service program's efforts are intended to help the college reach its educational goals; provide informational materials to students and the community; and to assist in meeting the following:

College Vision #1: Be the Academic Leader by ensuring quality and student success

College Vision #5: Be the cultural leader in the community

College Vision #6: Be the civic and social leader in the community

Strategic Goal #2 Learning Opportunities:

Provide an array of rigorous academic programs delivered via a variety of modalities that promote student learning and meet the needs of the local and global community.

Institutional Student Learning Outcome #3:

Life Long Learning: Ability to engage in independent acquisition of knowledge, ability to access information including use of current technology, ability to use the internet and/or library to access and analyze information for relevance and accuracy, ability to navigate systems.

Institutional Student Learning Outcome #4:

Personal/Interpersonal Responsibility: Ability to develop and apply strategies to set realistic goals for personal, educational, career, and community development, ability to apply standards of personal and professional integrity, ability to cooperate with others in a collaborative

environment for accomplishment of goals, and the ability to interact successfully with other cultures.

Community Service programs and guidelines are well defined in both the BP and AP as seen below.

#### **BP 4400 COMMUNITY SERVICES PROGRAMS**

**Reference:**

Education Code Section 78300

The District shall maintain a Community Services Program.

The Community Services Program shall be designed to contribute to the physical, mental, moral, economic, or civic development of the individuals or groups enrolled in it.

Community services courses shall be open for admission of adults and of minors who can benefit from the programs.

No General Fund monies may be expended to establish or maintain community services courses. Students involved in community services courses shall be charged a fee not to exceed the cost of maintaining the courses. Courses may also be offered for remuneration by contract or with contributions or donations of individuals or groups.

#### **AP 4400 COMMUNITY SERVICES PROGRAMS**

**References:**

Education Code Section 78300 et seq.;

Title 5 Sections 55002 and 55160(b)

Offerings are established and maintained in civic, career/technical, literacy, health, homemaking, and general education, including, but not limited to, classes in the fields of music, drama, art, handicraft, science, literature, nature study, nature contacting, aquatic sports, and athletics.

Offerings are designed to provide instruction and to contribute to the physical, mental, moral, economic, or civic development of the individuals or groups enrolled in them.

Offerings are open for the admission of adults and of those minors as in the judgment of the governing board may profit.

The classes are not transferable, do not carry any credit or noncredit value, and do not receive state apportionment or support.

Community Service classes shall be offered at no cost to the District. The fees for such classes shall be set by the instructor Academic Services with the approval of the Vice President of Academic Services or designee and shall cover all costs to the District.

- b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

The Lassen Community College offers a limited number of community service courses. The challenge is that all community service courses must be self-supporting; therefore making it difficult to fund needed materials, pay for insurance, and have instructor compensation. This can be a challenge if the course does not attract at least 15 students. It is also difficult to find faculty willing to organize, market, and teach a course for limited or no compensation.

The Community Service courses first began to lose enrollment when the change in apportionment funding took place. It is difficult to be able to offer courses at a cost community members are willing to pay, and still meet the insurance, materials fees, and instructor expectations. The driver's training program is a great community service for not only the Susanville area, but the surrounding areas as well, including locations in Modoc County.

### **Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action.

- Research other models of community service education where the institution will at least break even and the instructor would receive some compensation.
- Explore internal processes for handling community service courses, registrations, fee collections, and payments.
- Explore contracting with a community service director or coordinator who will work with the community to generate an increase in community service offerings, market community service offerings, and handle paperwork, and who is only paid out of revenue generated by community service courses, commensurate with an increased number of offerings.
- Explore a budget account/program code for community service if one doesn't already exist to help make it easier to track fees collected and payments made in support of community service and better ensure that general funds are not being used to support community service in any way.

## **II Administrative Unit and/or Student Learning Outcomes Assessment**

### **Student Learning Outcome Assessment**

AUO and SLO assessment is important to maintain and improve institutional effectiveness and provide an effective learning experience for LCC students. Departments are expected to measure

AUO and/or SLO annually; these records are maintained and are available for review at any time.

**Description/Evaluation:**

1. Identify and evaluate Administrative Unit and/or Student Learning Outcomes including the relationship to strategic goals for AUOs and institutional student learning outcomes for SLOs utilizing information from WEAVE.

See the table below.

2. Attach an AUO and/or SLO assessment summary as provided by Office of Institutional Effectiveness.

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
3		Increase student awareness of and interest in pursuing Life Long Learning.	<b>Measure:</b> Activity Volume <b>Target:</b> Develop baseline for
3		Increase student return to and participation at Lassen College in personal enrichment and professional development.	advertisements on campus and increase the following year.
4		Increase the College's visibility, credibility and impact within the community as a result of the Community Service Program.	<p><b>Measure:</b> Trend data <b>Target:</b> Develop a baseline of enrollment data and increase annually.</p> <p><b>Measure:</b> Benchmark data <b>Target:</b> Develop baseline for advertisements and increase the following year.</p>

There are currently no SLOs for Community Service, but this may be something that should be considered in the future. Depending on the Community Service course, many if not all them align nicely with the AUOs that support the ISLOs of Communication, Critical Thinking, Lifelong Learning, and Personal / Interpersonal Responsibility.

3. Provide an analysis of findings of the assessment results which may be leveraged to support equipment, facility, staffing, or other budget and planning need and include the justification in your analysis.

See Appendix: A

The greatest portion of the community service revenue comes from the Drivers Training Program. There have been a handful of art classes offered, however the faculty member who was responsible for the art classes has since retired.

### **Planning Agenda:**

- Ensure that Driver's Training has gone through the appropriate approval processes as a community service course.
- Track offerings and enrollments in all community service courses, not just driver's training.
- Explore contracting with a community service director or coordinator who will work with the community to generate an increase in community service offerings, market community service offerings, and handle paperwork, and who is only paid out of revenue generated by community service courses, commensurate with an increased number of offerings. This position cannot be paid out of general fund in any way.

### **III. Equipment**

#### **Description/Evaluation:**

1. List capital outlay equipment, age of equipment, and replacement schedule.
2. Identify any existing equipment maintenance/service agreements.
3. Evaluate the condition of capital outlay equipment in light of the replacement schedule and available funds.
4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.

LCC is fortunate to have decent automobiles for the driver's training program. For use in Susanville there is a 1995 Subaru, a 2013 Ford Focus & a 2004 Corolla (#23 "fleet" car). In Alturas we have a 2009 Nissan (this one needs to be replaced soon according to Jay McKennon).



The cost of maintenance, gas, and the instructor's compensation is covered by the fee for the course. LCC owns one late model vehicle used in Susanville, and another older vehicle used in Alturas. The Alturas vehicle will need replacing soon.

Another area in which Community Service could operate successfully would be to offer continuing education. This is most likely to happen in the healthcare programs which are currently being developed. Once LCC regains their nursing program and develops other healthcare programs, the opportunities for continuing education will increase.

### **Planning Agenda:**

- Research the feasibility of offering Continuing Education courses for healthcare professionals and others.
- Research the feasibility of offering Driver's Training to other communities.
- Evaluate the effectiveness of current marketing and create a strategic plan to grow community services offerings and participation.
- Acquire a new driver's training vehicle for Alturas.

## **IV. Outside Compliance Issues (if appropriate for program)**

### **Description:**

If appropriate, describe the role of outside compliance issues on the program.

As noted in the BP, no general fund monies may be expended to establish or maintain community services courses.

### **Evaluation:**

Assess changes in compliance or identification of compliance-related needs and the impact on the program.

None

### **Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

## **VI. Prioritized Recommendations**

### **A. Prioritized Recommendations for Implementation by Program Staff**

List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

None

**B. Prioritized Recommendations for Inclusion in the Planning Process**

- Continue to support and grow the Driver’s Training program
- Research1, continuing education opportunities.

**Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan**

None

<b>Strategic Goal</b>	<b>Planning Agenda Item</b>	<b>Implementation Time Frame</b>	<b>Estimated Cost (implementation &amp; ongoing)</b>	<b>Expected Outcome</b>
1,2	Research other models of community service education where the institution will at least break even and the instructor would receive appropriate compensation.	2017-2018	\$1,000	Gather data to determine the appropriateness and feasibility to grow the program.
1,3	Ensure that Driver’s Training has gone through the appropriate approval processes as a community service course.	2017-2018	\$0	Assure ACCJC and the Chancellor’s Office acceptance.
	Explore contracting with a community service director or coordinator who will work with the community to generate an increase in community service offerings, market such offerings, and handle paperwork, and who is only paid out of revenue generated by community service courses. This position cannot be paid out of general fund in any way.	2017-2018	\$1,000	Gather data to determine the appropriateness and feasibility to grow the program.
	Consider offering continuing education courses, especially in health care and fire science.	2017-2018	\$0	Gather data to determine the appropriateness and feasibility to grow the program.

**Prioritized Recommendation for Inclusion in Student Services Master Plan**

Community Services 2016-2017

<b>Strategic Goal</b>	<b>Planning Agenda Item</b>	<b>Implementation Time Frame</b>	<b>Estimated Cost (implementation &amp; ongoing)</b>	<b>Expected Outcome</b>

**Prioritized Recommendations for Inclusion in Educational Master Plan**

Community Education 2016-2017

<b>Strategic Goal</b>	<b>Planning Agenda Item</b>	<b>Implementation Time Frame</b>	<b>Estimated Cost (implementation &amp; ongoing)</b>	<b>Expected Outcome</b>
	Consider offering continuing education courses, especially in health care and fire science.	2017-2018	\$0	Gather data to determine the appropriateness and feasibility to grow the program.
	Explore contracting with a community service director or coordinator who will work with the community to generate an increase in community service offerings, market community service offerings, and handle paperwork, and who is only paid out of revenue generated by community service courses, commensurate with an increased number of offerings. This position cannot be paid out of general fund in any way.	2017-2018	\$1,000	Find a champion who is willing to work with the community to determine needs and appropriate offerings.

## Section Two: Human Resource Planning

### I. Program Staffing

#### Description/Evaluation:

1. List the current staffing for the program include: managers, faculty positions, and classified staff.

In the past, the art faculty have been the most involved in offering community services courses.

Currently, the Admin Assistant III in Academic Services provides the support for these programs.

2. This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.

Faculty are always encouraged to offer community services courses. There may also be opportunities in the community because instructors do not need to be state-certified to teach community education (ie. lawn care, baking, local history, dance, etc.).

#### **Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

- Personnel to oversee community service courses.

### II. Professional Development

#### Description/Evaluation:

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)

N/A

#### **Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

N/A

### III. Administrative Unit and/or Student Learning Outcome Assessments

**Description/Evaluation:**

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

None

**Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

None

**IV. Prioritized Recommendation**

**Prioritized Recommendations for Implementation by Program Staff**

List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

None

**Prioritized Recommendations for Inclusion in the Planning Process**

List all recommendations made in Section Two that should be included in Lassen College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

**Prioritized Recommendations for Inclusion in Human Recourse Master Plan**

Community Services 2016-2017

<b>Strategic Goal</b>	<b>Planning Agenda Item</b>	<b>Implementation Time Frame</b>	<b>Estimated Cost (implementation &amp; ongoing)</b>	<b>Expected Outcome</b>
	None			

**Section Three: Facilities Planning**

**I. Facilities**

**Description/Evaluation:**

1. Describe and evaluate the Lassen Community College facilities available to the program.

LCC has appropriate facilities for anyone wanting to provide a community services course.

- Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)

The only community service course off campus is the drivers training course.

- Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes

None

- Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.

None

**Planning Agenda:**

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

None

**II. Prioritized Recommendations**

**Prioritized Recommendations for Implementation by Program Staff**

None

**Prioritized Recommendations for Inclusion in the Planning Process**

None

**Prioritized Recommendations for Inclusion in the Facilities Master Plan**

<b>Strategic Goal</b>	<b>Planning Agenda Item</b>	<b>Implementation Time Frame</b>	<b>Estimated Cost (implementation &amp; ongoing)</b>	<b>Expected Outcome</b>
	New car for Alturas use.	July 1, 2017		Safer and more reliable.

**Section Four: Technology Planning**

## **I. Institutional Technology**

### **Description/Evaluation:**

1. Describe and evaluate technology and technology support provided for instruction and instructional support.

The technology and support is available to anyone wanting to offer a community services course.

2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.

None

### **Planning Agenda:**

None

## **II. Prioritized Recommendations**

### **Prioritized Recommendations for Implementation by Program Staff**

None

### **Prioritized Recommendation for Inclusion in the Planning Process**

None

### **Prioritized Recommendations Inclusion in Institutional Technology Master Plan**

None

<b>Strategic Goal</b>	<b>Planning Agenda Item</b>	<b>Implementation Time Frame</b>	<b>Estimated Cost (implementation &amp; ongoing)</b>	<b>Expected Outcome</b>
	None			

## Appendix A:

Community Service Course	Location	Semester	Instructor	Fees Collected	Instructor Paid	Fee per Student	
Senior Stretch & Tone	Lassen College	Spring 2011	Poulsen, Toni	\$ 777.00	\$ 609.30	\$ 31.00	*31 per student, but 2 peop
Painting	Lassen College	Spring 2011	Michael Giampaoli	\$ 495.00	\$ 210.00		
Ceramics for the Community	Lassen College	Spring 2011	Anderson, Deb	\$ 180.00		\$ 60.00	
Spring Break Basketball Camp	Lassen College	Spring 2011	Shaffer, Dorinda	\$ 700.00	\$ 585.00	\$ 40.00	
Volleyball	Lassen College	Spring 2011	Instructor unknown	\$ 820.00			
Healthy Kids Camp	Lassen College	Summer 2011	Avilla, Frank	\$ 3,991.00	\$ 300.00	\$ 60.00	per session
Club Lassen Volleyball	Lassen College	Summer 2011	Schmidt, Julie	\$ 380.00			
				\$ 6,566.00	\$ 1,704.30	\$ 191.00	
Chair Aerobics	Lassen College	Fall 2011	Poulsen, Toni	\$ 1,476.00	\$ 396.00	\$ 36.00	
Painting for Pleasure	Lassen College	Fall 2011	Giampaoli, Michael	\$ 180.00	\$ 117.00	\$ 45.00	
Jewelry	Lassen College	Fall 2011	Panfilio, Randy	\$ 540.00	\$ 300.00		
				\$ 2,196.00	\$ 813.00	\$ 81.00	
Art Enjoyment	Lassen College	Fall 2012	Giampaoli, Michael	\$ 500.00	\$ 365.00	\$ 50.00	
Painting for Personal Enrichment	Lassen College	Spring 2013	Giampaoli, Michael	\$ 380.00	\$ 260.00	\$ 50.00	
Men's Basketball Skills	Lassen College	Spring 2013	Yonan, Glen	\$ 4,895.50	\$ 3,305.50	\$ 650.00	*per team, see notes
				\$ 5,775.50	\$ 3,930.50	\$ 750.00	
Painting for Personal Enrichment	Lassen College	Fall 2013	Giampaoli, Michael	\$ 350.00	\$ 230.00	\$ 50.00	
Painting for Personal Enrichment	Lassen College	Spring 2014	Giampaoli, Michael	\$ 400.00	\$ 245.00	\$ 50.00	
Baseball Camp	Lassen College	Summer 2014	Avilla, Frank	\$ 2,905.00	\$ 2,300.00	\$ 75.00	
				\$ 3,655.00	\$ 2,775.00	\$ 175.00	
Painting for Personal Enrichment	Lassen College	Fall 2014	Giampaoli, Michael	\$ 495.00	\$ 360.00	\$ 55.00	
Jewelry	Lassen College	Fall 2014	Panfilio, Randy	\$ 450.00	\$ 315.00	\$ 75.00	
Painting for Personal Enrichment	Lassen College	Spring 2015	Giampaoli, Michael	\$ 690.00	\$ 555.00	\$ 60.00	
Co-Ed Summer Sport/Activity Camp	Lassen College	Summer 2015	Aye, Devin	\$ 785.00	\$ 161.13	\$ 40.00	per student for 1 session
			Freedman, Will		\$ 161.13	\$ 60.00	per student for 2 sessions
						\$ 75.00	per student for 3 sessions
Kids Night	Lassen College	Summer 2015	Freedman, Will	\$ 110.00	** see notes	\$ 10.00	
				\$ 2,530.00	\$ 1,552.26	\$ 375.00	
Painting for Personal Enrichment	Lassen College	Fall 2015	Giampaoli, Michael	\$ 540.00	\$ 405.00	\$ 60.00	
New Beginnings	Lassen College	Spring 2016	Alberico, Lynda	\$ 505.00	\$ 784.17	\$ 15.00	
Painting for Personal Enrichment	Lassen College	Spring 2016	Giampaoli, Michael	\$ 585.00	\$ 436.50	\$ 65.00	
				\$ 1,630.00	\$ 841.50	\$ 140.00	



## Appendix B:

Driver's Ed		
DRIVE Report (receipts)		
Fiscal Year	Revenue	Students
2010-11	\$ 54,120.00	246
2011-12	\$ 49,735.00	227
2012-13	\$ 51,510.00	234
2013-14	\$ 50,125.00	228
2014-15	\$ 58,740.00	268
2015-16	\$ 49,825.00	227
Grand Total	\$ 314,055.00	1430

GLBS Report		
Fiscal Year	Expenses	
2010-11	\$ 57,188.50	
2011-12	\$ 46,567.27	
2012-13	\$ 43,312.91	
2013-14	\$ 42,400.87	
2014-15	\$ 52,336.07	
2015-16	\$ 40,366.22	
Grand Total	\$ 282,171.84	

GLBS Report	
Fiscal Year	Revenue
2010-11	\$ (58,479.50)
2011-12	\$ (46,567.27)
2012-13	\$ (57,978.23)
2013-14	\$ (42,401.00)
2014-15	\$ (52,336.07)
2015-16	\$ (40,366.22)
Grand Total	\$ (298,128.29)

### Lassen Community College Master Plan Overview

*Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.*

**Institutional Effectiveness Master Plan (IEMP):** the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

**Educational Master Plan (EMP):** The EMP addresses the instructional planning needs of the college.

**Student Services Master Plan (SSMP):** The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

**Institutional Technology Master Plan (ITMP):** The ITMP addresses the technology needs of the campus.

**Facilities Master Plan (FMP):** The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

**Human Resources Master Plan (HRMP):** The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.