

LASSEN COMMUNITY COLLEGE
STUDENT SERVICES MASTER PLAN



2019-2024

Section IV – Five Master Plans

1. Student Services Master Plan and Student Services Staffing Plan

I. INTRODUCTION

The Student Services Master Plan highlights the services needed to maximize the student experience through a variety of key student support services. The Educational Master Plan initiatives in professional development, capacity building, program development, outreach implementation and capital development have essential ties and implications for the Student Services Master Plan. The responsibility for the development of the Student Services Master Plan is reviewed by the Student Services Planning Committee. The plan is then forwarded to the Consultation Council for inclusion in the Comprehensive Institutional Master Plan.

Student Services Vision: Lassen Community College will provide comprehensive services leading students towards academic and career success.

Key Components for Student Support Services

- Student Success and Support
 - Registration Support Services
 - Assessment and Academic Advising
 - Orientation
 - Education Plan
 - Early Warning and Retention Alert Systems
- Counseling and Guidance
- Work-Study, CalWORKs and Work Experience Referral
- Academic Support Services/Supplemental Instruction/Tutoring
- Articulation
- Transfer Readiness
 - Transcript Evaluations
 - Transfer Activities and Events
- Programs for Targeted Populations
 - Disabled Students Programs and Services
 - CalWORKs
 - Extended Opportunities Programs and Services/CARE
 - Child Development Center
 - Kinship Care
 - Independent Living Program (Foster Youth)
 - Veterans
 - Equity (Disproportionately Impacted Populations)
 - Incarcerated Students
- Admissions and Records
 - Admissions
 - Records and Attendance Accounting
- Financial Aid
 - Aid Processing and FAFSA processing
 - Loan Processing

- VA Benefits
- Federal Work Study Processing
- Scholarship Processing
- Financial Aid Outreach
- Student Affairs, Leadership and Governance
 - Associated Student Body
 - Club Leadership
 - Student Leadership Development
 - Student life and Activities
 - Student Ambassadors
- Residential Services
- Student Recognition Programming
 - Annual Student Achievement Awards
 - Honors Lists (Deans, VP, Presidents)
- Outreach Services
 - College and Career Fairs
 - Pre K-12 School Relations
 - Advertising for registration
 - Reg-To-Go program Coordination
 - County Fair Coordination
 - Discover Lassen College
- Probation and Academic Disqualification Advising Services
- Mental Health Services
 - Mental Health Coordinator
 - Behavioral Intervention Team

II. STUDENT SERVICES PLANNING COMMITTEE

The Student Services Planning Committee is comprised of employees from a variety of different areas and disciplines on campus. The committee consists of two administrators, five faculty members, two classified, two confidential/management, and one student. The chief role of the committee is the discussion of the Student Services Master Plan and making recommendations to address the needs of LCC Student Services operations. This committee also oversees the creation of the Equity Plan.

The Student Services Planning Committee uses the mission statement, strategic goals of LCC, and the non-instructional program reviews to guide and direct the creation of the Student Services Master Plan each year. The recommendations are derived from the most recent approved non-instructional program reviews and annual updates done in 2017-2018 which include the following: Kinship Care; Admissions and Records; Financial Aid; EOP&S/CARE; DSP&S; Assessment, Counseling, Student Success and Transfer; Child Development Center; ILP; Student and Residential Life; CalWORKs/TANF; Outreach.

The Student Services Master Plan is composed of the five annual action plans that start in academic year 2018-2019 and ends in academic year 2023-2024. Each year the Student Services Master Plan is reevaluated and updated. The plan is then presented to Consultation Council for approval.

STUDENT SERVICES PLANNING COMMITTEE MEMBERSHIP:

The following individuals served as members of the Student Services Master Planning Committee during academic year 2018-2019:

- Patrick Walton- Dean of Student Services
- Karissa Morehouse- Dean of Instruction
- Adam Runyan– Academic Counselor
- Eloy Rodriguez- Math Faculty
- Laura Greer- Early Childhood Education
- Janet Marinoni- Academic Counselor
- Andy Rupley- Business Faculty
- Tara Harkema (2019)
- Heather DelCarlo- Program Assistant CalWORKs
- Carol Montgomery- Program Assistant EOP&S/Care Coordinator (2018)
- Jennifer Tupper- Director of Orientation and Success
- Davis Murphy- Interim Director of Enrollment Services

III. 2018-2024 STUDENT SERVICES ENCOMPASSING ELEMENTS

The Student Services Master Plan articulates a pathway to maximize the student experience through five all-encompassing elements: Professional Development, Capacity Building, Program Development, Outreach Implementation, and Vision: Institutional Development. This pathway is the driving force behind all college planning and implements the college mission statement, identifies recommendations made through instructional program reviews, and utilizes strategic goals approved by the Governing Board.

Element I – Professional Development

Providing adequate training for employees is essential to maintaining a high quality institution. Therefore, it is essential that staff and faculty in Student Services be provided with the opportunity to receive professional development both on campus and off campus. This professional development must cover a wide array of topics that are pertinent to Student Services staff and help to improve services to students. With the implementation of Guided Pathways there needs to be an emphasis on career development and training for all staff and faculty across campus. Lassen College has a diverse population of students. Multicultural, gender and equity training needs to be provided to help us better serve our students. Mental Health training is also critical to staff and faculty in helping to recognize the challenges and dangers that many of our students face. These trainings could be provided by those familiar with these issues on campus but also by outside groups like On Course, RP Group, EdOptics and others that specialize in professional development to staff and faculty. Funding could be provided by SSSP, Equity and other sources.

Element II - Capacity Building

While the instructional programs engineer the delivery of curriculum using innovative delivery systems, student services must also be engineered to deliver services using innovative and relevant technology. The college will build in both instruction and student services its capacity to maximize the student experience utilizing the power of technology that is both user friendly and current to meet the needs of students. Text messaging, student planning, document imaging, early alert, Starfish, Maxient and others systems that are being used on campus must be fully utilized. Training needs to be provided to more fully implement these

educational tools to serve students. Wi-Fi needs to be improved across campus and make the entire campus an access point for Wi-Fi. Other areas to focus on would be other components of Starfish including early alert, educational planning, Canvas, etc. Other services would include online financial aid services, phone applications for students, and fillable online forms for all student forms. Focus also should be put into improving the website to allow for greater access to resources and services available at LCC.

Element III - Program Development

Student Services will partner with new academic endeavors and programs of study to maximize the services needed for students to get advising, educational planning, orientation, career development, job placement, counseling, assessment, registration services and financial aid. Students taking courses in blended delivery programs will need different patterns of access to student services. These services are offered by providing counseling services at a distance using online advising, correspondence/incarcerated counseling, and designated counselors to local high schools. Impacted academic programs require different patterns of enrollment advising. Student Services will be integral in the successful implementation of goals for SSSP and Student Equity and utilizing the funding sources to best serve students. There is a need for Lassen College students to have greater access to four year institutions. Partnering with an institution(s) such as CSU Chico, UC Davis, UNR, or Southern Oregon University to provide bridge programs at LCC would be ideal. Expansion of our Allied Health offerings would prove beneficial to students as they are popular programs. Perhaps the most important area to focus on though would be math acceleration and improving student success in math. Accelerating math to only one level below transfer as well as providing embedded tutoring and other support services are essential to the success of LCC students and compliance with AB 705. The Chancellor's office requires students complete transfer level English and math in one year.

Element IV – Outreach Implementation

The increase in on-line courses and continuation of correspondence instruction and the increase of face to face instruction and student support services of incarcerated students extends the geographic reach of the campus while requiring student services to improve our communication with students via an effective electronic interface. The expansion of diversity via more targeted international and out-of-state student recruitment will require student services to become more accommodating to students with strong cultural and language differences as well as providing showcases for the cultural traditions brought by students with more diversity. Local outreach will occur as well with more focus being placed on Cash for College at our local schools, outreach events (Discover Lassen College, 8th grade Week, etc..) and expansion of the Kinship workshops to meet the Resource Family Approval Guidelines. The Student Equity Plan calls for increased access to underrepresented groups on campus. These groups include: women, Native Americans, and Veterans. Student Services will work in conjunction with academics, student equity and other relevant groups to increase access to these underrepresented groups at LCC. LCC is in need of marketing director/specialist. This person would be in charge of rebranding/advertising LCC. It would also provide a point person for marketing of the website and upkeep of it. This position would provide a consistent message through our website, social media and print media.

Element V – Capital Development

Capital development is the upkeep, expansion, and creation of facilities and also the utilization of capital already located on campus. Some of the visions for student services regarding capital development include: Infrastructure upgrade (air conditioning and infrastructure repair), relocation of student services from

the Vocational Tech building to a new facility that would allow all of student services to be in one building together. This relocation would meet the goals of Guided Pathways and be a more efficient and effective way to serve students in a manner that is conducive for their learning and goals. A plan should be created with facilities to determine a feasible location such as the Humanities building which is in the center of campus and would be better served as a Student Services location. A dedicated space for mental health services needs to be identified to accommodate the addition of the Mental Health Coordinator. The Saint Marie Residence Hall has been undergoing renovations to bring the building up to code and to create an environment that fosters student success and healthy living. Some rooms have been renovated and each year more will continue to be renovated. The common lounge is being renovated to make it safer and more student friendly. Following these projects, space needs to be evaluated to add an exercise facility, a small computer lab and other possible upgrades. A better security camera system is also going to be installed in the dorms. The discussion of the potential need for another residence hall has occurred and pertinent data needs to be gathered to determine its feasibility. Other campus needs include a lactation lounge dedicated for breastfeeding mothers, baby changing stations in restrooms, and better signage all across campus. As a whole the campus had been lacking in much needed student focused activities, and places for students to engage and congregate but with the addition of the Director of Orientation and Success as well as funds to facilitate these activities have greatly improved student engagement and involvement. Other dedicated student spaces need to be evaluated and determined.

STUDENT SERVICES PRIORITIZATION PROPOSAL FOR EMP 2019-2020 (recommended in priority order)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes

STUDENT SERVICES PRIORITIZATION PROPOSAL FOR IEMP 2019-2020 (recommended in priority order)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes

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STUDENT SERVICES PRIORITIZATION PROPOSAL FOR SSMP 2019-2020 (recommended in priority order)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
Counseling	4		Counselor (Behavioral Health)	2018-2019	\$115,000 (salary and benefits) or MOU	Was able to find funds to pay for a part time/temporary position and but need to make this a full time/permanent position	2		Categorical/General	
Counseling	4		Counselor (additional incarcerated counselor)	2018-2019	\$125,000 (salary and benefits)	Serve our growing incarcerated program	3		General	
OSS/Outreach			Student Success Coordinator	2019-2020	\$95,000	Outreach/OSS Support: Salary \$85,000; Supplies/Travel \$10,000	1			
Outreach			Increase Supplies Budget	2018-2019	(+\$10,000) (\$5,000 for student success coordinator)	Ongoing updates of material	1		General	
Outreach			Increase Travel Budget	2018-2019	(+\$10,000) (\$5,000 for student success coordinator)	Increase state, national and international awareness and enrollment	2		General	
Outreach			Budget to purchase Intersect other digital advertising platform	2018-2019	(\$13,500)	Increase presence among high school students while looking for colleges and open up additional communication avenues	3		General	
EMP			Dual Enrollment Coordinator	2018-2019	\$100,000	Increase enrollments out of K-12			General	
Counseling	4		Part time temporary assessment/testing/career staff	Continue for 2017-2018	\$8,000 (approx.), no benefits at part time	Provides support to Assessment Technician and allows office to remain open when Assessment Technician needs to provide services to outlying areas	10		Categorical/General	

Counseling	4		Career Exploration Software	2019-2020	\$6,000	Educate and prepare students for the career goal they wish to attain	11		Categorical	
EOPS			Lending Library funds	Spring 2019	\$10,000.00	OER/textbooks for students	3			
Counseling	4		Evaluator	2018-2019	\$55,937.60 (salary and benefits)	Approved last year, in progress	1		Categorical	
Counseling	4		Student Success Support Administrative Assistant	2018-2019	\$46,863.26 (salary and benefits)	Approved, in progress	5		Categorical	
EOPS			Staff Training (mental health & Diversity)	18-19 year	\$5,000.00	better services to students	1		Categorical	
EOPS			CC Visits – best practices	18-19 year	\$2,000.00	Innovative programs and efficiencies	2		Find out more info, probably categorical	
A&R	5		Increase Travel Budget	2018-2020	\$5,000	Training and Outreach	5		Possibly Categorical	
Counseling	4		Full time General Counselor (veteran/general)	2018-2019	\$125,000 (salary and benefits)	To increase the number of students we can serve and meet SB 694 requirements	4			
Counseling	4		TES/College Source	2018-2019	\$5,000 per year	Assist with transcript evaluations, consider as a mandated cost as our department needs this every year	6			
Counseling	4		Update and Include a section in orientation to complete initial educational plan	2018-2019	\$3,000	Increase the number of completed initial educational plans and capture those students who register solely online	7		Categorical	
Counseling	4		Ed Plan and 15 to Finish Campaign	Annually	\$1,500 for advertising materials and \$1,000 for a scrolling screen for a total of \$2,500	Educate students in the importance of educational plans, increase educational plan completions and decrease the amount of time to complete certificate/degrees	8		Categorical	

Counseling	4		Starfish Promotion Materials	2018-2020	\$1,500 for advertising materials	Market Starfish program to staff and students	9		Categorical	
EOPS			CARE Conference funds	Spring 2019	\$5,000.00	Skill building for CARE students and close equity gap for many of our female students	4		CARE	

STUDENT SERVICES PRIORITIZATION PROPOSAL FOR ITMP 2019-2020 (recommended in priority order)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
Residence Hall	3		Lights on north and south exterior walls	Aug-19	\$960	Improved safety and security	5			
Residence Hall	3		Video surveillance on North, South exterior walls & entrance to campus	Aug-19	\$900	Improved safety and security	3			
Residence Hall, Counseling & OSS	4		Digital Signage/Wayfinding	Aug-19	\$100,000	Quick and easy way to disseminate information across campus	7,13			
A&R	2		Additional Scanners	2018-2020	\$12,000	Increase Efficiency	2			
A&R	5		Printer in lobby for students	2018-2019	\$1,500	Better Serve Our Students	5			
Counseling	3		Purchase 4 student computers when assessment office is moved to a larger location	2018-2019	\$3,200 (4 at \$800)	Increase the number of students who can test	2			
Outreach			Purchase Contact Management Program	2018-2019	\$5000.00	Allow for contact gathered through recruiting to be effectively managed	1			
OSS	4		Mobile ID Reader/Printer	2018-2019	\$5,000				Possibly Categorical	
A&R	4		Computer for Microfiche	2018-2019	\$3,000	Productivity	4			
Counseling	4		Career Exploration Software	2019-2020	\$6,000	Educate and prepare students for the career goal they wish to attain	1		Categorical	

Residence Hall	3		Video Surveillance system	Aug 2019	\$1800	Improved safety and security	3			
Residence Hall	3		Monitor and video feed from video surveillance in RA Office	Aug 2019	\$500	Improved safety and security	4			

STUDENT SERVICES PRIORITIZATION PROPOSAL FOR HRMP 2019-2020 (recommended in priority order)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
Counseling	4		Counselor (Behavioral Health)	2018-2019	\$115,000.00 (salary and benefits) or MOU	Was able to find funds to pay for a part time/temporary position and but need to make this a full time/permanent position	2		Categorical/General	
Counseling	4		Counselor (additional incarcerated counselor)	2018-2019	\$125,000 (salary and benefits)	Serve our growing incarcerated program	3			
OSS/Outreach			Student Success Coordinator	2019-2020	\$95,000	Outreach/OSS Support: Salary \$85,000; Supplies/Travel \$10,000	1			
CDC	1		Extend Meal Coordinator to full time.	2018-1019	\$42,116.68 (ongoing)	Ensure all CACFP paperwork and State paperwork is completed on time and is accurate. Time to shop and create menus.	3			
CDC	1,2,3		Full Time Associate Teacher	2018-2019	\$42,116.68 (ongoing)	Run at full capacity, provide professional development opportunities for staff, higher quality of care, lower teacher:child ratio, planning time for teachers, increased continuity of care. Compliance with title 22.	2			
EMP			Dual Enrollment Coordinator	2018-2019	\$100,000	Increase enrollments out of K-12			General	
Counseling	4		Full time General Counselor (veteran/general)	2018-2019	\$125,000 (salary and benefits)	To increase the number of students we can serve	4			

Counseling	4		Part time temporary assessment staff/testing/career staff	Continue for 2017-2018	\$8,000 (approx.), no benefits at part time	Provides support to Assessment Technician and allows office to remain open when Assessment Technician needs to provide services to outlying areas	7			
Counseling	4		Student Success Support Administrative Assistant	2018-2019	\$46,863.26 (salary and benefits)	Approved, in progress	5			
Counseling	4		Evaluator	2018-2019	\$55,937.60 (salary and benefits)	Approved, in progress	1			
Residence Hall	3		Nighttime Security Officer	Aug 2019	\$61,440.92	Increased safety and security	2			
Counseling	4		Increase Travel and Professional Development Funds	2017-2021	\$8,000 per year	Increase funds to provide additional professional development opportunities (including veteran auditing process)	6			
Outreach			Professional Development Events	2018-2019	(\$3,000 (\$1,500 for current Coordinator and \$1,500 for additional Outreach Coordinator)	Outreach Coordinators who are more aware of the ever changing incoming student populations and their challenges and who are better able to assist potential students	2			

STUDENT SERVICES PRIORITIZATION PROPOSAL FROM FMP 2019-2020 (recommended in priority order)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
CalWORKS			Lactation rooms on campus	Spring 2019	Need space (cost 0) Small refrigerator (\$100) Minor repairs to space (\$200)	Meet current educational code and state laws Education Code Section 222 222. (a) A school operated by a school district or a county office of education, the California School for the Deaf, the	4			

						<p>California School for the Blind, and a charter school shall provide reasonable accommodations to a lactating pupil on a school campus to express breast milk, breast-feed an infant child, or address other needs related to breast-feeding. Reasonable accommodations under this section include, but are not limited to, all of the following:</p> <p>(1) Access to a private and secure room, other than a restroom, to express breast milk or breast-feed an infant child.</p> <p>(2) Permission to bring onto a school campus a breast pump and any other equipment used to express breast milk.</p> <p>(3) Access to a power source for a breast pump or any other equipment used to express breast milk.</p> <p>(4) Access to a place to store expressed breast milk safely.</p>				
CalWORKs			ADA compliant doors (bathrooms, office, etc.)	Spring 2019	\$100,000	Access for all students	1			
EOPS			Improved ADA parking	Spring 19 and ongoing	\$5,000	Access for all students no matter ability. ADA compliance.	1			
Residence Hall	3		Backup Generator	Aug-19	\$200,000	Safety and security during power outages	10			
CDC	1		Child proof blinds in all classrooms	2018-2019	\$2,500 (one time)	Compliance with CDOE Health and Safety, better environment for the children.	1			

CDC	1		Privacy Fencing around playground	ASAP	\$8,000 (one time)	Provide a visual barrier between children and the public.	2			
CalWORKS			Diaper Changing Stations in each building	December 2018	\$500.00	Create family friendly environment	3			
Student Services	3		Restructure Student Services: Relocated Transfer/Career Center (\$56,000); Increase Counseling Dept Space (no cost to relocate); Restructure A&R (\$20,000); Restructure Financial Aid (\$20,000)	2019-2020	\$96,000	Move Assessment Technician and Transfer Center work space utilization to new location; Computer chairs for testers-assessment (requested in 2012 NIPR, but have increased from 6 testing seats to 10 to accommodate the transition to include career component); FA & Admissions: Safety, Confidentiality and better serve our students				
FA & Admissions			Office Furniture & Chairs	2019-2020	\$14,000		2			
EOPS			Adequate air conditioning	Fall 2019	\$150,000 to install condenser in CA	Safe and effective environment for students and staff for learning and work	3			
CDC	1,4		Replace changing tables x4	ASAP	\$4,500 (one time)	Better quality of equipment, safer for children when being dressed or changed.	3			
CDC	1		New carpet in all child classrooms	2018-2019	\$15,000	Provide cleaner, healthier environment for children.	4			
EOPS			Power Outlets & Data ports	Spring 19	In-kind – maintenance	Full use of office areas and student spaces – install equipment for information kiosks	2			
EOPS			Running Water/sink	Fall 2019	\$5,000	Hand washing station for health and safety as well as access for safe food handling	5			
Counseling	3		Office equipment for Behavioral Health Counselor	2017-2018	\$1,500	Work space utilization	3			

Residence Hall	3		Resurface basketball court behind dorm	Aug-19	\$8,000	Increased opportunity for activity	15		Get price from Greg	
Counseling	4		Career/Transfer Center new location	2019-2020	\$20,000	We hope to simply move the Transfer and Career (formerly Assessment office) to an existing location on campus	6			
Residence Hall	3		Completion of Residence Hall Lounge	Aug-19	\$30,000	Better Living environment	1			
EOPS			Secured storage	Nov 2018	None	Adequate space for tools and equipment	4			
Residence Hall	4		Mailroom in Residence Hall	Aug-19	\$20,000	Better Living Environment	2			
Residence Hall	3		Air Conditioning	Aug-19	\$7,140	Better living Accommodations	3		Find out more info	
Residence Hall	4		New desks and chairs	Aug-19	\$47,628	Better working environment	4			
Residence Hall	3		New Dressers	Aug 2019	\$33,000	Better living Accommodations	5			
Residence Hall	3		Proxy card keylocks	Aug-19	\$7,800	Ensured safety and security	7			
Residence Hall	3		Completion of 113 and 115	Aug-19	\$8,000	Provide a safe and clean living environment	8			
Residence Hall	3		New Pool Table	Aug-19	\$1,999.99	Increased opportunity for activity	9			
Residence Hall	3		Completion of Laundry Room	Aug-19	\$1,000	Better Living Environment	11			
Residence Hall	3		Completion of public restroom in dorm	Aug-19	\$20,000	Better living environment	12			
Residence Hall	4		Computer lab in dorm	Aug-19	\$40,000	Additional Study Area	13			

Residence Hall	3		Vending machines	Aug-19	\$1,500	Other opportunities to get something to eat or drink	14			
Residence Hall	3		Backboards on Basketball court behind dorm replaced	Aug-19	\$1,600	Increased opportunity for activity	16			
Residence Hall	3		Change machine in laundry area	Aug-19	\$782	Better living accommodations	17			
Residence Hall	3		Bigger BBQs	Aug-19	\$1,300	Great for moral, and popular among residents	18			
Residence Hall	3		Windows in RA Office	Aug-19	\$5,017	Improved security and safety	19		Get info	
Residence Hall	3		Storage room for intramural and dorm equipment	Aug-19	\$10,000	Security of equipment	20			
Residence Hall	3		Fitness Room in dorm	Aug-19	\$40,000	Better Living Environment	21			
Residence Hall	3		Game Room in dorm	Aug-19	\$30,000	Better Living Environment	22			
Residence Hall	3		Buzzer system for east entrance	Aug-19	\$300	Safety and security	23			
Outreach			Relocate Outreach Department	2018-2019	\$0	Closer to Student Services	1			

STUDENT SERVICES ACTION PLAN

APPENDIX A

The Student Services Master Plan Action Plan for 2019-2024 consists of five major emphases or foci:

STUDENT SERVICES ACTION PLAN

Student Services Action Plan 2019-2020 – 7 Strategies						
Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
4		Outreach Implementation- Financial Aid <ul style="list-style-type: none"> Assess and implement steps to increase student access and the actual awarding of financial aid 	Increase the number of students who apply for financial aid. Goal: 90% of eligible LCC students completing a FAFSA	2019-2020	-Director of Financial Aid -V.P. of Administrative Services	Payment of partial Pell before school starts. More outreach activities for financial aid
3		Program Development- <ul style="list-style-type: none"> Implement goals of the Student Equity Plan to increase access and success of target populations. 	Increase the access, retention, completion, and transfer rates of all women, veterans, Native Americans and foster youth.	2019-2020	-Dean of Student Services -Assoc. Dean Student Services- -V.P. of Academic Services -Director of Institutional Effectiveness and Research -Division Chairs -Student Services Management Group	An increase of students in all areas of the Student Equity Report.
3		Program Development- Program Review <ul style="list-style-type: none"> Review staffing, facility and student service programs making recommendations for departmental changes to improve LCC’s service to students 	Have all open positions filled timely and run a fully staffed student services department	2019-2020	-Dean of Student Services -V.P. of Academic Services -Student Services Management Group	Timely completion of all student services NIPR’s Filling of open positions
3/4		Capacity Building- Technology Improvement Improve technology services in Admissions and Records, Financial Aid, Categoricals and Counseling: <ul style="list-style-type: none"> Scanning technology for student records Improved communication for 	To improve efficiency and effectiveness	2019-2020	-Dean of Student Services -Assoc Dean of Student Services -Admissions and Records -Financial Aid -Counseling Department	Use grant and other monies to purchase and implement the suggested technology if applicable and if not use district funds.

		<ul style="list-style-type: none"> FASFA information Document imaging Starfish E-communications in all Student Services departments 				
4		<p>Program Development- Student Life Prepare for an increase in international recruitment and address the Student Life NIPR recommendation to more adequately staff for student affairs.</p> <p>Utilize existing management in Student Services to improve our student affairs supervision to</p> <ul style="list-style-type: none"> coordinate clubs (i.e. new international club) develop an advisors manual for student organizations and clubs help manage and supervise the activities and events sponsored by ASB including statewide and regional conferences/assemblies assist in student leadership development, prepare and work with club advisors Dirt walking trail Drug Prevention 	To improve the sense of community on campus for students, staff and faculty and to improve the diversity of student experiences on campus	2019-2020	-Dean of Student Services -V.P. of Academic Services -Outreach Coordinator -Director of Athletic Operations	<p>Resource and equip club advisors.</p> <p>Coordinate an annual calendar of activities, club events, ASB meetings and forums, etc.</p> <p>Have ASB functioning at full capacity and regularly providing events each year.</p> <p>Utilize the Outreach Coordinator to recruit international students from a variety of countries around the world.</p> <p>A robust intramural program that serves students with varying extracurricular interests.</p>
1/4		<p>Program Development- Student Success</p> <ul style="list-style-type: none"> The development of an extreme early alert system to identify students who are struggling in their classes and help them to succeed. Data driven student messaging system pulled from Open CCC Apply and FAFSA 	A system to identify earlier students who are struggling in their classes.	2019-2020	-Dean of Student Services -V.P. of Academic Services	Dean of Student Services, faculty, counseling staff and admissions & records staff will meet to discuss possibilities.
		<p>Capital Development- Student Life and Access</p> <ul style="list-style-type: none"> Replace carpet in DSPS and remodel lab area for effective use Finish Recreation in Dorms Finish weight room, computer lab, and remodel of one end of dorms for student life. Continue remodel of rooms. 	Increased student life, safety and access for students with disabilities.	2019-2020	Dean of Student Services Director of Facilities	Scheduled plan of all projects and timelines for completion.

		<ul style="list-style-type: none">• Refinish Playground for CDC.• Nursing Lounge for mothers.• Veterans Center.• Add changing tables in bathrooms.• Redo bathrooms to be ADA compliant.				
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Student Services Plan 2020-2021 – 3 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3		Program Development- Program Review <ul style="list-style-type: none"> Review staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students 	Review and utilize position openings as opportunities to improve student services over the next 24 months	2020-2021	-Dean of Student Services Management Group	
2		Professional Development- Online Services <ul style="list-style-type: none"> Training to implement online counseling and other online services. 	Integration of online counseling and student services for a growing online student population	2020-2021	-Dean of Student Services,	
1		Professional Development- All Staff Training <ul style="list-style-type: none"> Implementation of a Student Services Professional Development plan 	Managers of the Student Services service areas will prepare a plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year	2020-2021	-Dean of Student Services	

Student Services Plan 2021-2022 - 3 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3		Program Development- Program Review <ul style="list-style-type: none"> Annually review the staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students 	Review and utilize position openings as opportunities to improve student services over the next 24 months	2021-2022	-Dean of Student Services -Student Services Management Group	
2		Professional Development- Online Services <ul style="list-style-type: none"> Training for online counseling and other online services. 	Integration of online counseling and student services for a growing online student population	2021-2022	-Dean of Student Services	
1		Professional Development- All Staff Training <ul style="list-style-type: none"> Implementation of a Student Services Professional Development plan 	Managers of the Student Services service areas will prepare a plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year	2021-2022	-Dean of Student Services	

Student Services Plan 2022-2023 - 3 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3		Program Development- Program Review <ul style="list-style-type: none"> Annually review the staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students 	Review and utilize position openings as opportunities to improve student services over the next 24 months	2022-2023	-Dean of Student Services -Student Services Management Group	
2		Professional Development- Online Services <ul style="list-style-type: none"> Training for online counseling and other online services. 	Integration of online counseling and student services for a growing online student population	2022-2023	-Dean of Student Services	
1		Professional Development- All Staff Training <ul style="list-style-type: none"> Implementation of a Student Services Professional Development plan 	Managers of the Student Services service areas will prepare a plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year	2022-2023	-Dean of Student Services	

Student Services Plan 2023-2024 - 3 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3		Program Development- Program Review <ul style="list-style-type: none"> Annually review the staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students 	Review and utilize position openings as opportunities to improve student services over the next 24 months	2023-2024	-Dean of Student Services -Student Services Management Group	
2		Professional Development- Online Services <ul style="list-style-type: none"> Training for online counseling and other online services. 	Integration of online counseling and student services for a growing online student population	2023-2024	-Dean of Student Services	
1		Professional Development- All Staff Training <ul style="list-style-type: none"> Implementation of a Student Services Professional Development plan 	Managers of the Student Services service areas will prepare a plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year	2023-2024	-Dean of Student Services	