

LASSEN COMMUNITY COLLEGE
STUDENT SERVICES MASTER PLAN



2014-2019

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 to success as whole persons.

Student Services Emphasis: Lassen Community College seeks to help students develop as whole persons with a balanced approach to human growth in four areas:

- Mental- Quality and challenging academics leading to academic growth and solid vocational preparation
- Physical- Choosing healthy ways of living, physical health and fitness programming, and active campus student life offering a variety of activities catering to students interests and abilities
- Intrapersonal- Introspective self-assessment and counseling using a variety of themes and non-credit workshops aimed at assisting the student to choose both academic areas of study and career pathways commensurate with their personal strengths, talents, personality traits, values, intelligence types (both emotional and mental), interests, etc.
- Interpersonal- Skills based on healthy ways of interacting with others delivered through non-credit workshops and special speaker seminars, intrusive student life interventions, student discipline based on solid conflict management and peace making strategies.

Key Components for Student Support Services

- Student Success and Support
 - Registration Support Services
 - Assessment and Advising
 - Orientation
 - Academic Support Services/Supplemental Instruction/Tutoring
 - Early Warning and Retention Alert Systems
- Counseling and Guidance
- Workstudy, CalWORKs and Work Experience Referral
- Articulation
- Transfer Readiness
- 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
- Admissions and Records
 - Admissions
 - Records and Attendance Accounting
 - Transcript Evaluations
- Financial Aid
 - Aid Processing and FAFSA processing
 - Loan Processing
 - VA Benefits
 - Federal Work Study Processing
 - Scholarship Processing
- Student Affairs, Leadership and Governance
 - Associated Student Body
 - Club Leadership
 - Student Leadership Development
 - Student life and Activities
- Residential Services
- Student Recognition Programming
 - Phi Theta Kappa National Honor Society
 - 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
- Probation and Academic Disqualification Advising Services

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, four faculty, two confidential/management, two classified, 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.

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 following non-instructional program reviews: 2009-Student Services Administration; 2013-Kinship Care; 2012-Enrollment Services; 2012-Financial Aid; 2013-EOP&S/CARE; 2013-DSP&S; 2013-Counseling; 2011-Child Services; 2012-ILP; 2012-Student and Residential Life; 2013 CalWORKs/TANF.

The Student Services Master Plan is composed of the five annual action plans that start in academic year

2014-2015 and ends in year 2018-2019. Each year in the fall term, the Student Services Master Plan is reevaluated and updated. The plan is then presented to the LCC Consultation Council for approval.

STUDENT SERVICES PLANNING COMMITTEE MEMBERSHIP:

The following individuals served as members of the 2013-2014 Student Services Planning Committee:

- Patrick Walton- Dean of Student Services/Basic Skills Director
- Dr. Beatriz Vasquez – Executive Vice-President of Academic Services
- Jake Williams- English Faculty
- Thomas Rogers– EOP&S Director/Counselor Faculty
- Barbara Baston– General Counselor Faculty
- Noelle Eckley– Mathematics Faculty
- Karen Clancy – Admissions and Records Assistant II
- Diann Jackson- Financial Aid Technician III
- Adam Runyan- Outreach Coordinator
- Denise Stevenson- ILP Director/Kinship Care Coordinator

III. 2014-2019 STUDENT SERVICES ENCOMPASSING ELEMENTS

The Educational 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 improving services to students.

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.

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, counseling, assessment, registration services and financial aid. Students taking courses in blended delivery programs will need different patterns of access to student services. Impacted academic programs will need different patterns of enrollment advising and wait listing.

Element IV – Outreach Implementation

The addition of classes offered via contract education, continuing education and community education will require student services to rethink its normal delivery of student services. Expanded opportunities for alternate delivery methods will augment the reach to outlying areas. The increase in on-line courses will extend 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. The recommendation to increase diversity, outreach, and retention is to make the Outreach Coordinator position a permanent position.

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 gunsmithing from the Vocational Tech building to a new facility, greater security and privacy for admissions & records, counseling and EOP&S, and the relocation of ILP/Kinship, Outreach, and CalWORKs back to the Student Services building through the creation of more office space.

Color Key: Academic Planning, Student Services Planning, Human Resources Planning, Facilities Planning, Technology Planning, Financial Resource Development, Institutional Research

STUDENT SERVICES PRIORITIZATION PROPOSAL 2014-2015 (recommended staffing positions in priority order)

1. Outreach Coordinator [\$60,000 SSMP 2012]
2. Hire another counselor to be assigned the incarcerated population and other counseling needs (\$86245.00. [2013- Counseling NIPR Priority #2]
3. Convert Admin II to Dean of Students Services to an Executive Assistant I to the Dean of Student Services or Admin III to the Dean of Student Services. EA I preferred. (\$5000.00) [2012 Student Services Master Plan]
4. Manager/Registrar to direct A&R and ensure effectiveness, efficiency, and compliance (\$100,000). [2013- A&R NIPR Priority #13]
5. Reclassification of current Admissions and Records staff should be reviewed. [2013- A&R NIPR Priority #5]
6. Hiring an A&R Assistant I to assist with phone and web registration will increase student satisfaction, and thus improving student success and retention. (\$50,000.00). [2013- A&R NIPR Priority #6]
7. Review and reclassify the Technician III and Director positions to more accurately reflect the skill sets developed and needed.
8. Assistant Director of Residential Life [2012 Student Services Administration NIPR]
9. An afternoon teacher for Child Care Center (\$10,000) [2012 Child Development NIPR Addendum]
10. Rehire a High Tech Center Technician in DSPS (50% DSPS funded responsibility) [2009 DSPS NIPR]
11. Increase Assistants in Child Development to 100% from 47% [2012 Child Development NIPR Addendum]
12. Increase Lead Teacher to 100% from 47% [2012 Child Development NIPR Addendum]

STUDENT SERVICES PRIORITIZATION PROPOSAL 2014-2015 (recommended on going expenditures in priority order)

1. Upgrades for the Dorm (beds, furniture, etc...) 10,000 annually [SSMP 2013]
2. Supply budget for intramurals 500.00 annually [SSMP 2013]

3. Replace single serve printers with a Hub that runs copier, scanner and fax machine. (\$250.00 a month). [2013- A&R NIPR Priority #2]- Status: new priority
4. Increase A&R travel budget to allow office staff to continue to attend training opportunities available to help improve the processes in Admissions and Records. The learning opportunities will be shared among the Admissions and Records staff (\$1000.00 more yearly). [2013- A&R NIPR Priority #10]- Status: new priority
5. Student Services Budget Increase (\$20,000 annually). [2012 SSMP]

STUDENT SERVICES PRIORITIZATION PROPOSAL 2014-2015 (recommended one time expenditures in priority order)

1. The need for secure storage of student records continues to be a concern. Complete the restructure of the records room for security purposes to include walls to the ceiling and a locked door. Include secure file cabinets. (\$5,700.00). [2013- A&R NIPR Priority #1]- Status: new priority
2. Supply adjunct counseling office with computer, phone, and desktop computer. (\$1100.00). [2013- Counseling NIPR Priority #5]- Status: new priority
3. Two new student computers. (\$1500.00). [2013- Counseling NIPR Priority #6]- Status: new priority
4. Provide staff with office furniture that is in good working condition and appropriate to the needs of their job duties (\$1000.00). [2013- A&R NIPR Priority #7]- Status: new priority
5. Purchase one new staff desk and one new staff chair for Assessment office (\$650.00) [2013- Counseling NIPR Priority #9]- Status: new priority
6. Replace computers with up to date technology. Provide staff with equipment that is no more than 5 years old (\$4000.00). [2013- A&R NIPR Priority #9]- Status: new priority
7. Eliminate the gap between two counselor offices to improve privacy and confidentiality. (\$1000.00). [2013- Counseling NIPR Priority #3]- Status: new priority
8. Purchase seven student computer chairs. (\$500.00).[2013- Counseling NIPR Priority #7]- Status: new priority
9. A printer is needed in the lobby, so students do not have to wait in line at the financial aid window to pick up their print out (\$500.00). [2013- A&R NIPR Priority #12]- Status: new priority
10. Install centralized heating and air to the Student Services building. (Amount to be determined) . [2013- Counseling NIPR Priority #4]- Status: new priority

11. A centralized location for the CalWORKs/Career Center office that is more user friendly; consider rooms(HU 103 & 104) in the humanities building because of location and access for students in an instructional setting. [2013- CalWORKs NIPR Priority #8]- Status: new priority

STUDENT SERVICES CATEGORICAL PRIORITIZATION PROPOSAL 2014-2015 (recommended expenditures that do not impact district funds in priority order)

1. After approval by the EOP&S/CARE Advisory – Purchase Kindle Readers for E-Books so the EOP&S/CARE students can loan them out, \$2,000. [2013- EOP&S/CARE NIPR Priority #4]- Status: new priority
2. Send staff to other conferences/workshops relating to students success and retention. [2013- EOP&S/CARE NIPR Priority #6]- Status: new priority
3. Minolta Copier, Filing cabinets- locking, new electronically filing system, \$15,000. [2013- EOP&S/CARE NIPR Priority #3]- Status: new priority
4. Update all computers and software 2013-2014 or 2014-2015, \$15,000. [2013- EOP&S/CARE NIPR Priority #7]- Status: new priority
5. Part-Time Office Assistance – New position, \$10,000. [2013- EOP&S/CARE NIPR Priority #5]- Status: new priority
6. Hire part-time assistant if budget allows. [2013- CalWORKs NIPR Priority #5]- Status: new priority

STUDENT SERVICES ACTION PLAN

APPENDIX A

The Student Services Master Plan Action Plan for 2014-2019 consists of five major emphases or foci:

STUDENT SERVICES ACTION PLAN

Student Services Action Plan 2014-2015 – 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 are actually applying	2014-2015	-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"> Formulate the Student Equity Committee to create and implement plans to improve student equity. 	Increase the access, retention, completion, and transfer rates of all students but particularly of basic skills and minority students.	2014-2015	-Dean of Student Services - Executive V.P. of Academic Services -Dean of Instructional Services -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	2014-2015	-Dean of Student Services -Executive 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 <ul style="list-style-type: none"> Create the automation projects lists for student services to improve student access and success. 	Based on this annual review, confirm the automation projects student services will seek to implement over the next 24 months	2014-2015	-Dean of Student Services -Student Services Management Group -Executive V.P. of Academic Services	Carry forward a list of projects from last year for review. Automated drop for non-payment. Enrollment verification.

3/4		<p>Capacity Building- Technology Improvement Improve technology services in Admissions and Records, Financial Aid and Counseling:</p> <ul style="list-style-type: none"> • Scanning technology for student records • Improved communication for FASFA information • Document imaging • Degree Audit • Ecommunications in all Student Services departments 	To improve efficiency and effectiveness	2014-2015	-Dean of Student Services -Admissions and Records -Financial Aid -Counseling Department	Use Title III money to purchase and implement the suggested technology if applicable and if not use district funds.
4		<p>Program Development- Intl. Students Prepare for an increase in international recruitment and address the Student Life NIPR recommendation to more adequately staff and program 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, 	To improve the sense of community on campus for students, staff and faculty and to improve the diversity of student experiences on campus	2014-2015	-Dean of Student Services -Executive V.P. of Academic Services -Outreach Coordinator	<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>
1/4		<p>Program Development- Student Success</p> <ul style="list-style-type: none"> • The development of an early alert system to identify students who are struggling in their classes and help them to succeed instead. 	A system to identify earlier students who are struggling in their classes.	2014-2015	-Dean of Student Services - Executive V.P. of Academic Services	Dean of Student Services, faculty, counseling staff and admissions & records staff will meet to discuss possibilities.

Student Services Plan 2015-2016 – 4 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	2015- 2016	-Dean of Student Services -Executive V.P. of Academic Services -Student Services Management Group	
2		Capacity Building- Technology Improvement <ul style="list-style-type: none"> Expand and update the comprehensive automation projects list 	Based on the review, confirm the automation projects student services will seek to implement over the next 24 months	2015- 2016	-Dean of Student Services, -Student Services Management Group -Executive V.P. of Academic Services	
2		Professional Development- Online Services <ul style="list-style-type: none"> Faculty training for online instruction by counseling faculty member 	Integration of online counseling and student services for a growing online student population	2015- 2016	-Dean of Student Services, -Executive V.P. of Academic 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	2015- 2016	-Dean of Student Services -Executive V.P. of Academic Services	

Student Services Plan 2016-2017 - 4 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	2016-2017	-Dean of Student Services -Executive V.P. of Academic Services -Student Services Management Group	
3		Capacity Building- Technology Improvement <ul style="list-style-type: none"> Expand the comprehensive automation projects list 	Based on the review, confirm the automation projects student services will seek to implement over the next 24 months	2016-2017	-Dean of Student Services, -Student Services Management Group -Executive V.P. of Academic Services	
2		Professional Development- Online Services <ul style="list-style-type: none"> Faculty training for online instruction by counseling faculty member 	Integration of online counseling and student services for a growing online student population	2016-2017	-Dean of Student Services - Executive V.P. 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	2016-2017	-Dean of Student Services -Executive V.P. of Academic Services	

Student Services Plan 2017-2018 - 4 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	2017-2018	-Dean of Student Services -Executive V.P. of Academic Services -Student Services Management Group	
3		Capacity Building- Technology Improvement <ul style="list-style-type: none"> Expand the comprehensive automation projects list 	Based on the review, confirm the automation projects student services will seek to implement over the next 24 months	2017-2018	-Dean of Student Services, -Student Services Management Group -Executive V.P. of Academic Services	
2		Professional Development- Online Services <ul style="list-style-type: none"> Faculty training for online instruction by counseling faculty member 	Integration of online counseling and student services for a growing online student population	2017-2018	-Dean of Student Services -Executive V.P. of Academic 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	2017-2018	-Dean of Student Services -Executive V.P. of Academic Services	

Student Services Plan 2018-2019- 4 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 	Rreview and utilize position openings as opportunities to improve student services over the next 24 months	2018-2019	-Dean of Student Services -Executive V.P. of Academic Services -Student Services Management Group	
3		Capacity Building- Technology Improvement <ul style="list-style-type: none"> Expand the comprehensive automation projects list 	Based on the review, confirm the automation projects student services will seek to implement over the next 24 months	2018-2019	-Dean of Student Services, -Student Services Management Group -Executive V.P. of Academic Services	
2		Professional Development- Online Services <ul style="list-style-type: none"> Faculty training for online instruction by counseling faculty member 	Integration of online counseling and student services for a growing online student population	2018-2019	-Dean of Student Services -Executive V.P. of Academic 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	2018-2019	-Dean of Student Services -Executive V.P. of Academic Services	