

CalWORKs 2017-2018 NIPR

LASSEN COMMUNITY COLLEGE

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SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

Mission Statement

We are a California Community College program serving CalWORKs students and their families by providing educational and career opportunities combined with an array of high-quality support services that enable students to complete their educational goals, find meaningful employment, and successfully transition into the workforce. Through collaboration and advocacy with our college and community partners, we prepare a segment of California's workforce by promoting the economic self-sufficiency of CalWORKs students through the attainment of a higher education. (Adopted by the California Community Colleges CalWORKs State Advisory Committee, September 2015)

CalWORKs Background

The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) replaced Aid to Families with Dependent Children (AFDC) with a cash welfare block grant to states called Temporary Assistance for Needy Families (TANF). PRWORA specifically named community colleges as excellent institutions for providing education and training to welfare recipients. In response to federal welfare reform, California devised a system of services for welfare recipients called California Work Opportunity and Responsibility to Kids (CalWORKs), which replaced both AFDC and Greater Avenues to Independence (GAIN) in the provision of cash aid and welfare-to-work programs for welfare recipients. Some key aspects resulting from PRWORA and CalWORKs included the establishment of time limits imposed on welfare recipients, welfare-to-work activity requirements, and minimum hours of participation in these activities. Education and training were included as allowable welfare-to-work activities.

The California Community Colleges CalWORKs Program was funded as a part of California's plan for welfare reform. Well-established as a key contributor and partner in the statewide effort, the colleges have many years of experience administering education and training programs and specialized support services for CalWORKs students. The community colleges, working with their local county welfare department partners, can continue to build upon the best practices and successes achieved to engage participants in programs that will enable them to transition off welfare and into a career path that offers the chance of advancement and future economic stability.

Lassen Community College (LCC) CalWORKs

The LCC CalWORKs program recognizes and supports the diversity and individuality of every student. We are committed to helping each student achieve their academic, career and personal goals by providing services and support to meet our student's needs. We strive to eliminate barriers and help each student

succeed and guide them towards a life of independence and self-sufficiency. These objectives are met by providing the following services:

Advocacy for continued Education & Success

Exchange of documents and communication regarding students cases creating less work and hassle for students, processes enrollment quicker and can aid in clearing up any miscommunications between workers and clients.

Priority Registration

LCC CalWORKs students are able to enroll in classes a week prior to regular students making it easier for them to obtain the classes they need.

Personal, Academic, and Career Advisement

LCC CalWORKs students have access to a counselor specific to the program where they are provided with different variations of services. Students are able to see counselor without an appointment, making it more convenient for students to get the help they need.

Books and Supplies

LCC CalWORKs students are provided with free books and supplies needed for each course they are enrolled in, removing large costs typically creating barriers, allowing school to become more easily accessible.

Workshops

LCC CalWORKs program hosts a series of student workshops during each semester providing students with helpful skills and knowledge for managing life and study as a student with other priorities. LCC CalWORKs generally collaborates with other on campus programs for workshops to increase student learning opportunities and provide students with more resources. We refer students to a series of Student Success Workshops each month through the Learning Resource Center to utilize helpful tools and gain valuable skills.

Community & Campus Referrals

Many LCC CalWORKs students need help with and/or qualify for community based services and services on campus. We provide assistance to referring students to other programs and benefits they may be eligible for.

Computer Lab & Study Area

LCC CalWORKs students have full access to a computer lab and free printing in the CalWORKs area during regular business hours. Students are also able to check-out laptops for school use for the semester.

LCC CalWORKs Work-Study

LCC CalWORKs students are provided with on or off campus employment for a maximum of 25 hours per week. CalWORKs will work with local businesses to organize employment for students in their field of study. Work-study students are also required to take a Work Experience course in conjunction with employment to gain soft skills and improve performance in the work place and assist in pursuing regular employment after completion of the program.

Tutoring

LCC CalWORKs provides each student with access to free tutoring through the Learning Center both group and individual tutoring. All LCC CalWORKs students are able to attend as many hours as necessary to be successful in their courses.

Student Information 2015 Fall Semester				
Students				12
Gender		Race/Ethnicity		
Male	1	White	11	
Female	11	African American	1	
Age				
Under 20	0			
20 to 24 years old	4	GPA		
25 to 29 years old	1	Average	1.5	
30 to 34 years old	4			
35 to 40 years old	3			
Over 40 years old	0			

Student Information 2016 Spring Semester				
Students				7
Gender		Race/Ethnicity		
Male	0	White	6	
Female	7	African American	1	
Age				
Under 20	0			
20 to 24 years old	2	GPA		
25 to 29 years old	1	Average	1.18	
30 to 34 years old	2			
35 to 40 years old	2			
Over 40 years old	0			

Student Information 2016 Fall Semester				
Students				9
Gender		Race/Ethnicity		
Male	1	White	6	
Female	8	American Indian/Alaskan	2	
Age		Mexican/Chicano/ Mex. Amer	1	
Under 20	0			
20 to 24 years old	4	GPA		
25 to 29 years old	3	Average	3.25	
30 to 34 years old	0			
35 to 40 years old	1			
Over 40 years old	1			

Student Information 2017 Spring				
Students				13
Gender		Race/Ethnicity		
Male	1	White	8	
Female	12	Mexican/Chicano/ Mex. Amer	2	
Age		American Indian/Alaskan	3	
Under 20	0			
20 to 24 years old	5	GPA		
25 to 29 years old	5	Average	2.53	
30 to 34 years old	1			
35 to 40 years old	1			
Over 40 years old	1			

Student Information 2017 Summer			
Students		3	
Gender		Race/Ethnicity	
Male	0	White	2
Female	3	Mexican/Chicano/ Mex. Amer	1
Age			
Under 20	0		
20 to 24 years old	0	GPA	
25 to 29 years old	2	Average	3.4
30 to 34 years old	0		
35 to 40 years old	0		
Over 40 years old	1		

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 LCC CalWORKs Programs goals and objectives support the mission and strategic goals of the institution, primarily, strategic goal four.

Strategic Goal #4

Student Success: Provide a college environment that reaches out to and supports students, minimizes barriers, and increases opportunity and success through access and retention to enable students attainment of educational goals including completion of degrees and certificates, transfer, job placement and advancement, improvement of basic skills, and self-development through lifelong learning.

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

The LCC CalWORKs program has seen a number of changes since last review with positive impacts on the execution of the program and services. Previously the LCC CalWORKs office was located in Room 130 of the campus dormitory, making our location challenging to locate for students and staff. In November of 2016 the program was relocated to the Creative Arts building upstairs in CA 209 in the same space as all other LCC Categorical programs. Students are now able to easily locate the office space. We have also seen more referrals of students from other categorical programs who may meet eligibility for the LCC CalWORKs program due to the close proximity of the programs. Given that we are located

directly across from EOPS/CARE we are able to communicate more readily about our shared students. We can ensure students get needed services without duplication and we are able to collaborate on activities and workshops to leverage resources.

A LCC CalWORKs/EOPS/CARE progress report was created. This allows us to see how our students are progressing in their academic courses and creates an early alert detection measure to better provide students with extra resources, such as tutoring. This gives the students and staff opportunity to speak about progress and identify if any additional help is needed. The joint document also creates convenience for students and faculty allowing one progress report to be completed, versus a different document for each program. LCC is also in the progress of developing a universal progress report that can be used for any program requiring such documentation.

The LCC CalWORKs program was also able to hire a part time Administrative Assistant in October of 2016. This addition has assisted in shared work load ensuring things are done in a timely manner and creates another point of contact for students.

LCC CalWORKs staff continues to attend trainings, conferences and meetings with Lassen County Community and Social Services personnel. The LCC CalWORKs program assistant was elected as Region 1 Representative for the California Community Colleges CalWORKs Association, bringing a voice to the far north as well as rural colleges.

All of the LCC CalWORKs documents and forms have been recreated and made uniform to one another maintaining an organized and professional look. The LCC CalWORKs application was also modified to contain the most relevant and necessary information. There is currently progress also being made so that students can fill out only one application for EOPS, CARE and CalWORKs. The hope is to have this document available for students for spring 2018. There has also been an addition to the LCC Admissions Application with a specific question regarding whether a student is receiving CalWORKs, a report can then generated from that response with a list of potentially eligible students.

The LCC CalWORKs webpage on the LCC website has been completely reorganized with information about our program including an application and brochure. It also contains links to outside resources beneficial to LCC CalWORKs students.

LCC CalWORKs is also in the process of creating a more user friendly book purchasing process with the LCC Bookstore. Progress is being made towards making the purchasing process entirely online via LCC bookstore webpage for ease in procedure.

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.

The LCC CalWORKs program continues to strive to meet program objectives by helping each student achieve their academic, career and personal goals by providing services, support, while eliminating barriers. Two goals the program is working on are to increase outreach efforts and create a CalWORKs student handbook.

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.

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.

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
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1,2,4	4	LCC CalWORKs students will develop and understand a Student Educational Plan (SEP) that reflects the educational goals of the student, and will make academic progress each semester.	Measure: SEP's will be reviewed during orientation each semester and compared to student's schedules. Target: 90% of students will have a SEP and will be making academic progress.
2,3,4	4	LCC CalWORKs students will be familiar with on campus support programs as well as, on and off campus resources.	Measure: A survey will be used to assess the student's knowledge of support programs and resources. Target: 85% of students will have knowledge of support programs and resources.
1,2,4	4	LCC CalWORKs students will have an understanding of their course progress mid-semester.	Measure: Progress reports are required to be turned in mid-semester. Target: 75% of students will turn in their progress report.
2,4	4	LCC CalWORKs students who participate in work-study will demonstrate employee performance skills necessary to gain and maintain employment.	Measure: Employer evaluations will be used to determine employee performance. Target: 80% of work-study students will have a positive employee performance.

Planning Agenda:

List recommendations and actions by the above evaluation of AUO and/or SLO results. Complete Institutional Effectiveness Planning, Student Services Planning and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. For any items needing Human Resources Planning, Institutional Technology Planning, or Facilities Planning action, please make sure to include the information within the appropriate section and table later in the program review document.

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.

Office space and equipment are sufficient.

Planning Agenda:

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

In order to successfully measure our AUO's we will need to collaborate with the Office of Institutional Effectiveness and our future Research Analyst to determine Key Performance Indicators and be able to measure them in order to evaluate our program activities which are effective for our students. We would like a dashboard created specifically for the CalWORKs program which will allow us to review live data to determine our progress, areas of improvement, and growth.

IV. Outside Compliance Issues (if appropriate for program)

Description:

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

None

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.

None

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.

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Increase outreach to additional sites outside of Lassen county including Modoc and Loyaltan areas. Also, increase collaboration with LassenWorks (Social Services Department) by having a staff person work from their location to increase TANF recipients of the educational options available at the college.

Create a CalWORKs student handbook that is an effective communication tool for program participants. Ensure the handbook has vital information and is easy to understand.

B. Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section One that should be included in Lassen College’s planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	Data dashboard for CalWORKs AUO’s and Key Performance Indicators	Spring 2018		Data driven decisions and evaluation of effective practices.
	Training on use of the dashboard created	Spring 2018		Effective use of the evaluation tool for decision making

Prioritized Recommendation for Inclusion in Student Services Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	NONE			

Prioritized Recommendations for Inclusion in Educational Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	NONE			

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.

Associate Dean of Student Success and Equity, CalWORKs Counselor, CalWORKs Program Assistant, CalWORKs Administrative Assistant.

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.

The addition of the 50% time Administrative Assistant position has been an effective use of Cal WORKs funds to provide the office with consistency for students, increase communication with Lassen Works and allowing for program growth and development. With this new position, we do not have any additional staffing needs at the time of this report.

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

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.)

LCC CalWORKs staff annually attends the California Community Colleges Chancellors Office's, New Directors training in the fall and the California Community Colleges CalWORKs Association's, Annual Training Institute in the spring. Staff has attended student success conferences, workforce development workshops and participates in shared governance as members of the Student Services Master Planning Committee.

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

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

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	NONE			

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

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

In November of 2016 the CalWORKs office was moved from the dormitory to Base Camp in the Creative Arts building, room 209. This move has made it easier for students to access services and has fostered the growth of the relationships with EOPS, CARE and ILP/Kinship. CalWORKs students continue to have access to student computers, printers and a study area.

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

None

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

None

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

To ensure the best services are provided to our students, changes to the physical environment are necessary to allow all eligible students to have access to the CalWORKs department and to ensure parents have the necessary tools they need to bring their children on campus when meeting with LCC employees and managing CalWORKs services.

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.

- Ensure offices are ADA compliant for use with students with mobility challenges.
- Provide bathrooms in Creative Arts building that are also accessible for ADA, specifically entrance and exits using electronic door.
- Install baby changing stations in the men’s and women’s bathrooms in every building on campus starting in Creative Arts.
- Provide lactation rooms to new mothers in multiple locations on campus.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Three 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 Three 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 the Facilities Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
4	ADA compliant office doors	Spring 2018	Already paid for	Equal access to program staff and services for all students
4	ADA accessible bathrooms in Creative Arts (electronic door)	Summer 2018	\$2,000	Safety of students in building and ADA compliance
4	Diaper Changing Stations in each student building in both men’s and women’s bathrooms	Summer 2018	\$289/each x 8 =\$2400	Family friendly environment on campus and greater access for student parents
4	Lactation rooms on campus for breastfeeding moms	Fall 2018	\$500 per room	Increased access and retention of women

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

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

Technology and technology support is sufficient.

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

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.

None

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

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

None

Prioritized Recommendation for Inclusion in the Planning Process

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

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	NONE			

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.