

LASSEN COMMUNITY COLLEGE
STUDENT SERVICES MASTER PLAN



2013-2018

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 capitol development have specific handshaking necessities 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

- Matriculation
 - 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
 - Athletic Eligibility
 - Records and Attendance Accounting
 - System Analysis
 - 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 the associate dean of student services, the child development director/kinship care director, the extended opportunities and programs counselor/general counselor, an English instructor, the disabled students program and services counselor/director, the CalWORKs director, a mathematics instructor, a human services and business instructor, an admissions and records assistant II, and the institutional research data systems analyst. 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; 2009-Kinship Care; 2009-Enrollment Services; 2009-EOP&S; 2009-DSP&S; 2009-Counseling; 2011-Child Services; 2012-ILP; 2012-Student and Residential Life.

The Student Services Master Plan is composed of the five annual action plans that start in academic year 2013-2014 and ends in year 2017-2018. 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 2012-2013 Student Services Planning Committee:

- Patrick Walton- Associate Dean of Student Services/EOP&S Director/Basic Skills Director
- Shelly Baxter – Child Development Site Supervisor/Kinship Care Director
- Jake Williams- English Faculty
- Thomas Rogers– EOP&S and General Counselor Faculty
- Sandy Beckwith– DSP&S Counselor/Director and CalWORKs Director Faculty
- Kam Vento– Human Services/Business Faculty
- Noelle Eckley– Mathematics Faculty
- Karen Clancy – Admissions and Records Assistant II
- Janna Sandahl – Institutional Research Data Systems Analyst

III. 2013-2018 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 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.

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.

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, 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 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.

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 SS building, greater security and privacy for admissions & records, counseling and EOP&S, and relocation of ILP and CalWORKs back to the Student Services building through the creation of more office space.

STUDENT SERVICES STAFFING PROPOSAL 2013-2014 (recommended staffing positions in priority order)

1. Replace two general counselors – anticipated hiring spring 2013 for fall 2013
2. A full time counselor to work with incarcerated students [2009 Counseling NIPR]
3. An afternoon teacher for Child Care Center [2012 Child Development NIPR Addendum]
4. Full time Administrative Assistant in Counseling- anticipated spring 2013
5. Full time Student Services Administrative Assistant III [2009 Student Services Administration NIPR]
6. International Student Recruitment Coordinator
7. Hire additional part time counselors especially for peak registration times [2009 Counseling NIPR]
8. Director of Enrollment Services [2009 Enrollment Services NIPR]
9. A part time Administrative Assistant for ILP [2012 ILP NIPR Addendum]
10. A full time Book Assistant/Office Assistant for EOP&S [2009 EOP&S NIPR]
11. Rehire a High Tech Center Technician in DSPS (50% DSPS funded responsibility) [2009 DSPS NIPR]
12. Assistant Director of Residential Life [2009 Student Services Administration NIPR]
13. Auxiliary Services Director [2009 Student Services Administration NIPR]

14. Increase Assistants in Child Development to 100% from 47% [2012 Child Development NIPR Addendum]
15. Increase Lead Teacher to 100% from 47% [2012 Child Development NIPR Addendum]

STUDENT SERVICES MASTER PLAN ACTION PLAN 2013-2018

Student Services Action Plan 2013-2014 – 6 Strategies						
Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
4	4.3.b.	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	2013-2014	-Director of Financial Aid -V.P. of Administrative Services	Payment of partial Pell before school starts. More outreach activities for financial aid
4	4.3.a.	Program Development- <ul style="list-style-type: none"> Update the Student Equity Plan 	Complete a comprehensive data review of student access to Lassen College updating the last plan with current data and making appropriate changes if any group is found to have their access to a LCC college education being limited/restricted	2013-2014	- Dean of Student Services - Executive V.P. of Academic Services	The Chancellor’s office will review the requirements for submission and updating of the Student Equity Plan Those updates will be included in the Student Equity Plan
1	1.7.a.	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	2013-2014	-A 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.
1	1.7.b.	Capacity Building- Technology Improvement Improve technology services in Admissions and Records, Financial Aid and Counseling:	To improve efficiency and effectiveness	2013-2014	-Dean of Student Services -Admissions and Records -Financial Aid	Use Title III money to purchase and implement the suggested technology.

		<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 			-Counseling Department	
4	4.5	<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	2013-2014	-Dean of Student Services Executive V.P. of Academic Services	Resource and equip club advisors. Coordinate an annual calendar of activities, club events, ASB meetings and forums, etc. Plan and run an annual student leadership program.
4	4.1.b.	<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 	A system to identify earlier students who are struggling in their classes.	2013-2014	-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.

		succeed instead.				
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Student Services Plan 2014-2018 – 3 Strategies						
Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
1	1.7.c.	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	2014- 2018	-Dean of Student Services, -Student Services Management Group -Executive V.P. of Academic Services	
3	3.1.e.	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	2014- 2018	-Dean of Student Services, -Executive V.P. of Academic Services	
3	3.1.l.	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	2014- 2018	-Dean of Student Services -Executive V.P. of Academic Services	