Student Services Annual Plan

SS Program Title
VPSS Office

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Executive Summary

The VPSS office serves to provide overall coordination and support for the student services division.

During the 2013-14 academic year, the focus was on creating a more cohesive and collaborative team among the student services departments. This was accomplished through monthly division meetings, regular department meetings, and period student services division news briefs. In addition, all of the staff members worked hard to assure we met all of the accreditation standards and experienced a successful site visit and reaffirmation of our accreditation.

For the 2014-15 academic year, the focus of the office will be twofold. The first will be on improving our relationships with our feeder high schools. We will also be developing the "Working Families Support Network".

Program Mission and Vision

Purpose: To provide overall coordination and support for the student services division.

 Goals:

To provide leadership and vision for the student services are:

To facilitate the delivery of student support services on campus.

To coordinate the annual planning/program review functions of the student services programs.

To monitor progress on the implementation of the Educational Master Plan.

To effectively collaborate with the instructional area and the two other colleges in the district.

Relationship of Program to College Mission: *Indicate how the program aligns with the college's mission by checking the appropriate boxes. Check all that apply:*

☑ Career-Technical Education

☑ Basic Skills

☑ Transfer

☐ Lifelong Learning

Relationship of Program to College Vision: *Indicate how the program aligns with the college's vision by checking the areas that you address in your program.*

- ☑ Quality of Academic Life
- ☑ Diverse Culture
- ☑ Personal Support and Development of Students
- ☑ Student Success Programs
- ☑ Innovative Programs Preparing Students for the University
- ☑ Innovative Programs Preparing Students for the Modern Workforce
- ☑ Innovative Programs Preparing Students for the Global Community

Program Data Measures List: *List the program or department data measures in this box that were used in this past cycle.*

The overall goal this past year has been on improving communication and teamwork among the various student services departments. To accomplish this, communication was enhanced through division meetings and email news. The following data were collected:

Number of Division meetings - 6 (25-30 individuals attending each)

Number of Student Services News Briefs - 10

Reflection on Data: *Provide a reflection on what the data means*

The data collected are process measures. We may need to conduct a survey of the student services staff in the upcoming year to determine if communication was indeed enhanced.

Accomplishments: *List any program major accomplishments*

1. Completed revision of the Chapter 7 Board Policies and Procedures (approved by the Board in late summer 2013)
2. Conducted professional development activities with student services staff members.
3. Worked to assure the student services areas met all of the accreditation standards.
4. Created a draft student engagement plan and high school recruitment/connections plan to be a part of the actions associated with the Strategic Enrollment Plan.

Changes in your program this year: *What changes has you seen in your program, and why do you think these changes have occurred?*

1. Moved A2B to the student services area.
2. Created a collaboration between TRiO/A2B/BTO by moving the programs in close proximity.
3. Provided a much stronger sense of student support services on campus and will continue to work on this.

Changes for Next Year: *What changes, if any, do you want to make in your program for next year?*

1. Have significant strong relationships with the feeder high schools.
2. Begin setting up a process for assisting our most vulnerable students (low income) through the WFSN.

Student Learning Outcomes:

Describe your student learning outcome and the results you have from last year as follows:
Student Learning Outcome
Assessment Results
Evidence/Analysis
Use of Results
SLO for Next Year
Given the results of your SLO this year, do you plan to keep the same SLO or develop a new one?

N/A

SLO Changes: *If you are changing your SLO(s), please describe why*

☑ Keep same one(s)

☐ Created new one(s)

SLO Relationship to Strategic Directions: *Check each of the college's Strategic Directions that your SLO addresses*

☐ Teaching and Learning

☐ Completion

☐ Community Connections

☐ Global and Sustainable

SLO and Strategic Directions: *Describe how your SLO relates to the strategic directions*
N/A

SAO Action Plan:

List your SAO for the upcoming year and describe the Following:
Student Learning Outcome
Activities to Achieve the SLO
Assessment Measures
What do you expect to learn

N/A

Service Area Objectives:

Summarize the assessment results of your Service Area Objectives, to include the impact on the quality and success of the program.

2013-14 VPSS Objectives

1. **To assure all student services programs continue at the proficiency level.**

This task was completed. All SS programs have SLOs, assess them and they are discussed at the SSPC meetings.

2. **To revise the student services (Chapter 7) policies and procedures.**

All of the policies and procedures for Student Services were reviewed, revised and approved by the Board of Trustees.

3. **To improve communication and create a strong cohesive student services team**.

This is a work in progress. Communication activities have continued throughout the year. Meetings are conducted with the departments. A survey will be conducted during 2014-15 to determine how well the changes made are working.

4. To promote professional development for the student services staff.

The division meetings conducted had speakers and were primarily professional development. The Strengthsfinder was completed by SSPC and will be completed by A&R, Financial Aid, Cashier's Office, Welcome Center, and Counseling over the next month.

5.   **To coordinate the student conduct and grievance processes.**

Working with the VPSS Assistant, these processes have been functioning very well.

Service Area Objectives: Next Year
Describe the Service Area Objectives for next year:
Service Area Objective
Activities to be Conducted
Assessment Measures
Why this was selected

1.   Implement the high school recruitment plan to increase the number of students who attend Canada College.
2.   Implement the student engagement plan to improve success rates among students.
3.   Improve relationships with the feeder high schools.
4.   *Develop the Working Families Support Network.*

Relationship to EMP Teaching & Learning: *Check any EMP Teaching and Learning Objective that relates to your Service Area Objective*

☐   1.1 Assess SLOs

☐   1.2 Flexible course scheduling

☐   1.3 Professional development

☑   1.4 Student engagement

☐   1.5 Facility Planning

Relationship to EMP Completion: *Check any EMP Completion Objective that relates to your Service Area Objective*

☑   2.1 Connections and outreach

☑   2.2 Assessment testing

- ☑ 2.3 Orientation
- ☑ 2.4 Student pathways
- ☐ 2.5 100% FAFSA
- ☑ 2.6 Intentional counseling
- ☐ 2.7 Basic skills effective practices
- ☐ 2.8 Mentorships
- ☐ 2.9 Degrees and certificates
- ☐ 2.10 Career center
- ☐ 2.11 Transfer center
- ☑ 2.12 Monitor student success

Relationship to EMP Community Connections: *Check any EMP Community Connections Objective that relates to your Service Area Objective*

- ☐ 3.1 Community outreach advisory group
- ☐ 3.2 Community advisory group
- ☐ 3.3 Service learning
- ☐ 3.4 Contract education

Relationship to EMP Global and Sustainable: *Check any EMP Global and Sustainable Objective that relates to your Service Area Objective*

- ☐ 4.1 Sustainability and Social Justice groups
- ☐ 4.2 International and University Centers
- ☐ 4.3 Sustainability in the curriculum
- ☐ 4.4 Sustainability awareness

Resources: Faculty and Staff:
Describe your new staff needs:
Position Title
FT/PT (%)
Rationale

N/A

Resources: Professional Development: *List your area's professional development needs*

None required. Will work with staff to determine their needs.

Resources: Equipment: *Describe the equipment you need*
N/A

Resources: Technology: *Describe the technology equipment you need*
N/A

Research Requests: *Describe the research requests you have to assist you in planning and program review*
Continue to evaluate how well we are doing in our student services programs.

Facilities Requests: *Describe facility requests you have*
N/A

Curricular Offerings: *Attach the following TracDat and CurricUNET data on courses*
N/A