

Appendix E – Action Plan: Student Services

Glendale Community College Action Plan: Student Affairs 2006-07 Academic Year

Responsible Person – Alberto Sanchez

Last Updated: 2/15/2007

Strategic Direction - Strategic Goal	Objective	Expected Outcome	Who/When	Planned Activities	Status¹
Access –Goal 1 Dynamic Learning Environments-Goal 2 Collaboration-Goal 2	Promote clearly defined student career and educational goal development. (Futures)	Collect educational goal information each time students register	Academic Advisement and Enrollment Services	Student Services Technician/ Specialists update student’s career and educational goals at the time of registration and advisement. Provide free child care to any Center parent who attends student success workshops or who has an appointment for career counseling	Institutionalized. Bridge Legacy with new SIS.
		Student achievement of educational goals	Child Care Center, Career/Counseling Dept.		Institutionalized
Access-Goal 1	Promote clearly defined student career and educational goal development. (Futures)	Improved student persistence	Counseling and Career Services Mentoring	Increase Administrative Secretary II to full-time 12-month to better support retention activities. Provide Adult Re-Entry Services	Budget proposal 06-07 Funded OYO not permanently
Dynamic Learning Environments – Goal 2	Promote clearly defined student career and educational goal development. (Futures)	Earlier identification of career goals by students leading to more effective course/program selections	Counseling and Career Services Academic Advisement, Faculty Counselors Career Services	Promote and increase enrollment in Career Work Experience (CWE) by 10% Encourage students to visit a counselor for career counseling Hold career exploration seminars for various programs and majors	Institutionalized Plan to implement a tracking database Ongoing
Access-Goals 1, 3 Collaboration-Goal 1 Strong Identity-Goal 2	Promote clearly defined student career and educational goal development. (Futures)	Increased utilization of GCC services and programs, as well as assisting local business to obtain qualified, diverse workforce.	Career Services, AARP and the Business and Technology Dept.	Employer Information Breakfast regarding the benefits of hiring workers age 50+ 50+ Workers Job Fair on the GCC campus in the Student Union Establishment of scholarship fund for 50+ workers utilizing employer contributions.	Ongoing and planned
Dynamic Learning Environment- Goals 4, 5 Collaboration- Goals 1, 2	Promote clearly defined student career and educational goal development. (Futures)	Improved: course completion, academic retention, career selections, and adult agency referrals	Program supervisor HS supervisor and resource teacher GCC DSR Coordinator 2006-07	HS submits grant application HS students selected, placement assessments completed and students registered. Student received scan/read training, accommodations are identified, and INF instructor notification occurs	Ongoing and planned
Access-Goals 1, 2 Dynamic Learning Environments-Goal 2 Collaboration-Goal 2	Promote and implement policies and procedures that lead to student success (Futures)	Greater understanding and demonstrated use of leadership concepts and skills	Student Life, Associated Student Government, Sociology Department	Implement LDR 102, 201-Emerging Leaders courses as a part of ASG and club officer membership Create and house a leadership library Build a Leadership Center	Institutionalized Established 2005-06 Opened fall 2006
Access-Goals 1, 2	Promote and implement policies and procedures that lead to student success (Futures)	Improved student persistence	Student Services on a district wide basis	Study the feasibility and ramifications of eliminating late registration while keeping a period of schedule adjustments Implement mandatory orientation for new and re-entry students	Drop/add week no longer advertised as a time to register late. Pilot in planning stage

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Access-Goal 2	Promote clearly defined student career and educational goal development. (Futures)	Greater student satisfaction with administrative processes	Enrollment Services	Add a Director of Admissions, Records and Registration to provide full-time leadership to the Office of Admissions, Records and Registration	Budget request 2006-07 unfunded
Collaboration – Goal 2	Promote and implement policies and procedures that lead to student success (Futures)	Continued increase in early registration, and “leveling out” peaks and valleys of enrollment	Academic Advisement, faculty	Continue to increase in-reach to promote early registration	Fall 06 reports show slight increase in next semester enrollment in classes visited. Continue activity ongoing
Access–Goal 2 Dynamic Learning Environment– Goals 2, 5 Qualified and Diverse Workforce–Goal 3	Promote clearly defined student career and educational goal development. (Futures)	Improve student satisfaction with admission and registration services (Noel Levitz)	Enrollment Services	Provide customer services training for Enrollment Services staff.	Training 2005. Need to institutionalize training for all new staff hired.
Access-Goal 2 Strong Identity-Goal 1	Promote clearly defined student career and educational goal development. (Futures)	Improvement in basic skills for non native English speakers	Center for Learning	Promote non credit ESL classes in the community Support ESL student learning with supplemental computer software	On-going On-going
Access-Goal 2 Collaboration-Goal 2	Promote clearly defined student career and educational goal development. (Futures)	More students will be placed in the correct level of English and Math	Academic Advisement and Testing Services Testing Services	Conduct mini advisory sessions immediately after assessment testing Move to computerized Accuplacer instrument	Discontinued fall 2006 due to reporting changes Reinstate fall 2007 Planned for 2007-08
Access-Goal 2 Collaboration Goal-2	Promote and implement policies and procedures that lead to student success (Futures)	Increased and timely use of student support services and resources	Child Care Center, Career/Counseling Dept., Student Service Depts.	Provide free child care to any Center parent who attends student success workshops or who has an appointment with the student services office.	Institutionalized
Access-Goal 1 Collaboration Goal-2	Promote and implement policies and procedures that lead to student success (Futures)	Insure continued enrollment for Center parent and child during times of financial need	Child Care Center Alumni and Scholarship Development	Develop a supplemental child care tuition fund to assist student parents in times of financial crisis	Alumni Development has identified a tuition source for 2006-07.
Access-Goals 2, 5 Dynamic Learning Environments- Goals 2, 3, 4, 5	Promote and implement policies and procedures that lead to student success (Futures)	Updated assistive and adaptive technology software to provide disabled students access to equivalent computing capabilities	Disability Services and Resources Instructional Computing Innovation Center	Purchase the most current software for: Screen readers Voice recognition CD textbooks Scan/read/study software Midis testing screen readers	Annual review process in place

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Access-Goal 1 Strong Identity	Promote and implement policies and procedures that lead to student success (Futures)	Provide opportunity for prospective students to learn about GCC programs and services	College Advancement, Enrollment Services, Academic Advisement	Conduct Spring Open House Information Day	Planned for April 13, 2007
Dynamic Learning Environment-Goal 2	Promote/implement policies and procedures that lead to student success (Futures)	Improved student learning as measured by cognitive abilities	All Student Affairs departments on an annual basis	Develop student learning outcomes for each department Assessment outcomes	Implemented fall 2006 Assessment to begin during spring 2007
Access-Goals 1,2 Dynamic Learning Environment-Goal 2	Promote clearly defined student career and educational goal development. (Futures)	Improve student persistence	Academic Affairs, Counseling, Academic Advisement	Study feasibility of a student success enrollment process requiring orientation and advisement for designated groups of new students	Planned
Dynamic Learning Environment-Goal 2	Promote clearly defined student career and educational goal development. (Futures)	Scan/read technology will be used as a study method Individual tutoring and other campus resources employed Used classroom accommodations	Program supervisor HS supervisor and resource teacher College DSR Coordinator Academic Year 2006-07	Student services and referrals Train students in use of scan/read technology to enhance their learning Referral to and utilization of other learning support resources	Planned
Collaboration-Goal 2	Promote clearly defined student career and educational goal development. (Futures)	Disabled and LD students will complete a higher percentage of attempted courses each term while health insurance coverage continues	Proposal drafted by MCCCC DSR Coordinators. Requires Governing Board approval.	Review by MCCCC VP's Student Affairs DSR Coordinators to edit as needed to receive Board approval.	Approved
Collaboration-Goals 1, 2	Develop intervention processes to identify and address basic skills deficiencies in students (Futures)	Identify career selections and make referrals to adult agencies	College Disability Coordinator Fall 2005 and Spring 2006	Scan/read training, accommodations identified, including documentation and INF Instructor Notification	Planned
Access-Goals 1, 2, 3 Collaboration-Goal 2 Strong Identity-Goal 1	Develop intervention processes to identify and address basic skills deficiencies in students (Futures)	Increase student enrollment and maximize resources	Student Affairs Enrollment Services	Develop college wide recruitment committee and calendar Promote and increase tours	Calendar available on web Tours on web M, W, F at 4:00 and 6:00 pm
Dynamic Learning Environments – Goal 2	Develop intervention processes to identify and address basic skills deficiencies in students (Futures)	Improved student persistence	First Year Experience	Expand the First Year Experience Program (FYE)	Fall 05 has 70 students enrolled in 5 FYE cohorts

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Collaboration – Goal 1	Develop intervention processes to identify and address basic skills deficiencies in students (Futures)	Students advised/aware of resources and encouraged to utilize them	Counseling	Continue to outreach to students who are on academic probation	Ongoing
Dynamic Learning Environment – Goals 2, 5 Access – Goals 1, 2	Develop alternative and enhanced methods for delivery of student services.	Improve consistency of information to students and the public.	Enrollment Services	Add 1.5 FTE Grade 6 A/R Clerk to staff Welcome and Information Desk (day and evening hours), replacing temporary and student help.	OSO Spring 2007
Access-Goals 1, 4 Collaboration –Goal 1 Strong identity- Goals 1, 2	Develop alternative and enhanced methods for delivery of student services	Enhanced GED testing services and resources	Testing Services GCC North	Transfer GED testing program to North Campus. Train existing staff to register, collect and post GED funds. Increase revenue by enhancing testing dates/times Eliminate GED budget deficit.	Implemented transfer and services January 2007 Staff training implemented Budget increases planned and ongoing.
	Develop alternative and enhanced methods for delivery of student services.	Efficiently manage the storage and retrieval of student records through use of electronic storage systems.	Enrollment Services	Replace outdated scanner non working scanner Upgrade six year old server with current operating system	Budget request 2006-07 Budget request 2006-07
Access-Goal 5 Resources for Growth- Goal 2	Develop alternative and enhanced methods for delivery of student services	Students will file accurate FAFSA documents	Financial Aid	Continue to increase the use of financial aid web resources and services	Ongoing
Dynamic Learning Environments – Goals 1, 2	Develop alternative and enhanced methods for delivery of student services	Improve student persistence	Mentoring, Nursing Mentoring, Math	Further develop the collaborative relationship Establish and implement collaborative efforts for students in the Math Dept.	Ongoing Planned
Access – Goal 5, Dynamic Learning Environments – Goal 3. Resources for Growth – Goal 2	Develop alternative and enhanced methods for delivery of student services	Improve communication to students	Student Life Enrollment Services All Student Affairs Depts.	Distribute sandwich signs across campus to advertise activities Replace 10 damaged and weathered sandwich signs Develop subcommittee to review and recommend improvements to Student Affairs web pages	Purchase approved, signs ordered 1/07 Budget request 2006-07 Planned for 2006-07
Access – Goals 1, 2 Resources for Growth- Goal 2 Dynamic Learning Environments-Goal 3	Develop alternative and enhanced methods for delivery of student services	Students will use web information on online services	Enrollment Services	Provide students with information about how to activate and use the new student system.	Working with Maricopa Colleges on a district-wide information brochure and marketing campaign.

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Dynamic Learning Environments-Goal 3 Collaboration-Goal 2	Develop alternative and enhanced methods for delivery of student services	Employees will effectively utilize the new system to serve students	Enrollment Services Training and Employee Development	Provide staff training; implement SIS	Training planned for faculty and staff 4/07-10/07
Access-Goal 4 Collaboration-Goal 2	Develop alternative and enhanced methods for delivery of student services	Increase number of students applying for scholarships	Alumni/Scholarship Development and Financial Aid	Conduct student scholarship workshops and make presentations to classes, student clubs and organizations Distribute scholarship book at College Goal Sunday and High School Advisor Day Advertise in student newspaper, campus TV and outdoor marquee Provide new scholarships for students and/or programs	Institutionalized-over 100 presentations/workshops conducted 370% increase in scholarship applications for 2005-06 \$1.3 mil. in scholarships awarded to 1,753 students in 2005-06
Collaboration-Goal 2 Access-Goals 1, 4, 5	Develop alternative and enhanced methods for delivery of student services	Improve scholarship information and services	Alumni/Scholarship Development, Graphic Design, Financial Aid, Innovation Center	Online application process for scholarships Create electronic scholarship announcements/flyers Redesign scholarship book to improve clarity of information for students	Applications online Ongoing Completed
Access-Goal 5, Dynamic Learning Environments-Goal 2 Collaboration-Goal 3	Develop alternative and enhanced methods for delivery of student services	Increase hours of operation in Make-up Testing	Center for Learning – Make Up Testing	Add a PSA Grade 7 half-time Testing Tech to provide additional coverage	Budget request for 2006-07 – unfunded
Access-Goal 5, Dynamic Learning Environments-Goal 2 Collaboration-Goal 3	Develop alternative and enhanced methods for delivery of student services	Increase the number of subjects that provide Supplemental Instruction (SI) as a student support.	Center for Learning and Academic Departments	Continue to offer information sessions to faculty. Assess the impact of SI on student grades.	Added SI component to three new subjects for Spring 2007
Dynamic Learning Environment-Goal 2 Collaboration-Goal 2	Develop alternative and enhanced methods for delivery of student services	Students will learn the characteristics of quality care and education	Child Care Center, Academic Depts., and Community	Provide on-site observations and classroom presentations	Ongoing
Dynamic Learning Environment-Goal 2 Collaboration-Goal 2	Develop alternative and enhanced methods for delivery of student services	Students strengthen early childhood teaching skills and gain valuable work experience Teacher/child ratios improved in the Center	Child Care Center and Child and Family Studies Child Care Center and Alumni/Scholarship Development	Provide internship placements for Early Childhood students Tuition paid for student workers to enroll in early childhood classes to increase knowledge and skills	Ongoing Established Fall 2007
	Develop procedures to help students address non-academic concerns (HLC/NCA)	Expedite the delivery of Title IV assistance	Financial Aid	Permanently fund 2 full time Clerk II (PSA 6) positions	Budget request for 2006-07-one funded One OSO fall only 06-07

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Access-Goals 1, 2, 5 Collaboration-Goal 2	Ensure that students receive consistent information (Futures)	Greater participation in Student Leadership and campus events	Student Life, Graphic Design	Electronic newsletter to club advisors Develop a "look" for all student information re: leadership, activities Clubs can place "ad" in student newspaper Utilize Gaucho TV	Institutionalized Institutionalized Piloting 2006-07 Waiting for TV "shell"
Access – Goal 2 Dynamic Learning Environment – Goal 2 Access-Goals 1, 2, 4 Dynamic Learning Environments-Goals 2, 5	Ensure that evening and GCC North student services are adequate (HLC/NCA) Ensure that evening and GCC North student services are adequate (HLC/NCA)	Improved educational goal setting and persistence Students, faculty, and staff will feel safer on campus. Campus and surrounding property will be more secure	Advisors College Safety Main and GCC North Campus	Conduct additional group advisement sessions during the semester In collaboration with College Safety-GCC Main: Request ft board approved certified officer to be stationed at the North campus	Planned Certified officer added.
Dynamic Learning Environments-Goal 2	Ensure that evening and GCC North student services are adequate (HLC/NCA)	Identify positions and operational funds to provide adequate services day, evening, weekend hours of operation at GCC North	District Planning & Dev., VP Student Affairs, Dir. Fiscal Operations, Assoc. Dean, GCC North, Dir. of Facilities, Dean of Institutional Planning	Governing Board approval of educational specs and operational plan Begin construction April, 2007	Educational Specifications approved. Operational Plan in progress
Access-Goal Dynamic Learning Environment-Goal	Ensure that evening and GCC North student services are adequate (HLC/NCA)	Raise student participation levels by GCC North, evening and weekend students in student leadership and governance	Student Life, Innovation Center, Associated Student Government, faculty GCC North staff, ASG	Use online voting to elect ASG members Work with faculty to select students for Student Public Policy Forum and AZ Town Hall participation Elect an ASG rep from the North campus Hold ASG events on the North campus Construction begins April 2007	Institutionalized Institutionalized No one ran for the seat Fall 2007 – barbeques, Veterans' Day Ceremony, pizza and karaoke mixer On schedule
Access-Goals 1, 2 Dynamic Learning Environments	Ensure that evening and GCC North student services are adequate (HLC/NCA)	Identify positions and operational funds to provide adequate services day, evening and weekend hours of operation	VP Student Affairs, VP Admin Services, Pres. Deans of Students at GCC Main and GCC North Dean		
Access- Goals 1,2,4 Collaboration- 1	Ensure that evening and GCC North student services are adequate (HLC/NCA)	Increase the number of schools and students served by the GCC North ACE Plus program.	GCC main campus ACE Plus and the GCC North campus ACE Plus programs.	Hire a full time shared Student Service Specialist for GCC North and GCC main ACE Plus programs.	Planned Budget request for 2006-2007 - unfunded

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