



SAN DIEGO MIRAMAR COLLEGE
Student Services Division

College-Wide Goals & Objectives **FINAL REPORT**

2009/10

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/
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Table of Contents

Department/Program	Page
Admissions & Records	3
Assessment	6
CalWORKs.....	9
Career & Student Employment	11
Counseling / Mental Health	14
DSPS	16
EOPS / CARE	19
Evaluations	20
Financial Aid	21
Health Services	23
Outreach	26
Student Affairs	28
Transfer Center	30
Veterans' Affairs.....	33

Student Services College-Wide Goals & Objectives FINAL REPORT 2009-10

ADMISSIONS & RECORDS

College-Wide Planning & Budget Process:

Goal: *Assess and maintain quality student services during challenging state and local budget crisis and cutbacks.*

Results: **Suspended due to budget restrictions**

Advocated for department budget in order to successfully achieve department goals and objectives.

Suspended due to limited staffing – supervisors performing daily operations. Sought alternative resources for funding opportunities, including state and federal grants.

Suspended due to budget restrictions

Advocated for staffing allocation formula. The formula should account for prospective students, as well as headcount. With the completion of the new student union building in 2012, and as we grow to our projected target of 25,000 students (based on district estimates), we will need to hire additional full-time classified and certificated staff.

Completed

Completed program review and student learning outcomes assessment cycle by October 15, 2009.
On-Going.

Budget, planning and student learning outcomes were linked to program review and annual outcomes.

On-Going

Student Services Supervisor II continued participation on Student Services Program Review/SLOAC Task Force.

Facilities:

Goal: *Provide functional facilities for staff and students and ensure confidentiality of student records.*

Results: **On-Going**

Collaborated with project architect and campus facilities committee to provide a seamless and smooth transition to the new student union building. Planned for the facilities, fixtures and equipment (FFE).

Locked records storage area planned.

Informed architect and VPSS of line of sight issue for supervisory staff.

Attended furniture vendor presentation.

Developed FFE spreadsheet.

Advocated for visual queuing system to accommodate traffic flow.

Planned for integration of Admissions & Records and Veterans' Affairs.

Enrollment Growth & Management:

Goal: *Ensure students and staff needs are addressed in supporting and managing enrollment.*

Results: **Suspended due to budget restrictions and hiring freeze.**

Advocated for service hours that support evening students.

Advocated for additional staff to support current enrollment and growth.

Advocated for reinstatement and conversion of two part-time (.40) positions to full-time (1.0).

Advocated for a new Sr. Student Services Assistant position to support the International Student Admission program compliance and growth.

Advocated for a new Sr. Student Services Assistant position to support residency.

Advocated for the use of student employees.

Advocated for and identify general funding to support the hiring of NANCEs for peak enrollment periods or special projects.

Advocated for Sr. Student Services position funding to be converted from matriculation to general fund.

Focus on Student Success:

Goal: *Ensure that students' needs are addressed in Admissions & Records objectives.*

Results: **On-going**

Incorporated the mission of the student services division in all departmental objectives: We, the Student Services Division, believe that students are the reason for our existence. We are dedicated to offering equitable and courteous services to our Miramar College community. We are committed to the development and empowerment of our students to their full potential.

Suspended.

Advocated for service hours that support evening students.

On-going

Supported enrollment activities of special programs and sought avenues to improve the enrollment process.

When applicable - utilized online application, issue restricted add codes, require online payment.

Supported activities that enhanced students' ability to find open classes and navigated complexities of the first week of school.

Distributed open class lists.

Participated in student ambassador training.

Professional Development:

Goal: *Facilitate the ongoing training of Admissions & Records staff.*

Results: **On-going**

Provided training to maintain currency on rules, regulations, new local, state, and federal programs, changes in admissions criteria, and state and federal impact on categorical programs.

No staff members were sent to regional workshop since lack of regional participation led to its cancellation.

Suspended due to budget restrictions.

Collaborated with Vice President of Student Services to secure and allocate funds for critical conference travel.

Suspended due to lack of staffing to support daily operations.

Collaborated with Student Services leaders in cross training of staff.

Utilize in-house professional development opportunities.

Marketing & Outreach:

Goal: *Participate in marketing and outreach activities.*

Results: **On-going**

Assisted with outreach and in reach activities.

Participated in "Jets Jump Start!" Welcome Orientation.

Collaborated with web developer to improve web pages.

Provided feedback on beta website.

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of student services.*

Results: **On-going**

Student Services Supervisors collaborated with Vice Chancellor of Student Services to review business processes for efficiency.

Advocated for procedures that result in efficiency and cost savings, such as a "real time" online admission application.

Embraced and utilize emerging technology in delivery of student services.

Advocated for records security and the utilization of optical imaging to reduce paper records space.

Collaborating with District Student Services on imaging transcripts to reduce paper files.

Student Services Supervisor II continued participation in Academic Affairs Committee.

Community Partnerships:

Goal: *Maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities including state and federal grants.*

Results: On-going

Student Services Supervisor I continued to conduct classroom presentations to ESL Continuing Education classes promoting enrollment in college classes.

Accreditation:

Goal: Support College in meeting accreditation standards.

Results: On-going

Participated in College Accreditation Self-Study process.
Reviewed document and provided suggestions.

Student Services Supervisor I continued to co-chair Accreditation Standard IIB.

ASSESSMENT

College-wide planning and budgeting process:

Goal: *Work to maintain quality student services during challenging state and local budget crisis and cutbacks.*

Results: On-going

Assessment was severely impacted by on-going budget crises. Matriculation cuts impact ability to purchase Accuplacer tests. Planning continues to attempt to minimize impact to students

Goal: *Complete program review and student learning outcomes assessment cycle on October 15, 2009. Budget, planning and student learning outcomes are linked to program review and annual outcomes.*

Results: Completed

Work for the Program Review cycle for 2010 was complete in a timely manner.

Goal: *Staffing allocation formula needs to be established by the college, taking into account prospective students as well as headcount. As we grow to our projected target of 25,000 students (based on district estimates), we will need to hire additional full-time classified and certificated staff.*

Results: Suspended due to budget restrictions and hiring freeze.

Goal: *Seek alternative resources for funding opportunities including state and federal grants.*

Result: **On-going**
The program supervisor applied for FIPSE Fund for Improvement of Post Secondary Education and Department of Homeland Security (DHS) grants.

Facilities:

Goal: *Continue to work with project architect and campus facilities committee to provide a seamless and smooth transition into the new student services facilities.*

Result: **On-going**
Met with architects and interior design planners.

Goal: *Participate in meeting with architects to discuss Assessment facility needs in new location, to include dedicated testing lab and private testing room.*

Result: **On-going** First
round completed.

Enrollment growth and management:

Goal: *Attempt to encourage growth and management of Assessments by providing students with a very flexible and accommodating schedule for Accuplacer math and English testing.*

Results: **On-Going**
Achievement of this goal have been severely impacted by on-going budget crisis. Assessment testing times have been cut back.

Goal: *ESOL assessments will be scheduled at a variety of times and days, and additional ESOL exams are scheduled when required.*

Results: **On-going**
Achievement of this goal has been severely impacted by on-going budget crisis. Assessment testing times have been cut back.

Focus on Student Success:

Goal: *Incorporate the mission of the student services division in all departmental objectives: We, the Student Services Division, believe that students are the reason for our existence. We are dedicated to offering equitable and courteous services to our Miramar College community. We are committed to the development and empowerment of our students to their full potential.*

Results: **On-going**
Office hours have been reduced and staffing deeply affected by on-going budget crisis.

Goal: *Assessment will demonstrate a focus on Student Success by providing students with a very flexible and accommodating schedule for re-testing and challenge exams.*

Results: **On-going**

The schedule of assessments were severely impacted by the on-going budget crisis. Assessment testing times have been cut back.

Professional Development:

Goal: *Continue training to maintain currency on rules, regulations, and new local, state, and federal programs, transfer requirements, changes in admissions criteria, financial aid changes, and state and federal impact on categorical programs.*

Results: **On-going**
Participate on Marketing and Research committees

Attend Institutional Effectiveness workshops.

Goal: *Continue to work with Vice President of Student Services in order to allocate funds for travel and conference to facilitate staff professional development.*

Results: Suspended due to budget cuts and the need to focus full priorities on services to students

Marketing & Outreach:

Goal: *The Assessment program staff will maintain a calendar of testing availability times and dates.*

Results: **On-going**
A weekly assessment calendar was maintained for students

Goal: *The Assessment program staff will collaborates with the campus outreach officer and the supervisor serves on the outreach subcommittee and the marketing committee.*

Results: **On-going**
Office Staff participated in outreach activities as needed

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of student services.*

Results: **On-going**
The quality and currency of services were severely impacted by budget crisis. Assessment is currently part of the Career and Student Employment Center, and is supervised by the Placement Officer. This arrangement has obvious limitations for a growing college. Currently the demands of the two programs (which have absolutely no demands in common) are juggled by the full-time staff of two people.

Goal: *Embrace and utilize emerging technology in delivery of student services.*

Results: **On-going**
Implemented use of JobConnect.com.

Goal: *The Assessment program staff will monitor student appointment usage last year and recently adjusted our hours to meet student needs. This includes being open*

two nights during the week to accommodate evening students, and evening testing times.

Results: **Suspended**
Due to budget crisis office hours have been scaled back.

Goal: **Assessment staff will participate broadly in college shared governance committees.**

Results: **On-going**
The program supervisor participates in the bi-weekly Student Services Committee, which is a shared governance committee.

Community Partnerships:

Goal: *The program staff will maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities including state and federal grants.*

Results: **On-going**
The program supervisor has partnered with instruction and applied for FIPSE Fund for Improvement of Post Secondary Education and Department of Homeland Security (DHS) grants. However, funding has not been secured as of yet. This is an on-going goal.

Goal: *The Assessment program staff will maintain active community partnerships with the feeder high schools.*

Results: **Suspended**
Due to severe budget crisis, assessments are no longer offered at the high schools. However, collaboration with the Outreach Office continues in order to prepare prospective students and inform them of assessment services

Accreditation:

Goal: *Continue to participate in College Accreditation Self-Study process.*

Results: **On-going.**

CalWORKs

College-wide planning and budgeting process:

Goal: *Assess and maintain quality student services during challenging state and local budget crisis and cutbacks and project needs of CalWORKs students in the upcoming years.*

Results: **On-going**
Discussion and changes occurred since the budget has been unpredictable.

Facilities:

Goal: *Provide functional facilities and quality services in the CalWORKs office.*

Results: **On-going**

Worked with the limited space, attended planning meetings with architects for new building, and looked at furniture for new space.

Enrollment growth and management:

Goal: *Ensure services meet the state-mandated guidelines. Identify and serve all eligible CalWORKs students.*

Results: **On-going**

The program increased the number of students served from 147 in 2008-09, to 167 in 2009-10. In addition, student records were completed according to state-mandated guidelines.

Focus on Student Success:

Goal: *Provide support and services to assist students in achieving their goal towards self-sufficiency.*

Results: **On-going**

Continuously met with CalWORKs students as needed.

Professional Development:

Goal: *Participate in on-going training for faculty and staff on CalWORKs state, federal, and local requirements.*

Results: **Completed and on-going**

Attended the first CalWORKs Association Training Institute, as well as the New Directors Institute, and Regional event.

Marketing & Outreach:

Goal: *Provide materials on departmental services and programs to campus, institutional, and community partners.*

Results: **Completed and on-going**

Developed and printed new brochures, and conducted Regional training event for Employment Case Managers as well as campus and institutional community partners.

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of student services.*

Results: **On-going**

Discussion took place as to the current budget crisis, impact on services and methods to best handle.

Community Partnerships:

Goal: Maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities including state and federal grants.

Results: On-going

Met as a region with Employment Case Managers, Health and Human Services Agency County of San Diego, and Non Governmental Organizations (NGOs)

Accreditation:

Goal: *Support college in meeting accreditation standards.*

Results: On-going

Completed all required reports.

CAREER AND STUDENT EMPLOYMENT

College-wide planning and budgeting process:

Goal: *Work to maintain quality student services during challenging state and local budget crisis and cutbacks.*

Results: On-going

This goal has been severely impacted by on-going budget crisis. However discussion and planning continues to determine ways to meet student's assessment needs

Goal: *Complete program review and student learning outcomes assessment cycle on October 15, 2009. Budget, planning and student learning outcomes are linked to program review and annual outcomes.*

Results: Completed

Work for the Program Review cycle for 2010 was completed in a timely manner.
Began the cycle for 2010

Goal: *Staffing allocation formula needs to be established by the college, taking into account prospective students as well as headcount. With the completion of the new student union building in 2012, and as we grow to our projected target of 25,000 students (based on district estimates), we will need to hire additional full-time classified and certificated staff.*

Results: Suspended

Due to on-going budget crisis and district hiring freeze, this goal was suspended.

Goal: *Seek alternative resources for funding opportunities including state and federal grants.*

Results: On-going.

Applied for FIPSE and DHS grant funding.

Facilities:

Goal: *Continue to work with project architect and campus facilities committee to provide a seamless and smooth transition into the new student union building.*

Results: **On-going.**
Met with architects and furnishing planners on several occasions.

Enrollment growth and management:

Goal: *Career and Employment will continue to play central roles in student matriculation at Miramar College. Without employment resources and access to job opportunities, students will not be able to secure employment in time to pay for tuition, books, and other living expenses. The center's career resources are crucial for students deciding career paths and majors. Without a major, it is difficult for students to complete the matriculation process by completing an education plan. The Career and Employment center contributes significantly to student recruitment by assisting students that are just "looking" and curious about career possibilities. The center also supports growth through active participation on the marketing and outreach committees, and regular attendance at local expos and job fairs.*

Results: **On-going**
Due to reduced hours services to students have been severely impacted by on-going budget crisis.

Focus on Student Success:

Goal: *Incorporate the mission of the student services division in all departmental objectives: We, the Student Services Division, believe that students are the reason for our existence. We are dedicated to offering equitable and courteous services to our Miramar College community. We are committed to the development and empowerment of our students to their full potential.*

Results: **On-going**
Quality of services to students continued to be a high value in all communication with students. However, the program has been impacted by on-going budget crisis due to a reduction in service hours and students needs continue to grow with the challenging economy.

Goal: *Every aspect of the Career and Student Employment Center will focus on student success. By assisting students with career exploration and major selection, we are helping students to have a better plan for success. We also develop effective resumes with students, provide assistance with cover letters and interview techniques, and provide one on one career consultations and resume critiques.*

Results: **On-going**
Quality of services to students continued to be a high value in all communication with students. However, the program has been impacted by on-going budget crisis due to a reduction in service hours and students needs continue to grow with the challenging economy.

Professional Development:

Goal: *Continue training to maintain currency on rules, regulations, and new local, state, and federal programs, transfer requirements, changes in admissions criteria, financial aid changes, and state and federal impact on categorical programs.*

Results: **On-going**
Participate on Marketing and Research committees.

Attend Institutional Effectiveness workshops.

Goal: *Continue to work with Vice President of Student Services in order to allocate funds for travel and conference to facilitate staff professional development.*

Results: **Suspended**
Due to the budget cuts, it has been important to focus more efforts on serving students

Marketing & Outreach:

Goal: *Career and Employment will maintain an outreach calendar of events each month (job fairs, expos, street fairs, employer campus visits, etc.).*

Results: **On-going**
The Career and Employment Office maintains a monthly calendar of all career resources and activities

Goal: *Career and Employment will collaborate with the campus outreach officer and the Placement Officer serves on the outreach subcommittee and the marketing committee.*

Results: **On-going**
The Placement Officer continued to participate on the Outreach and Marketing committee

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of student services.*

Results: **On-going**
While this goal was severely impacted by on-going budget crisis, the Placement Officer continued to stay abreast of current data by maintaining communication with regional Placement Office personnel regarding local issues.

Goal: *Embrace and utilize emerging technology in delivery of student services.*

Results: **On-going.**
Implemented use of JobConnect.com.

Goal: *Career and Employment will monitor student appointment usage last year and adjusted our hours to meet student needs. This includes being open two nights during the week to accommodate evening students.*

Results: **Suspended**
Due to on-going budget crisis, center hours have been reduced.

Goal: *Career and Employment staff will participate broadly in college shared governance committees.*

Results: **On-going**
The Placement Officer is a member of the Student Services Committee, which is a shared governance committee.

Goal: *Continue to be an effective Career and Employment center for the growing student population at Miramar College, as well as the increasing needs and demands of programs for placement statistics and employment data, more staff will be required, and most importantly, the Assessment functions should be moved to a more logical location. Assessment takes up at least 50% of current staff time, which limits the Career and Employment center's ability to expand services.*

Results: **On-going.**
This goal was severely impacted by the on-going budget crisis. However, all efforts are made to ensure current and relevant planning management of the program is maintained in order to meet the needs of students

Community Partnerships:

Goal: *The program staff will maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities including state and federal grants.*

Results: **On-going.**
The program supervisor has partnered with instruction and applied for FIPSE Fund for Improvement of Post Secondary Education and Department of Homeland Security (DHS) grants. However, funding was not granted. This is an on-going goal.

Goal: *The Assessment program staff will maintain active community partnerships with the feeder high schools.*

Results: **Suspended**
Due to severe budget crisis assessments are no longer offered at the high schools. However, collaboration with the Outreach Office continues in order to prepare prospective students and inform them of assessment services

Accreditation:

Goal: *Continue to participate in College Accreditation Self-Study process.*

Results: **On-going.**

COUNSELING / MENTAL HEALTH

College-wide planning and budgeting process:

Goal: *Assess and maintain quality student services during a challenging state and local budget crisis.*

Results: **On-going**

Continued to work with the Vice President of Student Services to allocate limited funds to best serve program needs.

Facilities:

Goal: *Provide a functional facility to accommodate a growing student population.*

Results: On-going

Continued to work with project architect and campus facilities committee to provide a seamless and smooth transition into the new student union building

Enrollment Growth and Management:

Goal: *Ensure services are consistent with the student, staff and faculty population.*

Results: On-going

Despite the current budget challenge, the counseling department continued to support the following programs Freshman Year Experience (FYE), International Students, and Mental Health. In addition, the department continued to provide services to Marine Corp Air Station (MCAS) by sending a counselor to the base for 16 hours a week.

Focus on Student Success:

Goal: *To provide comprehensive programs and services that empower students to identify and achieve educational, career and personal goals.*

Results: Complete and On-going

The counseling department continued to offer Personal Growth classes taught by counselors. FYE students were enrolled in PG 120 courses during their first semester as a condition of enrollment into the program.

Professional Development:

Goal: *Encourage and support counselors and staff to attend training, workshops and conferences.*

Results Completed and On-going

Due to budget restraints, counselors and staff were limited to the number of workshops, conferences and training events that they could attend. Individuals were chosen to attend specific activities and provided valuable information to faculty and staff upon their return.

Marketing & Outreach:

Goal: *Participate in marketing and outreach activities*

Results: On-going

The counseling department continued to collaborate with the campus outreach officer and offered assistance when possible.

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of student services*

Results: Completed and On-going

Effective Spring 2010 our online counseling services became available to students.

On-going

Counseling staff continually monitored student appointments and walk-in traffic and adjusted counselor hours to meet student needs.

On-going

Counseling faculty participated broadly in college- and district-level shared governance

Community Partnerships:

Goal: *Maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities including state and federal grants.*

Results: On-going

Continued to work with the Vice President of Student Services in order to allocate limited funds to maintain and facilitate important partnerships with our community

Accreditation:

Goal: *Support the college in meeting accreditation standards*

Results: On-going

Counselor and classified staff served in various capacities of the accreditation process.

1. Counselor, co-chair Standard IIIA
2. Counselor, committee member Standard IIA
3. Counselor, co-chair Standard IIB
4. Student Services Supervisor I, co-chair Standard IIB

DISABILITY SUPPORT PROGRAMS & SERVICES

College-wide planning and budgeting process:

Goal: *Follow budget changes closely and maintain commitment to continual planning and updating of program needs.*

Results: Completed and On-going.

The DSPS budget was followed closely as both initial and mid-year cuts affected the program's total budget. Adjustments to both employee working hours and services to students were made to fit within the reduced allotment. Planning was collaborative and services were prioritized according to the guidelines of Title 5.

Program review was completed in October 2010. Student Learning Outcome data is currently being collected and will soon be analyzed.

Additional program needs, which cannot be funded by our internal budget was shared with both the college VPSS and with the district DSPS director for further discussion and planning.

Facilities:

Goal: *Provide functional facilities in current DSPS and HTC spaces, while planning for improved facilities in new buildings*

Results: Completed and On-going

A DSPS faculty member served on the campus facilities committee and addressed appropriate concerns.

Faculty worked with campus personnel regarding access (parking, paths of travel, etc) for students and staff in relation to ongoing campus construction.

DSPS continued to work closely with the architects and designers of the new Library Learning Resources Center and the Student Union where students with disabilities will be served in the High Tech Center, the Test Proctoring Center, and the DSPS Office. This included providing a FF&E list and ensuring accessibility within the spaces.

Toured the mock office space setup by potential vendors for the new buildings

Enrollment growth and management:

Goal: *Maintain program count during pervasive budget cuts.*

Results: **On-going**

The program count for 09-10 is still in progress, but early data suggests that the count will be maintained from the previous year.

Focus on Student Success:

Goal: *Address student success in each individual counseling session*

Results: **Completed and On-going**

Strategies for success are shared with students individually during their counseling appointments (Taking a reduced course load, utilizing tutoring, using accommodations, balancing school and work requirements, etc.).

DSPS works collaboratively with other student services offices on campus, and refers students to other service areas that might benefit them.

At the conclusion of each semester, a counselor marks the student's success level on their student educational contract within their DSPS file. This status is discussed in depth with the student.

Professional Development:

Goal: *Encourage and support ongoing training of DSPS faculty and staff*

Results: **Completed and On-going**

Several DSPS faculty attended the CAPED conference in October 2009.

Faculty and staff received training resources for the upgrade to Microsoft 2007.

Faculty participated in district wide DSPS discussion and training groups related to their specialization.

One DSPS faculty member engaged in professional development activities through a sabbatical during January-June 2010.

Marketing & Outreach:

Goal: *Provide materials on departmental services to campus and institutional and community partners.*

Results: Completed and On-going

DSPS rack cards were displayed in various areas around campus and were distributed during outreach and inreach activities.

An outreach/inreach calendar was maintained within the DSPS office that noted all presentations given and number of participants. In 2009-2010, 24 presentations were made to approximately 876 individuals.

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of student services*

Results: Completed and on-going

DSPS faculty and staff participated broadly in both college and district level shared governance.

Due to severe budget cuts, the goal of hiring a Program Activity Manager was delayed.

DSPS continues to operate a pilot program for online counseling to DSPS students.

DSPS faculty participated in weekly department meetings in order to stay abreast of changing admissions requirements for transfer students to local universities.

Archived inactive DSPS student files which allowed for quick reactivation of services when students may return to the campus

Community Partnerships:

Goal: *Maintain current partnerships and continue to seek additional partnerships that will benefit students with disabilities at Miramar College.*

Results: On-going

Counselors worked collaboratively with outside agencies and medical providers to assist students

DSPS remains active in Region X activities

Coordinator participated in the regional community advisory group

Accreditation:

Goal: *Support the college in meeting accreditation standards*

Results: On-going

A DSPS faculty member co-chaired an accreditation standard

Completed program review and student learning outcomes activities

EOPS/CARE

College-wide planning and budgeting process:

Goal: *Work to maintain quality student services during challenging state and local budget crisis and cutbacks.*

Results: **On-going**
Discussed changes as the budget is unpredictable.

Facilities:

Goal: *Provide functional facilities and quality services.*

Results: **On-going**
Worked with the limited space, attended planning meetings with architects for new building, and looked at furniture for new space.

Enrollment growth and management:

Goal: *Ensure that we serve the most underserved students on campus.*

Results: **On-going**
As we processed applications for eligible students, distributed EOPS brochures for on and off-campus events and outreach.

Focus on Student Success:

Goal: *Ensure that student needs are addressed in the EOPS/CARE program planning to improve services to assist in students educational goals.*

Results: **Completed and on-going**
Conducting focus groups with students and staff and administering student surveys on what services were desired and most helpful.

Professional Development:

Goal: *Participate in on-going training for faculty and staff on best practices for EOPS/CARE students, as well as any changes to state regulations.*

Results: **Completed and on-going**
Attended the EOPS Association Conference, Statewide EOPS/CARE Training, and conducted staff trainings.

Marketing & Outreach:

Goal: *Provide materials on departmental services and application process to campus, institutional, and community partners.*

Results: **Completed and on-going**
Developed and printed new program cards for EOPS and CARE.

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of student services.*

Results: **On-going**
Discussion took place about current budget crisis and impact on services as well as methods for handling.

Community Partnerships:

Goal: *Maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities including state and federal grants.*

Results: **Completed and on-going**
Met regionally with campus and community partners.

Accreditation:

Goal: *Support college in meeting accreditation standards.*

Results: **On-going**
Completed all required reports.

EVALUATIONS

College-Wide Planning & Budget Process:

Goal: *Separate departmental budget needed to achieve department future goals, objectives, and planning and successfully meet the needs of the department.*

Results: **Suspended**
Due to budget constraints, not feasible at this time

Facilities:

Goal: *Panic button is needed for service area in case of emergencies experienced with students.*

Results: **Suspended**
Due to budget constraints, not feasible at this time

Enrollment Growth & Management:

Goal: *Plan for additional staffing: 1.0 FTE Evaluator and 1.0 FTE Student Services Assistant to accommodate growth.*

Results: Deleted
Evaluators relocated to District Student Services

Focus on Student Success:

Goal: *Ensure that student needs are addressed in evaluating student records and awarding diplomas.*

Results: On-going
Continue to meeting with students, evaluating records and awarding diplomas

Marketing & Outreach:

Goal: *Posters and flyers encouraging students to see a counselor for completion of requirements. Senior Student Service Assistant to begin preliminary evaluation of students' record.*

Results: Completed
Posters and flyers were posted campus wide for meeting with a counselor and commencement ceremony.

Operational Effectiveness:

Goal: *Purchase new microfiche reader with print and search capabilities. Purchase scanner for scanning documents/forms for transmission to students and other academic institutions. Website needed for Evaluations Department as another avenue to communicate with students.*

Results: Deleted
Evaluators relocated to District Student Services

Community Partnerships: N/A

Accreditation:

Goal: *Support college in meeting accreditation standards.*

Results: On-going
One Evaluator participated on the Standard IIA Committe

FINANCIAL AID & SCHOLARSHIP OFFICE

College-wide planning and budgeting process:

Goal: *Increase general fund expenditures (maintenance of effort) in staffing, so there are no penalties to the college.*

Results: Completed

We have minimally met our maintenance of effort of general fund expenditures. Due to the extensive budget reductions in our district, it has not been possible to pursue an increase of general fund staff expenditures.

Facilities:

Goal: *Support the move of the VA staff to another location. This additional office space will be utilized as a private office for staff to meet with students in a confidential setting and also remove the traffic safety hazard in the office entryway.*

Results: On-going

The Facilities Committee approved the relocation of the VA Office to the currently occupied Trio Office on February 4, 2010

Final confirmation of relocation from College Executive Committee is still pending

Enrollment growth and management:

Goal: *Improve automated processes to meet the increase of students applying for financial aid and increase of new financial aid programs.*

Results: Completed

Increased the number of program notifications to students via e-mail.

Increased the number of students participating in the direct deposit program.

Automated the payment of new second Pell grant disbursements for summer.

Focus on Student Success:

Goal: *Improve methods of facilitating the completion of required forms and improve electronic communication with current and potential financial aid students.*

Results: On-going

District student services agreed to do an analysis of the workload and cost of facilitating on-line transmission of forms to our image system. Analysis has not been completed.

Professional Development:

Goal: *Ensure and encourage staff attendance to training, workshops, and conferences to obtain appropriate information for new federal and state regulations.*

Results: Completed

Staff attended the following conference and/or training:

Edgar de los Reyes attended the Federal Student Aid Conference for federal program for federal updates and new regulations.

Lynna Vo and Teresa Vilaboy attended the state conference CASFAA/CCCSFAAA for updates on state programs.

Teresa Vilaboy attended comprehensive course on all aspects of administering the Title IV programs.

Marketing & Outreach:

Goal: *Seek innovative ways to reach out to internal and external potential students to apply for financial aid with the collaboration of the Outreach Department.*

Results: Completed

Sent outreach postcards during Fall and Spring semesters to the following group of students:

- Students who applied for the FAFSA but had not completed their financial aid file.
- Students who applied for a BOGW but had not applied for the FAFSA.
- Students who neither applied for the FAFSA or the BOGW

Held “Cash in for College” for college event to attract last minute financial aid applicants.

At every event held on campus, financial aid information was provided to potential in-reach students.

Operational Effectiveness:

Goal: *Enhance or replace current financial system to support the implementation of the new financial aid programs.*

Results: On-going

IT staff with district student services has been unable to find a financial aid program that has been successfully implemented to a multi campus district. Currently, the IT manager participated along with the IT support staff in weekly financial aid meetings to provide us additional programming assistance.

Community Partnerships:

Goal: *Support fundraising efforts by the school to increase scholarship funds.*

Results: Completed

FAO attended quarterly Foundation meeting to update members of current scholarship activities.

The Foundation will explore new venues to increase fundraising efforts to increase the number of scholarships.

Accreditation:

Goal: *Continue to support and participate in College Accreditation Self-Study process.*

Results: On-going.

HEALTH SERVICES

College-wide planning and budgeting process:

Goal: *Assess and maintain quality student services during a challenging budget cycle.*

Results: **Completed and On-going**
Nurse practitioner availability kept pace with increased open hours, work loads, demand from student clients and activities.

Budgets were adjusted to allow for demands on immediate services as well as planning for continued aspects of growth.

Facilities: **Completed**

Goal: ***Provide a functional facility for both staff and students while preserving student confidentiality.***

Results: **Completed**
New ergonomic desk was installed for Medical Office Assistant.

Installation of privacy shield for front desk was also completed.

One of the exam rooms was rearranged for a multi task functioning including desk space for providers

Plans for new SHS clinic (in current library space) was developed, reviewed, and submitted to Dean of Student Services and contract architects

The architects assessed the needs for SHS office for input into final plan

Enrollment growth and management:

Goal: ***Ensure growth and management of services that support student and staffing needs.***

Results: **Completed and On-going**
Student contacts and student demand for health services increased between 30 and 50 % over the last 3 to 4 years and S.H.S. has continued to meet this demand through appropriate planning

Focus on Student Success:

Goal: ***Enable students to address health concerns and take ownership of their care.***

Results: **Completed and On-going**
Students were encouraged to participate in development of an individualized plan of care.

Staff and care providers provided education regarding client care and focused on documentation and development of each student's personalized plan of care. This was reviews at each visit.

Professional Development:

Goal: ***Assist the educational goals and the professional growth opportunities for staff.***

Results: Completed

All staff completed required continuing education units and maintained required certifications and licenses

Staff were encouraged to complete and maintain required professional certification and licensing

Marketing & Outreach:

Goal: *Participate in health and prevention activities to improve student awareness of services.*

Results: Completed

One of the key activities was the H1N1 Immunization campaign, which was launched to the college and over 600 students were immunized at the H1N1 clinic that was created on campus.

The new Health Services brochure was printed with updated information on available services.

Monthly/seasonal educational updates on Health Services fliers, bulletin boards, and outside activities were disseminated in order to highlight a variety of relevant health topics

The Health Services website was updated with specific information regarding available services including price list for vaccines and other frequently used services

Operational Effectiveness:

Goal: *Maintain safe and healthy environment from which to serve students.*

Results: Completed

Annual staff training was provided which covered a variety of training needs and management topics

Daily, weekly, and monthly safety checks were completed per health services Quality Assurance procedure guidelines

All staff members have maintained/updated TB screening requirements

The Nurse Practitioner Standardized Procedures were reviewed and updated as needed

The Registered Nurse Standardized Procedures were reviewed and updated as needed

Community Partnerships:

Goal: *Develop and maintain supportive relationships with a wide variety of community entities.*

Results: Completed and On-going

Continued to develop close working relationship with the County of San Diego Department of Health. This helped with the implementation of the H1N1 vaccination campaign

Continued to provide education and updates to staff regarding availability of community resources and services for our students

Continued exploration of community resources for collaborative support of student body

Accreditation:

Goal: *Support College in meeting accreditation standards.*

Results: **On-going**
Health Services reviewed the Accreditation standards continues to support the Accreditation process.

OUTREACH

College-wide planning and budgeting process:

Goal: *Assess and maintain quality student services to both prospective and current students during challenging state and local budget crisis and cutbacks and project outreach needs in the upcoming years.*

Results: **Completed**
Maintained budget and able to secure same amount of funding for 2010-2011.

Data collection of SLO's in process will be completed prior to Oct. 15, 2010 as scheduled.

Outreach Assistant position will be reconsidered when funding is available.

Still seeking other viable alternative funding opportunities.

Facilities:

Goal: *Provide functional facilities and quality services in the Outreach Office.*

Results: **Completed**
Developed wish-list for new Outreach Office area that focuses on serving as campus welcome center

Enrollment Growth & Management:

Goal: *Ensure services are consistent with local feeder student population.*

Results: **Completed**
In-Reach activities implemented include workshops for College Application, Freshman Year Experience Program, Financial Aid and Scholarships.

Outreach activities participation selected using District Priority Tier System.

Maintained college visibility in local service area by participating in school related board and governance meetings, college info awareness activities such college fairs, lunch time college program showcases, as well as providing college presentation and application orientations to the college.

Implemented District Continuing Education Road Show, college information tables established at various CE campuses. Provide financial aid presentation to requesting classrooms.

Focus on Student Success:

Goal: *Provide support for student services for focus on In-Reach.*

Results: Completed

Provided Financial Aid and Scholarship Awareness marketing, as well as conduct presentations on how to apply

Coordinated annual student welcome orientation, Jets Jump Start that showcases all student service areas

Coordinated all first week of academic term information centers to better assist and direct students each semester.

Developed Matriculation Flow Chart for the campus and represented Miramar College at all Region X Matriculation meetings

Professional Development:

Goal: *Encourage the ongoing training of all Outreach Staff.*

Results: Completed

Completed individual and group training meetings with ambassadors

Provide academic and career related guidance to ambassadors

Coordinated Fall and Spring District ambassador training

No funding for personal professional development

Marketing & Outreach:

Goal: *Provide up to date campus information to K-12 and community partners.*

Results: Completed

Continued service as active member on both campus and District Marketing and Outreach Committee

Carried out local service area partnership activities

Continued membership on community groups; voted in as a representative of newly formed Mira Mesa Schools Cluster Community Group

Continue dissemination of Student Services information through campus calendar

Provided input/feedback for design of new Miramar redesigned website

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of both prospective and current student services.*

Results: **Completed**

Developed prototype marketing video of financial aid to reduce paper and to better deliver services to technologically oriented audience

Provided awareness of FAFSA and Scholarships to current student through marketing campaign and workshops

Community Partnerships:

Goal: *Maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities.*

Results: **Completed**

Local partnerships upheld

Membership in local groups and boards upheld

Activities participation level maintained

Accreditation:

Goal: *Support college in meeting accreditation standards.*

Results: **Completed and On-going**

Co-Author of Student Equity Plan

Developed Matriculation Flowchart

Committee member on several shared governance committees

STUDENT AFFAIRS

College-wide planning and budgeting process:

Goal: *Ensure that the quality of programs and services that are offered by Student Affairs continue effectiveness during economic challenging times*

Results: **Completed**

All programs continued to be offered to students. In fact, in spite of budgetary challenges campus clubs increased by 40%

Facilities:

Goal: *Ensure effective planning of Student Services facilities through the support of programs that report to Student Affairs.*

Results: On-going

The Dean has met with each of the areas that Report to Student Affairs, which are slated to move into the renovated library. A vision and list of needs have been created and shared with the Vice President of Student Services and Architects. Initial plans for Student Affairs have also been created in collaboration with the Architects for eventual move to the new Student Union building

Enrollment growth and management:

Goal: *Ensure services are consistent to local feeder student population.*

Results: Completed and On-going

Weekly meetings with the Outreach Coordinator address the needs of the prospective student population. The Jets Jump Start program has been developed with the Outreach Coordinator, and plans for improving the transition from Jets Jump Start to the Freshmen Year Experience have been fine tuned. In addition, the Dean and Outreach Coordinator met with the Principals and Head Counselors at all feeder high schools to discuss partnership agreements and each have been

Focus on Student Success:

Goal: *Provide support for students to develop college engagement and support staff in their efforts to improve services to students which will improve their chances for success.*

Results: Completed and On-going

The Dean of Student Affairs met with the Associated Student Council and worked to support leadership activities on campus and in the community. Some of the activities have been related to statewide budget advocacy efforts, campus activities such as Fall and Spring Fest to just name a few.

Professional Development:

Goal: *Support Staff Development plans for programs and individuals who report to Student Affairs*

Results: On-going

Due to the State budget crisis funding has been very tight, and professional development plans have been limited. However, all staff have been encouraged to participate in campus activities when scheduled permit and when funding has been available, support for conference attendance has been provided.

Marketing & Outreach:

Goal: *Ensure visibility of Miramar College in the local feeder schools.*

Results: **Completed**

Worked with Outreach Coordinator to maintain a presence at each of the local feeder high schools in spite of reduced resources

Operational Effectiveness:

Goal: *Ensure effectiveness of services to students and the college.*

Results: **On-going**

Participated in the Strategic planning report process and have actively participated in and supported the accreditation process. Have been an active participant in the College Research committee.

Community Partnerships:

Goal: *Ensure visibility of Miramar College through collaboration with Communications Office and Associated Students.*

Results: **Completed**

The Dean of Student Affairs worked with the College and District Communications office, in order to ensure visibility of Miramar College with the local media. The Dean also helped students to develop talking points with regard to the state budget crisis and the impact to students, and supported Associated Student participation in various community grassroots charitable causes such as the Breast Cancer walk, Walk for Autism and volunteerism at homeless shelters.

Accreditation:

Goal: *Ensure effectiveness of the College Accreditation Self Study Process.*

Results: **On-going**

Lead the efforts for Standard IIB in conjunction with team leaders
Continue to support and participate in College Accreditation Self-Study process.
Have assumed a leadership role for the Student Equity Report with team leaders.

TRANSFER CENTER

College-wide planning and budgeting process:

Goal: *Assess and maintain quality student services during challenging state and local budget crisis and cutbacks and project transfer needs in the upcoming years.*

Results: **Completed**

Transfer Center budget experienced a 31.5% cut in supply, travel, and postage funding and the loss of matriculation funding for an adjunct counselor.

Proposal submitted and approved to grant BSI funding for an adjunct counselor working with population for Fall 2009 and Spring 2010 semesters. Additional proposal submitted and approved for funding for 2010-2011.

Completed program review and student learning outcomes assessment cycle on October 15, 2009. Budget, planning and student learning outcomes linked to program review and annual outcomes.

Facilities:

Goal: *Provide functional facilities and quality services in the Transfer Center.*

Results: Completed and On-going

Attended regular meetings with project architect and FF&E team to plan new space for the Transfer Center in the new student union building. [With the completion of the new student union building in 2012, and as we grow to our projected target of 25,000 students (based on district estimates), we will need to hire additional full-time classified and certificated staff. A full-time Transfer Counselor in addition to the Transfer Center Director is needed to meet growing transfer needs of the campus (there has been a 13.26% increase in transfer center usage from 07-08 to 08-09 with 1076 student contacts and 09-10 on track to exceed this number with 634 contacts to date) and adhere to Title IV Transfer Recommended Guidelines for staffing.]

Maintained quality transfer services given space challenges with four departments (Transfer Center, Career Center, Honors, and Assessment) currently occupying the same space.

Enrollment growth and management:

Goal: *Ensure services are consistent with student, staff, and faculty population.*

Results: Completed and On-going

Implemented Student Transfer Enrichment Program (STEP) funded through the Basic Skills Initiative to continue to work towards efforts of retaining and increasing student success of basic skills students particularly in the areas of transfer. Program funded for 2009-2010 and re-funded for 2010-2011.

Continue to advocate for additional funding for a full-time Transfer Counselor in addition to the Transfer Center Director in the transfer center to meet current growing transfer needs as well as plan for campus growth to projected target of 25,000 students (based on district estimates).

Focus on Student Success:

Goal: *Ensure that student needs are addressed in Transfer Center objectives including statewide trends.*

Results: Completed

Incorporated the mission of the student services division in all departmental objectives: We, the Student Services Division, believe that students are the

reason for our existence. We are dedicated to offering equitable and courteous services to our Miramar College community. We are committed to the development and empowerment of our students to their full potential.

Provided services to students to inform transfer population of current impact of statewide budget crisis on transfer destinations (in particular CSU and UC options) and alternative transfer options.

Professional Development:

Goal: *Encourage the ongoing training of Transfer Center staff and counselors.*

Results: Completed and On-going

Attended meetings, conferences, and trainings throughout the year to maintain currency on rules, regulations, and new local, state, and federal programs, transfer requirements, changes in admissions criteria, financial aid changes, and state and federal impact on categorical programs.

Continue to work with Vice President of Student Services in order to allocate funds for travel and conference to facilitate staff professional development.

Encourage and support counselor attendance at pertinent annual conferences where transfer information is disseminated (UC Counselor Conference, CSU Counselor Conference, UC Ensuring Transfer Success, UCLA TAP day and TAP Coordinator annual meeting, WACAC, and Individual UC/CSU campus and private/independent institution counselor conferences/meetings). Support Counselor attendance at quarterly state-wide/regional meetings/trainings.

Conducted Counselor transfer trainings throughout the year to keep staff updated on transfer policies and review counseling strategies. Worked with University of Phoenix to obtain funding for counselor flash drives in lieu of traditional transfer binders distributed to each counselor. Continue to seek funding for Miramar Counselor transfer training.

Marketing & Outreach:

Goal: *Provide materials on departmental services and transfer process to campus and institutional and community partners.*

Results: Completed and On-going

Produced and distributed transfer marketing materials and information to local high schools, high school counselors, current Miramar students, faculty, and staff for the purposes of increasing student retention, persistence and successful transfer.

Continue to seek funding and support for the production of marketing materials.

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of student services.*

Result: Completed and On-going

Embrace and utilize emerging technology in delivery of student services.

Worked with Webmaster and Articulation Officer to regularly update and expand the Miramar transfer center website.

Utilized SARS as a tool for scheduling and confirming student appointments as well for data reporting purposes.

To address challenges with staffing and budget, increased workshop offerings and programs to disseminate the maximum information to larger numbers of students given limited counseling availability.

Goal: *Develop and implement online counseling appointments and transfer workshops to allow greater access to transfer resources.*

Results: **Suspended due to lack of staffing**

Community Partnerships:

Goal: *Maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities including state and federal grants.*

Results: **Completed and On-going**

Attended relevant transfer meetings to maintain campus relationship and partnership with four-year partners.

Continue to participate on Memorandums of Understanding (MOU) Advisory Board, coordinated by Articulation Officer, to review and approve potential four-year institution agreements and partnerships.

Accreditation:

Goal: *Continue to participate in College Accreditation Self-Study process.*

Results: **Completed**

The Transfer Center Director assisted with Standard IIB as needed and is a member of the campus Institutional Effectiveness Steering Committee.

VETERANS' AFFAIRS

College-wide planning and budget process:

Goal: *Assess and maintain quality student services during challenging state and local budget crisis and cutbacks.*

Results: **Suspended due to limited staffing. Focus is on performing daily operations.**

Sought alternative resources for funding opportunities, including state and federal grants.

Suspended due to budget restrictions

Advocated for staffing allocation formula. The formula should account for prospective students, as well as headcount. With the completion of the new student union building in 2012, and as we grow to our projected target of 25,000 students (based on district estimates), we will need to hire additional full-time classified and certificated staff.

Completed.

Completed program review and student learning outcomes assessment cycle by October 15, 2009.

On-going

Budget, planning and student learning outcomes were be linked to program review and annual outcomes.

Facilities:

Goal: *Provided functional facilities for staff and students and ensure confidentiality of student records.*

Results: **Suspended due to budget restrictions and possible relocation.**
Identified funding and installed panic buttons in current office space.

On-going

Advocated for relocation to D-203.

Facilities Committee unanimously voted to recommend relocation.

Decision has not been finalized by CEC.

On-going

Collaborated with project architect and campus facilities committee to provide a seamless and smooth transition to the new student union building. Planned for the facilities, fixtures and equipment (FFE).

Locked records storage area planned.

Informed architect and VPSS of line of sight issue for supervisory staff.

Attended furniture vendor presentation.

Developed FFE spreadsheet.

Collaborated with project architect on development of the Veterans' Center.
Planned AV needs.

Advocated for visual queuing system to accommodate traffic flow.

Planned for integration of Admissions & Records & Veterans' Affairs.

Enrollment growth and management:

Goal: *Ensure students and staff needs are addressed in supporting and managing enrollment.*

Results: **Suspended due to budget restrictions and hiring freeze.**
Advocated for additional staff to support current enrollment and growth.

Advocated for a 1.0 FTE Senior Student Services Assistant to support certifying needs and a 1.0 FTE Counselor - General Fund.

Hired Federal Work-Study assistant to support the increased student traffic and clerical needs of the program.

Advocated for the use of student employees.

Advocated for and identify general funding to support the hiring of NANCEs for peak enrollment periods or special projects.

Continued developing "Vets to Jets" program, identify permanent staff, and funding.

Advocate for evening service hours.

Focus on Student Success:

Goal: **Ensure that students' needs are addressed in Veterans' Affairs objectives.**

Results: ***On-going***

Utilized remaining Wal-Mart/ACE grant funds to support "Vets to Jets" program and events.

Continued to assess needs and create programs and services to support veterans' in a seamless transition to civilian and student life.

Continued to respond to needs, as outlined in the Fall 2009 "Barriers & Solutions for Student Veterans' of San Diego Miramar College" document.

Suspended

Sought alternative funding resources, including state and federal grants, to retain Vets to Jets coordinator and hire support staff.

Advocated for evening service hours.

Professional Development:

Goal: **Facilitate the ongoing training of Veterans' Affairs staff.**

Results: ***On-going***

Provided training to maintain currency on rules, regulations, new local, state, and federal programs and changes in VA criteria.

Attended local training. Did not attend regional or national workshops due to limited staffing.

Suspended due to budget restrictions

Collaborate with Student Services Supervisors and Vice President of Student Services to allocate funds for critical conference travel.

Suspended due to lack of staffing to support daily operations

Collaborated with Student Services leaders on cross training of staff to support VA Office during professional development activities.

Utilized in-house professional development opportunities.

Marketing & Outreach:

Goal: ***Participate in marketing and outreach activities.***

Results: Suspended due to budget restrictions, hiring freeze and limited staffing.

Advocated for additional staff to support outreach and in reach activities.

Collaborated with Miramar web developer to improve VA web pages and dedicate one staff member to the development of respective web pages.

Participated in the development of college and district publications.

Developed VA orientation packet/booklet to distribute to all new students during the matriculation process.

Continued as member of "Troops to College" Work Group.

Operational Effectiveness:

Goal: *Maintain both quality and currency in delivery of student services.*

Results: On-going

Embraced and utilized emerging technology in delivery of student services.

Advocated for security of records and promote optical imaging to reduce paper records space.

Senior SSA (VA certifying official) continued participation in National Association of Veterans' Program Administrators (NAVPA) as a Region VIII representative.

Community Partnerships:

Goal: *Maintain current partnerships and continue to seek alternative resources for collaboration and funding opportunities including state and federal grants.*

Results: On-going

Maintain current partnerships

Suspended due to limited staffing. Focus is on supporting daily operations.

Continued to seek alternative resources for collaboration and funding opportunities including state and federal grants.

Accreditation:

Goal: *Support College in meeting accreditation standards.*

Results: On-going

Participated in College Accreditation Self-Study process.