

## **Los Angeles Harbor College Student Services Cluster Plan**

**Academic Year(s): 2007 – 2008  
2008 - 2009**

**Cluster Co-Chairs:** Abbie Patterson and Deborah Tull

### **Executive Summary**

Los Angeles Harbor College offers a comprehensive program of student services that assists students who are enrolled in credit and non-credit courses. Student Services departments include: Admissions and Records; Matriculation/Assessment Center; CAHSEE to College Program, Child Development Center; Extended Opportunity Programs and Services (EOPS) Program/Cooperative Agencies Resources for Education Program (CARE); Counseling (Including Information Center, Career Center and Transfer Center); Financial Aid/Veterans Office; Health Center; Intercollegiate Athletics; International Student Program; Life Skills Center (College Health Center: Mental Health Component); Student Recruitment and Welcome Center; Student Activities and the Associated Students Organization (ASO); and Special Programs and Services ( SPS - Disabled Student Programs and Services) and the TRIO Program – Project A.S.A.P..

All of the student service programs at Harbor College attempt to respond to the educational needs of students and strive to optimize the student learning experience. The primary Student Services goal is to provide a positive and respectful environment that fosters educational and personal achievement. Key strategies include: (1) Promote awareness of and response to student needs, (2) Provide students with opportunities to develop informed decisions toward the achievement of their goals, and (3) Develop and support teaching/learning strategies and student services that promote student success.

The ongoing Student Services self-study/program review/unit plan processes have identified many priority concerns. The top concern is the severe lack of fiscal resources to deliver the quality and quantity of services that our students deserve. Our mission is to support student success through educational service provision to a diverse group of learners representing various socioeconomic levels, cultural backgrounds, ages, and educational preparation. The full attainment of this mission will only be possible when the funding for viable programs meets the depth of student need. Currently the bulk of annual funding which supports student success is from Categorical and Specially Funded Grant Programs (\$10,176,281) with supplemental infrastructure support from the regular college budget (\$4,243,440). Priority concerns include student access to the college, and the offering of multi-dimensional educational opportunities which fully support student learning, measurable progress and overall student success.

What follows is the 2007-2008/2008-2009 Student Services Planning Agenda which lists critical activities, associated timelines, degree of attainment and 2007-2008/2008-2009 prioritization status. The Planning Agenda is a result of the College Accreditation Self Study, Program Review, and Unit Plan Development findings.

<b>Activities</b>	<b>Timeline</b>	<b>Degree of Attainment Met/unmet/ongoing</b>	<b>2007-2008/2008-2009 Priority Need</b>
Conduct Student Services Program Reviews every three years	Spring 2009	Met/Ongoing	X
Update Student Services Program Area goals and objectives every year	Annual	Met/Ongoing	X
Develop and implement a strategic Plan evaluation process which Evaluates the targeted accountability Measures and Student Services SLOs	2007-2009	Met/Ongoing	X
All Student Service areas: Provide Support services to facilitate equal Educational access, academic success, And life success for Harbor College Students	Ongoing	Met/Ongoing	X
Admissions Office: implement Applicable admissions policies, conduct prerequisite checking, encourage student use of computer technology to apply and register at the college	Ongoing	Met/Ongoing	X
Fully utilize SARS system in all Student Services areas	2006 – ongoing	Partially Met/ongoing	X

<b>Activities</b>	<b>Timeline</b>	<b>Degree of Attainment Met/unmet/ongoing</b>	<b>2007-2008/2008-2009 Priority Need</b>
Provide staffing for Student Services research and resource Development within two years	2006 – 2008	Unmet	X
SPS: Hire 1.0 FTE Counselor Within two years	2006 - 2008	Unmet	X
SPS: Hire Classified Adaptive Technology Assistant within Two years	2006 -2008	Met	
Counseling Department: Hire 1.0 FTE Career Counselor, 1.0 FTE Transfer Center Director and 1.0 Generalist Counselor Within five year period	2006 – 2011	Unmet	X
Health Center: Hire permanent Health Center Nurse/Director within two Year period	2006 – 2008	Met	
Life Skills Center: Hire permanent Life Skills Center Counselor/Director Within 2006-07 academic year	2006-2007	Unmet	X
All Student Services Programs: Hire Supplemental certificated, Classified and unclassified staff To meet the service needs of special populations (such as the Harbor College Teacher Prep Academy) evening and Saturday students	Ongoing	Partially Met	X

<b>Activities</b>	<b>Timeline</b>	<b>Degree of Attainment Met/unmet/ongoing</b>	<b>2007-2008/2008-2009 Priority Need</b>
Develop and distribute redesigned Student Services marketing Materials	2006-2007	Partially Met	X
Develop computerized Health Assessment system with Linkage to health resources	2006-2008	Unmet	X
Provide supplemental self-advocacy And student success workshops for Students with disabilities	2006-2008	Met/Ongoing	X
Collaborate with Administrative Services and Academic Affairs to Ensure provision of Appropriate adaptive computer Technology throughout the campus	Ongoing	Partially Met/ongoing	X
Develop internal Student Services Database to provide for greater Flexibility in tracking students, Conducting follow-up, and securing Feedback.	2008 – 2009	Partially met/ongoing	X
Develop and implement a web-based Interactive counseling system for Students	2008 – 2009	Unmet/Ongoing process	X

<b>Activities</b>	<b>Timeline</b>	<b>Degree of Attainment Met/unmet/ongoing</b>	<b>2007-2008/2008-2009 Priority Need</b>
Develop, disseminate, and analyze Satisfaction surveys sent to students, Faculty, staff and administration to Measure the quality of services	2008-2009	Ongoing	X
Financial Aid Office: Hire additional Financial Aid Assistant to work at the counter	2006 – 2007	Met	
Provide resources and commitment Of the college to Financial Aid Office to move toward a Paperless system	2006 – 2007	Partially met/ongoing	X
Assessment Center: Hire Additional classified staff person To assist with college Assessment services	2006 – 2007	Met	
Develop Student Services Websites Within all departments/programs	2006 – 2007	Met/ongoing	X
Produce CD to market Harbor College Programs and services	2006-2007	Met	
Counseling Department: Hire Departmental Secretary to support Work efforts in Articulation, Counseling, Honors Programs, Matriculation	2006 – 2007	Unmet	

<b>Activities</b>	<b>Timeline</b>	<b>Degree of Attainment Met/unmet/ongoing</b>	<b>2007-2008/2008-2009 Priority Need</b>
Provide sufficient resources and/or Identify alternative funding to Secure needed supplies and Equipment for students with Disabilities and other student Populations	Ongoing	Met/ongoing	X
Provide improved communication Between college and Community regarding available Student Services	Ongoing	Met/ongoing	X
Investigate/integrate Student Services Center fee as Described in the Education Code As requested by ASO area	2006 – 2007	Unmet	
Conduct cultural awareness and Civic responsiveness activities As appropriate to campus community	Ongoing	Met	X
Provide updated and confidential Counseling facilities	2008-2009	Met	
Continue provision of Student Activities and Staff Development Activities to promote student Understanding and appreciation Of diversity	Ongoing	Met/ongoing	X

<b>Activities</b>	<b>Timeline</b>	<b>Degree of Attainment Met/unmet/ongoing</b>	<b>2007-2008/2008-2009 Priority Need</b>
Expand availability of campus Material in multiple languages And alternate formats	Ongoing	Met	X
Conduct ongoing evaluation of Admissions& Placement Instruments and practices To determine effectiveness while minimizing biases (to include evaluation of use of multiple measures and study skills questions)	Ongoing	Met	X
Provide resources/ Equipment to conduct document Imaging for all Student Services Harbor College records	2006 – 2009	Partially Met/Ongoing	X
Student Services Cluster hiring Priorities for 2007 – 2008: <ol style="list-style-type: none"> <li>1. 1.0 “A” Shift Admissions Supervisor</li> <li>2. 1.0 FTE Transfer Center Director</li> <li>3. .6 Life Skills Center Counselor/Director</li> <li>4. 1.0 Student Recruiter</li> <li>5. .5 “B” Shift Student Services Aide In Student Activities</li> </ol>	2007 – 2008	Partially Met	X

<b>Activities</b>	<b>Timeline</b>	<b>Degree of Attainment Met/unmet/ongoing</b>	<b>2007-2008/2008-2009 Priority Need</b>
Develop and implement Effective recruitment plans with Associated on-campus Orientation services for new Students	Ongoing	Ongoing	X
Financial Aid Office: Develop and implement Improved financial aid paperwork Processing system and Student workshop series	Ongoing	partially met/ ongoing	X
All Student Services Programs: Collaborate With campus and community resources, faculty, and staff to better Meet the service needs of students	Ongoing	Met/ongoing	X
International Student Program: Develop and Implement interactive On-line orientation for F-1 Visa Students	2007-2009	partially met/ongoing	X
Matriculation Process: Expand on and off-campus Assessment services to all Student populations, and develop And implement an Early Alert System validation system	2007-2009	partially met/ongoing	X
Determination of Student Services Cluster Hiring Priorities for 2008 - 2009	2008 – 2009	In Process	X