UNIT PLAN “PART A”
Program/Pathway Update

Program/Pathway: Student Success and Support Program

Date: 3/24/2014

The Student Success & Support Program (SSSP), formerly Matriculation, was created by the Student Success Act of 2012 to assist students in setting and maintaining progress towards an educational goal. The focus of The Student Success & Support Program is to ensure that all students complete their college courses, persist to the next academic term, and achieve their educational objectives by providing comprehensive support services which include admissions, orientation, assessment and testing, counseling, and student follow-up.

1. Assessment of Program Review:

The implementation of the Student Success Act of 2012 with SB 1456 has caused a re-examination and reconfiguration of the college’s matriculation services. We are now working to align our services with the mandates of the new law. Additionally, whereas before the Counseling chairperson was also the coordinator of matriculation, with the appointment of a new coordinator to head the SSSP, the services provided by the SSSP have been more clearly delineated. However, there is still a significant amount of cooperation between the SSSP and Counseling.

SB 1456 mandates that services are, initially, to be targeted to non-exempt first time students as a reasonable approach to phase in the new requirements. First-time students are required to identify a course of study, be assessed for course placement, and develop at a minimum an abbreviated SEP. Non-exempt first time students who complete orientation and assessment are required to identify a course of study by the completion of 15 degree applicable units or prior to the end of the third term of enrollment (unless a shorter period is required by the college or other program such as federal financial aid). If a student does not complete these requirements, it may have an effect on his/her registration status in a subsequent term.

2. Activities to address program needs:

- Additional program faculty and staff will need to be hired to help fulfill the new mandates for the SSSP.
- The SSSP will be working closely with Counseling and Admissions and Records to ensure that all aspects of SB 1456 are addressed.
- The college has created Harbor Advantage as a means of ensuring that our students are afforded all of the tools and resources the college has to offer to achieve student success as outlined by the Student Success Act. The SSSP was instrumental in the development of Harbor Advantage and will continue to be an integral part of its operation.
- The SSSP continues to look for ways to improve the orientation and assessment process. We are looking to revamp the online orientation and have been working closely with math and English faculty to improve the placement tests currently offered.
- The SSSP coordinator continues to serve on campus and district committees that are steering the implementation of SB 1456.

3. How are your program improvements associated with your SLOs:
   - Improvements to the orientation/assessment process and the scheduling of assessments align with SLO 2 (Students will be satisfied with the testing and orientation process). The amount of time needed by students to complete orientation and assessment has decreased.
   - Improvements to the scope of information provided and continuous updating of orientation align with SLO 3 (As a result of completing the orientation, students will demonstrate awareness of the college processes and support services available to them).

4. Staffing requirements:
   - Full-time SSSP Counselor to assist with orientation, assessment, counseling, and outreach
   - Full-time Student Services Specialist to coordinate office functions and assist the Dean
   - Full-time Data Management Support Assistant to maintain orientation and assessment materials, SARS, and track student data
   - Full-time Senior Secretary to assist specialist with office functions
   - Full-time Student Services Assistant to provide support to office faculty/staff and assist in daily office operations
   - 2 Examination Proctors to facilitate assessment exams
   - 2 C.G.C.A.s to assist in all aspects of orientation and assessment
   - 1 Student Worker to assist with front office support

5. Technological requirements:
   - Development of an improved online orientation with built-in post-orientation quiz function
   - Continued use of SARS for appointment tracking
   - Batch upload interface for DEC to input student contact information as required by SB 1456
   - Webfocus reporting of inputted contact information
   - Document Imaging solution to convert the Assessment Center to a paperless office

6. Facilities requirements:
   - Increased lab space with more testing stations to accommodate increased testing demand

7. Implementation plan:
The SSSP is committed to following all guidelines and procedures established by SB 1456 and the District Office
UNIT PLAN “PART B”
Core Personnel/List of Permanent Staff

Unit: SSSP  
Date: 12/5/2013

<table>
<thead>
<tr>
<th>Assigned Time</th>
<th>Responsibility</th>
<th>Estimated Cost</th>
<th>Funding Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>.25</td>
<td>Dean/SSSP Coordinator</td>
<td>$0</td>
<td>EOPS/CalWORKS Funds</td>
</tr>
<tr>
<td>1.0</td>
<td>Student Services Assistant (Vacant)</td>
<td>$54,360</td>
<td>SSSP Funds</td>
</tr>
<tr>
<td>1.0</td>
<td>Student Services Aide</td>
<td>$43,920</td>
<td>SSSP Funds</td>
</tr>
<tr>
<td>.4</td>
<td>SSSP Counselor</td>
<td>$40,320</td>
<td>SSSP Funds</td>
</tr>
<tr>
<td>.25</td>
<td>Examination Proctor</td>
<td>$8,500</td>
<td>SSSP Funds</td>
</tr>
<tr>
<td>.5</td>
<td>Career Counselor</td>
<td>$51,300</td>
<td>SSSP Funds</td>
</tr>
<tr>
<td>.5</td>
<td>Retention Counselor</td>
<td>$45,000</td>
<td>SSSP Funds</td>
</tr>
</tbody>
</table>

Total FTEP: 3.9

Total Hours taught: N/A

Total Hours of release time: N/A

Total Cost for Faculty: $136,620

Total Cost for Administrators: $0

Total Cost of Classified Staff: $106,780

Total cost FTEP (Full Time Equivalent Personnel): $243,400

Please attach copy of your current Op Plan.
UNIT PLAN “PART C”

Core Expenses

Unit: SSSP

All legally required responsibilities:

1. *Required by board /State/Federal/Accreditation standards*
2. *Required by licensing agreement*

<table>
<thead>
<tr>
<th>Description of activity</th>
<th>Estimated Cost</th>
<th>Justification</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Tests Materials</td>
<td>$20,000</td>
<td>Necessary to provide assessment testing</td>
<td></td>
</tr>
<tr>
<td>Online Orientation</td>
<td>$5,000</td>
<td>Required to comply with Title V Distance Education requirements</td>
<td></td>
</tr>
<tr>
<td>Computer Lab Equipment</td>
<td>$10,000</td>
<td>Necessary to provide assessment testing</td>
<td></td>
</tr>
<tr>
<td>Professional Development</td>
<td>$5,000</td>
<td>Required by state regulations for categorical programs</td>
<td></td>
</tr>
</tbody>
</table>

**Narrative justification:** List statutes which require this expenditure.

**Total cost:** $40,000
UNIT PLAN “PART D”
Essential Activities

Unit: SSSP
Prioritized list of unit needs required for program continuance or improvement

Only place expendable request in this field.

<table>
<thead>
<tr>
<th>Division Prioritization</th>
<th>Description of activity</th>
<th>Estimated Cost</th>
<th>Proposed Funding Source</th>
<th>Justification</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SARS Suite</td>
<td>$6,000</td>
<td>SSSP Funds</td>
<td>Used in tracking student appointment information</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>CollegeSource</td>
<td>$4,000</td>
<td>SSSP Funds</td>
<td>Used to check articulation agreements with other colleges and universities</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Marketing Materials</td>
<td>$10,000</td>
<td>SSSP Funds</td>
<td>Used to disseminate information about campus services</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Copier Service Agreement</td>
<td>$1,000</td>
<td>SSSP Funds</td>
<td>For regular maintenance of Assessment Center copier</td>
<td></td>
</tr>
</tbody>
</table>

Justification Narrative: How does your activity support the college Educational Master Plan?

The essential activities proposed support student retention, completion and success.
UNIT PLAN “PART E”
Non-cost Essential Activities

Unit: SSSP
List Non-cost activities here

<table>
<thead>
<tr>
<th>Priority</th>
<th>Description of activity</th>
<th>Justification</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Maintain APMS Interface between Compass and DEC</td>
<td>Necessary to provide placement results to students and upload placement results into DEC</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Attend SSSP meetings and trainings</td>
<td>Stay abreast of the rules and procedures being introduced to comply with SB 1456</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Consult with math and English faculty</td>
<td>Math and English departments decide the assessment materials that are used</td>
<td></td>
</tr>
</tbody>
</table>

**Justification:** How does your activity support the college Educational Master Plan?

The services we propose to provide with these funds support student retention, completion and success.