Lassen Community College
Student Services Master Plan
2012-2017

I.   INTRODUCTION

The Student Services Master Plan highlights the services needed to maximize the student experience through a variety of key student support services. The Educational Master Plan initiatives in capacity building, program development and outreach implementation have specific handshaking necessities and implications for the Student Services Master Plan. The responsibility for the development of the Student Services Master Plan was reviewed by the Student Services Management group and then also reviewed by the Student Services Planning Committee. The plan was then forwarded to the Consultation Council for inclusion in the Comprehensive Institutional Master Plan.

Student Services Vision: Lassen Community College will provide comprehensive services leading students to success as whole persons.

Student Services Emphasis: Lassen Community College seeks to help students develop as whole persons with a balanced approach to human growth in four areas:
- Mental- Quality and challenging academics leading to academic growth and solid vocational preparation
- Physical- Choosing healthy ways of living, physical health and fitness programming, active campus student life offering a variety of activities catering to students interests and abilities
- Intrapersonal- Introspective self-assessment and counseling using a variety of themes and non-credit workshops aimed at assisting the student to choose both academic areas of study and career pathways commensurate with their personal strengths, talents, personality traits, values, intelligence types (both emotional and mental), interests, etc.
- Interpersonal- Skills based on healthy ways of interacting with others delivered through non-credit workshops and special speaker seminars, intrusive student life interventions, student discipline based on solid conflict management and peace making strategies.

Key Components for Student Support Services
- Matriculation
  - Registration Support Services
  - Assessment and Advising
  - Orientation
  - Academic Support Services/Supplemental Instruction/Tutoring
  - Early Warning and Retention Alert Systems
- Counseling and Guidance
- Workstudy, CalWORKs and Work Experience Referral

- Articulation
- Transfer Readiness
- Programs for Targeted Populations
  - Disabled Students Programs and Services
  - CalWORKS
  - Extended Opportunities Programs and Services/CARE
  - Child Development Center
  - Kinship Care
  - Foster Youth
  - Veterans
- Admissions and Records
  - Admissions
  - Athletic Eligibility
  - Records and Attendance Accounting
  - System Analysis
  - Transcript Evaluations
- Financial Aid
  - Aid Processing and FAFSA processing
  - Loan Processing
  - VA Benefits
  - Federal Work Study Processing
  - Scholarship Processing
- Student Affairs, Leadership and Governance
  - Associated Student Body
  - Club Leadership including a growing club program for international students
  - Student Leadership Development
  - Student life and Activities
- Residential Services
- Student Recognition Programming
  - Phi Theta Kappa National Honor Society
  - Annual Student Achievement Awards
  - Honors Lists (Deans, VP, Presidents)
- Outreach Services
  - College and Career Fairs
  - Pre K-12 School Relations

- Advertising for registration
- Reg To Go program Coordination
- County Fair Coordination
- Acoustic Café and Summer Nights on the Green
- Health Services
- Probation and Academic Disqualification Advising Services

II.   STUDENT SERVICES PLANNING COMMITTEE

The following individuals served as members of the 2011-12 Student Services Planning Committee:

- Cary Templeton, Dean of Student Services
- Tena Rulofson – Management
- Andy Faircloth- Faculty
- Ross Brosius– Faculty
- Sara Michels – Faculty
- Tom Rogers– Faculty
- Kristina Zavala– Student
- Karen Clancy – CSEA
- Janna Sandahl – CSEA

III. 2012-2017 integration with the Educational Master Plan

Capacity Building—While the instructional programs engineer the delivery of curriculum using innovative delivery systems the student services must also be engineered to deliver services using innovative and relevant technology. The college will build in both instruction and student services its capacity to maximize the student experience utilizing the power of technology.

Program Development—Student services will partner with new academic endeavors and programs of study to maximize the services needed for students to get advising, educational planning, counseling, assessment, registration services and financial aid. Students taking courses in blended delivery programs will need different patterns of access to student services. Impacted academic programs will need different patterns of enrollment advising and wait listing.

Outreach Implementation—The addition of classes offered via contract education, continuing education and community education will require student services to rethink its normal delivery of student services. Expanded opportunities for alternate delivery methods will expand the reach to outlying areas. The increase in on-line courses will expand the geographic reach of the campus while requiring student services to improve our communication with students via an effective electronic interface. The expansion of diversity via more targeted

international student recruitment will require student services to become more accommodating to students with strong cultural and language differences as well as providing showcases for the cultural traditions brought by students with more diversity.

The Institutional Approach

- Academics, advising, counseling, and student life will be focused on whole person student development focusing on student success both in and out of classroom. LCC will have a commitment to strengths based counseling and advising.

- An institutional commitment to student learning. Additional integration with the learning center, the basic skills collaboratory, faculty, tutoring, retention support services, early alert notification of student duress, student achievement and satisfaction survey information gathered for assessment purposes.

- An institutional understanding of the force field student success model with a commitment to reduce barriers to student success throughout the institution.

- An institutional commitment to use technology effectively in all forms of student services including registration, orientation, academic advising, financial aid processing and notification, grading and attendance accounting, payment of fees and providing a student friendly web portal to access student records.

STUDENT SERVICES ACTION PLAN

<table>
<tr><th colspan="7">Student Services Plan 2012-2013</th></tr>
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<th>Goal</th>
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COMMENTS</th>
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<td>3</td>
<td>3.7</td>
<td>Objective 3.7. Assess and implement steps to increase student access and the actual awarding of financial aid</td>
<td>Review all students who do not apply for financial aid and develop departmental strategies to increase the number of students who apply for financial aid. Goal: 90% of eligible LCC students are actually applying.</td>
<td>Spring 2013</td>
<td>Director of Financial Aid</td>
<td>Summer 2011 consulting and FA awarding review is guiding FA decisions regarding disbursement of FA. For both the fall and spring terms of the 2011-12 year advance payments of partial Pell funds prior to school starting was accomplished.

Outreach activities for financial aid need to be reviewed to get more students to apply.

Reports that identify students who have not applied for FA were developed in 11-12 and will be used to increase effectiveness of awarding in 12-13.</td>
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<td>3</td>
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<td>Update the Student Equity Plan</td>
<td>Complete a comprehensive data review of student access to Lassen College updating the</td>
<td>Summer 2013</td>
<td>Dean of Student Services
Chief Instructional Officer</td>
<td>The Chancellor's office in 11-12 is reviewing the requirements for submission and</td>
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			last plan with current data and making appropriate changes if any group is found to have their access to a LCC college education being limited/restricted			updating of the Student Equity Plan.
5		Annually review the staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students	Annually review and utilize position openings as opportunities to improve student services over the next 24 months	Spring 2013	Dean of Student Services	
5		Review the comprehensive automation projects list annually.	Based on this annual review confirm the automation projects student services will seek to implement over the next 24 months.	Summer 2013	Dean of Student Services, Student Services Management Group	Carry forward a list of projects from last year for review. automated drop for non-payment. Move to 2012-13. enrollment verification. Move to 2012-13
		Improve technology services in Admissions and Records, Financial Aid and Counseling: • Scanning technology for student records • Improved communication for FASFA information • Document imaging • Degree Audit • Ecommunications in all Student Services departments	To improve efficiency and effectiveness	Summer 2013	Dean of Student Services Admissions and Records Financial Aid Counseling Department	
		Prepare for increase in international recruitment and address the Student Life NIPR recommendation to more adequately staff and program for student affairs.	To improve the sense of community on campus for students, staff and faculty and to improve the diversity of student	Summer 2013	Dean of Student Services	Resource and equip club advisors.

		Utilize existing management in Student Services to improve our student affairs supervision to • coordinate clubs (inc. new international club), • develop an advisors manual for student organizations and clubs • help manage and supervise the activities and events sponsored by ASB including statewide and regional conferences/assemblies • assist in student leadership development, • prepare and work with club advisors, • monitor ASB ambassadors and • coordinate with campus outreach initiatives with Lassen Peaks and others.	experiences on campus.		Coordinate an annual calendar of activities, club events, ASB meetings and forums, etc. Plan and run an annual student leadership program. Coordinate with Lassen Peaks initiatives for outreach. Hire student ASB ambassadors..
		The development of an early alert system of follow-up to student success must be built.	Students who are struggling to be successful would be identified and interventions suggested and provided to the student.	Summer 2013	**Dean of Student Services, Chief Instructional Officer**	

Student Services Plan 2013-2014

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
5		Annually review the staffing, facility and service components making recommendations for departmental changes to improve LCC's service to students	Annually review and utilize position openings as opportunities to improve student services over the next 24 months	Summer 2014	Dean of Student Services	
5		Review the comprehensive automation projects list annually.	Based on this annual review confirm the automation projects student services will seek to implement over the next 24 months.	Summer 2014	Dean of Student Services, Student Services Management Group	
		Faculty training for online instruction by counseling faculty member	Integration of online counseling and student services for growing online student population.	Summer 2014	**Dean of Student Services, Chief Instructional Officer**	
		Implementation of an annual Student Services Professional Development plan.	Annually the managers of the Student Services service areas will prepare an annual plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year.	Summer 2014	**Dean of Student Services**	

Student Services Plan 2014-2015

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
5		Annually review the staffing, facility and service components making recommendations for departmental changes to improve LCC's service to students	Annually review and utilize position openings as opportunities to improve student services over the next 24 months	Summer 2015	Dean of Student Services	
5		Review the comprehensive automation projects list annually.	Based on this annual review confirm the automation projects student services will seek to implement over the next 24 months.	Summer 2015	Dean of Student Services, Student Services Management Group	
		Faculty training for online instruction by counseling faculty member	Integration of online counseling and student services for growing online student population.	Summer 2015	**Dean of Student Services, Chief Instructional Officer**	
		Implementation of an annual Student Services Professional Development plan.	Annually the managers of the Student Services service areas will prepare an annual plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year.	Summer 2015	**Dean of Student Services**	

Student Services Plan 2015-2016

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
5		Annually review the staffing, facility and service components making recommendations for departmental changes to improve LCC's service to students	Annually review and utilize position openings as opportunities to improve student services over the next 24 months	Summer 2016	Dean of Student Services	
5		Review the comprehensive automation projects list annually.	Based on this annual review confirm the automation projects student services will seek to implement over the next 24 months.	Summer 2016	Dean of Student Services, Student Services Management Group	
		Faculty training for online instruction by counseling faculty member	Integration of online counseling and student services for growing online student population.	Summer 2016	Dean of Student Services, Chief Instructional Officer	
		Implementation of an annual Student Services Professional Development plan.	Annually the managers of the Student Services service areas will prepare an annual plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year.	Summer 2016	Dean of Student Services	

Student Services Plan 2016-2017

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
5		Annually review the staffing, facility and service components making recommendations for departmental changes to improve LCC's service to students	Annually review and utilize position openings as opportunities to improve student services over the next 24 months	Summer 2017	Dean of Student Services	
5		Review the comprehensive automation projects list annually.	Based on this annual review confirm the automation projects student services will seek to implement over the next 24 months.	Summer 2017	Dean of Student Services, Student Services Management Group	
		Faculty training for online instruction by counseling faculty member	Integration of online counseling and student services for growing online student population.	Summer 2017	Dean of Student Services, Chief Instructional Officer	
		Implementation of an annual Student Services Professional Development plan.	Annually the managers of the Student Services service areas will prepare an annual plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year.	Summer 2017	Dean of Student Services	