

Equity, Engagement, & Outreach NIPR

First Program Review (2020-2021)

LASSEN COMMUNITY COLLEGE

Outreach & Cougar Headquarters

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Equity, Engagement, & Outreach NIPR 2020-2021

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

The Cougar Headquarters is a new program that was launched in the Spring of 2020. The Cougar Headquarter is a center that works collaboratively with faculty, staff, and students to advance equity practices, help students feel welcome, and make positive connections to the college.

The services we offer are onboarding, helping students persist through their journey and ensuring that learning is happening with intentional outcomes while retaining students through the completion of their academic goals at LCC. The Cougar HQ is home to:

- Student ambassador program
- Student lead clubs
- Cody the Cougar
- Cougar Cupboard, Food Insecurities & Basic Needs Program
- Campus tours
- Cultural events
- Bootcamp
- Student help desk
- Engagement activities
- Outreach Program
- Undocumented Students Center
- Academic and Socially Inclusive Designated Safe Place

Description/Evaluation:

- a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals [available online or in the current catalog].
- b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

Cougar headquarters is a student-focused center that adapts to the needs of a diverse, dynamic, and ever-changing student population by providing flexible services and a greater sense of connection. We provide flexibility through digital services to broaden access to services in addition to traditional in person services offered on campus (outside the COVID

pandemic). Outreach collaborates with the local community, high schools, and outlying communities to broaden awareness of what LCC has to offer and promote college readiness among potential students. Follow #LCCsuccess or #StartHereSucceedAnywhere or #CougarStrong to keep informed about what is happening on campus.

Through the student ambassador program, we are preparing students for employment while having the student voice directly reflected in the infrastructure of the Cougar HQ. The Cougar HQ strives to help students develop life skills, study skills, academic success, and ultimately employability through huddles, speakers, events, and activities.

Cougar HQ provides students with a sense of community in a safe, inclusive, and welcoming place with a wealth of resources and services.

We are devoted to fulfilling LCC's mission by offering a wide variety of equitable and inclusive student engagement activities and services.

- Cougar HQ

The Student Help Desk exists to provide LCC students with prompt, attentive, friendly assistance and support to help them with navigational issues related to MyLassen portal, Canvas, Starfish, Cougar Email, Admission & Records, and Financial Aid. The student help desk also provides campus tours and helps students discover support services they need to be successful. Located in CA 209 8 am – 5 pm when on campus and virtually from 11 am- 2 pm over zoom.

- Cougar Cupboard Food insecurities and Basic needs program

The Cougar Cupboard is Lassen Community College's very own food pantry which aims to help reduce stress about food insecurities, and in turn help students successfully complete and obtain their degrees and certificates from LCC. The cupboard's purpose is to help student's get through a challenging time by offering supplemental food, basic needs items and education about nutrition. Any hungry student attending LCC is welcome to use the cupboard program. Students are also encouraged to sign-up for CalFresh, which is a monthly preloaded card specifically for groceries, if student qualifies.

Cougar Cupboard services available:

- Cougar Cupboard Pantry located in Creative Arts building
- Cougar curbside Service USDA food box distribution
- Cougar grocery vouchers (local supermarket)
- Nutrition Huddles
- Cougar Cooking Lessons
- Emergency Housing Assistance

- College Success BootCamp

An integrated student orientation for new and returning students to ease the transition and journey at college. A great way for students to meet other students, become familiar with a wide variety of student services, and discover what it takes to be a successful LCC Cougar.

- LassenFest/Pool Party- Always on the Sunday before the first day of the Fall Semester. This event is when new and returning students come together at the city pool for fun, sun, good food and drinks, and partake in the LCC resource fair.

- WOW (Week of Welcome)

This is the kickoff to the academic year in the Fall. WOW is designed to welcome and transition new and returning students to college life and connect them with many of the opportunities, offices, and people on campus.

- Cougar HQ Welcome Center

Open Student Area above the library. A space for all students to socialize, do homework, print assignments, research on the web, club meetings, cultural events, huddles, and meet new friends. Open: Monday thru Friday 8 am - 4:30 pm (outside the COVID pandemic).

- LCC Meetups

Offers students the chance to get together and find community on campus. LCC Meetups presents various social opportunities, both on campus and within the Lassen community that students can embark on as a group. Whether it be cheering on the Cougars at live home games, carving pumpkins for Halloween, or exploring what Lassen County has to offer, everyone who attends these evening events will have a chance to meet people, engage and have fun as a LCC student.

- Bagel Thursday

"The best day of the month" is Bagel Thursday. Every 3rd Thursday of each month students enjoy free bagels and engage with peers and LCC employees (outside the COVID pandemic).

- Cougar Countdown

Free activities for all students prior and during final exams to help students do well on exams, and to keep stress to a minimum. Offered virtually and face to face outside the COVID pandemic.

- Winter Welcome

The spring semester version of WOW (Week of Welcome). Winter Welcome is full of fun events to welcome students to LCC, whether it's as a new student or students coming back from winter break.

- Fill the Hill at Coppervale— Annual Free Ski Trip.

- Student Ambassador Program

The Student Ambassador program is a paid leadership opportunity for students who are dedicated to serving and representing Lassen Community College. Student Ambassadors provide campus tours, staff the student help desk, and perform duties at various LCC campus and community events.

- The Paw Newsletter

The LCC student ambassadors launched “The Paw” on March 25, 2019 to help students connect and engage at LCC. The Paw is a monthly newsletter, under the direction of Jennifer Tupper. Each month there will be co-editors and they will run the rough draft by the English Writing Lab and obtain that instructor’s signature prior to publication. The Paw can be found on the LCC Website as a big rolling banner, sent out as an email to LCC Everyone, E-blasted to students, hard copies distributed around campus, Social Media Posts, and posted on the Athletic website.

- Student Clubs

The home of the Cougar ASB and a gather place for other student clubs to hold meetings, and host events.

- Multicultural Center

A welcoming and inclusive place that values cultural diversity and helps foster an inclusive campus community. We aim to create a space for students to share their cultures, attend cultural events and gain multi-cultural competency.

- Student Onboarding

Collaborative effort between Outreach, Student Ambassadors and various programs on campus to help perspective and new students navigate the application process, and answer questions about what to expect as a LCC Cougar.

- Student Retention

Utilizes starfish early alert system and collaborates with other departments to help keep students motivated and on track. Provide peer to peer contact for struggling students.

- Outreach

The Outreach Program provides community, high school, and elementary school outreach events through various programming. These events are focused on building awareness of what LCC has to offer, answering questions about different services at LCC, removing barriers for potential students to apply, visibility and giving back to the community, and connecting with other schools out of our area. Outreach collaborates with campus wide programs. Some of the events outreach offers are:

- WACAC College Tours
- PNACAC College Tours
- Local, California, and Out of State High School College Fairs
- LCC College and Career Day
- LCC Senior Day
- Safe and Sane Halloween
- Westwood Parade of Lights
- Festival of Lights at the Lassen County Fairgrounds
- You Matter Conference through Lassen County Office of Education
- 8th Grade Week at LCC
- Lassen County Fair Week
- Personal Campus Tours
- High School Classroom Visits
- Presentations with Alliance for Workforce
- Pop-up Promotional Days around Susanville, Westwood and Herlong
- Participates in Trade Shows (example: CA FFA State Convention)
- LHS Senior Signing Day at LHS
- Supports Virtual Cougar HQ

The outreach program has adapted to the virtual world and has been adapting as much of the program to provide virtual delivery as well. Outreach has provided virtual campus tours, program tours, attended virtual college fairs, and manages the LCC social media sites.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action.

Because the Cougar Headquarters is one of the newer centers on campus, there will be some basic start up needs to make the center as successful as possible. We have tried to be very mindful of budget and funding and utilizing what is already in this lovely, modernized space. Below are the goals and items needed to make this a functional student focused space:

1. Define the spaces within the welcome center for:
 - Help desk/student ambassador space
 - Multicultural corner: Bookshelves, books, décor, carpet runner, microwave, Keurig(coffee center)
 - Staff workstations for Director, Admin Assistant and Outreach Coordinator
 - Laptops, Docking Stations, Dual Monitors, Standing desks, under desk locking filing cabinets
 - Staff Cell Phones- Director, Outreach Coordinator--The space is limited in phone lines and cell phones allow better service for the students in the physical and virtual space.
 - Signage- Create, print, mount
 - Laptops for students to checkout and use while in the center
 - Student Lounge Furniture
 - 2 laptops or tablets for each entrances of center to have attendance tracking software with ID scanning capability
 - Gaming system and games- to help with engagement and community building
 - Subscriptions to various media and marketing-type software for example: InShot, Canva, Photoshop
 - Secure storage space for Outreach and the Cougar HQ
 - Functional, centrally located, and ADA accessible space for Cougar Cupboard--A space that has access to electricity for cold storage, space for both nonperishable food and basic-needs inventory, and room for a workstation with phone line access.
 - Implement a contact management system (currently researching)
 - Budget for Naviance or digital advertising platforms (\$13,000)
 - Budget for professional development utilizing both online and face to face opportunities for all staff (\$1500/ staff member)

II Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment

AUO and SLO assessment is important to maintain and improve institutional effectiveness and provide an effective learning experience for LCC students. Departments are expected to measure AUO and/or SLO annually; these records are maintained in WEAVE and are available for review at any time.

Description/Evaluation:

1. Identify and evaluate Administrative Unit and/or Student Learning Outcomes including the relationship to strategic goals for AUOs and institutional student learning outcomes for SLOs utilizing information from WEAVE.
2. Attach an AUO and/or SLO assessment summary as provided by Office of Institutional Effectiveness.
3. Provide an analysis of findings of the assessment results may be leveraged to support equipment, facility, staffing, or other budget and planning need and include the justification in your analysis.

Cougar Headquarters AUO's

1. Increase participation of the Cougar Headquarters both virtually and on campus.
Attendance tracking system will be implemented to assess participation
Target- To increase participation 5% annually
2. Increase attendance at Bootcamp whether offered face-to-face or virtually.
To be measured by attendance
Target- To increase attendance by 5% annually

Student Ambassador Program

3. Provide leadership and workability preparedness making them prepared for the workforce.
To be measure by evaluating personal resume at time of applying to the program and at time of leaving the program.
Target- To see individual growth, work, and leadership skills as evidenced by an updated resume that has additional skills and experience compared to when the ambassador started.

Cougar Cupboard Food Insecurities and Basic Needs Program

4. Build support and grow the food insecurities and basic need program at LCC.

Measured through a survey administered at the end of the semester on student satisfaction as well as numbers served.

Target- To have a positive impact on students served, as well as an increase of participation in these programs by 5% unduplicated numbers of students.

Outreach Program

5. Build and grow a contact management system to better recruit and retain potential students.

Measure: Secure a software program that records and measures student statistics.

Target- Increase enrollment of the students managed in the software system by 5% each year.

Planning Agenda:

List recommendations and actions by the above evaluation of AUO and/or SLO results. Complete Institutional Effectiveness Planning, Student Services Planning and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. For any items needing Human Resources Planning, Institutional Technology Planning, or Facilities Planning action, please make sure to include the information within the appropriate section and table later in the program review document.

- AUOs just created in 2020-21. Evaluation will take place each year starting 2021-2022 school year.

III. Equipment

Description/Evaluation:

1. List capital outlay equipment, age of equipment and replacement schedule.
 2. Identify any existing equipment maintenance/service agreements.
 3. Evaluate the condition of capital outlay equipment in light of the replacement schedule and available funds.
 4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
 5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.
- Click here to enter text. For the evaluation portion, ask yourself “How is it working?” Good? Bad?

- Computers in Cougar HQ Center will need to be upgraded or replaced based on the college's computer budget and maintenance schedule.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning table at the end of the section for any recommendations requiring institutional action.

- Click here to enter text. Ask yourself, "What are we going to change?" Go into detail here and provide a snap shot of the items in the table(s) below.
- Not yet applicable.

IV. Outside Compliance Issues (if appropriate for program)

Description:

If appropriate, describe the role of outside compliance issues on the program.

- Understanding of allowable and unallowable costs associated with you Student Equity and Achievement funds.

Evaluation:

Assess changes in compliance or identification of compliance-related needs and the impact on the program.

- **No known changes.**

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

- Click here to enter text. Ask yourself, "What are we going to change?" Go into detail here and provide a snap shot of the items in the table(s) below.
- Not yet applicable.

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

- Define the spaces within the Cougar HQ Center so it can function as a center for services related to student engagement, equity, outreach, and welcome activities.
- Create appropriate signage for students to easily find and understand utilization of Cougar HQ Center spaces.
- Find suitable space for Cougar Cupboard with electricity that is preferably close in proximity to the Cougar HQ Center.

B. Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section One that should be included in Lassen College’s planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

Cougar Headquarters Center 2021-2022

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
4	Maintain physical space for Cougar Headquarters Center (currently above library)	2021-2022	Maintenance of computers and furniture	Increased student engagement in welcome activities, ASB, clubs, and multicultural programming.
4	Find a more suitable space for Cougar Cupboard Basic Need Center	2021-2022	None if using an existing conducive space on campus	Can provide for improved food insecurity programs if space has electricity.

Prioritized Recommendation for Inclusion in Student Services Master Plan
 Cougar Headquarters 2021-2022

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
4	Purchase and implement a contact management system (currently researching)	2021-2022	\$5,000 one-time	Increase enrollment of the students managed in the software system by 5% each year.
4	Purchase Intersect, Naviance or other digital advertising platform.	2021-2022	\$13,500 one-time	To improve marketing of LCC and LCC programs.
4	Budget for professional development utilizing both online and face-to-face opportunities for all staff (\$1500/ staff member/year)	2021-2022	\$4,500 per year	To improve skills and knowledge of staff, and keep current on best practices.

Prioritized Recommendations for Inclusion in Educational Master Plan

Click here to enter Program Name & Year

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:

1. List the current staffing for the program include: managers, faculty positions, and classified staff.
 - Manager: Director of Student Equity, Engagement, and Success
 - Manager: Director of Student Recruitment, Outreach, and Marketing
 - Classified Staff: Administrative Assistant 2
2. This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.
 - Hiring of 4-6 student ambassadors each year.
 - Click here to enter text. For the evaluation portion, ask yourself “How is it working?” Good? Bad?
 - Adequate staffing at this time.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

- Click here to enter text. Ask yourself, “What are we going to change?” Go into detail here and provide a snap shot of the items in the table(s) below. N/A

II. Professional Development

Description/Evaluation:

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)
- Professional development utilizing both online and face-to-face opportunities for all staff (\$1500/ staff member/year)

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

- **Plan for** Professional development opportunities utilizing both online and face-to-face opportunities for all staff (\$1500/ staff member/year) in areas related to their services (i.e. basic needs, equity, marketing, outreach, and student engagement).

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

- Will be evaluated at end of 2021-2022 school year.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

- Click here to enter text. Ask yourself, “What are we going to change?” Go into detail here and provide a snap shot of the items in the table(s) below.
- Not yet applicable.

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

Click here to enter text.

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Two that should be included in Lassen College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Human Recourse Master Plan

Click here to enter Program Name & Year

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. Describe and evaluate the Lassen Community College facilities available to the program.
 - Click here to enter text. For the evaluation portion, ask yourself “How is it working?” Good? Bad?
 - Adequate space for Cougar Headquarters Center
 - Inadequate space currently for Cougar Cupboard/Basic Needs Center
2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)
 - Click here to enter text. For the evaluation portion, ask yourself “How is it working?” Good? Bad?
 - None currently
3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes
 - Not yet assessed.
4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.
 - Need to find a new location for Cougar Cupboard due to lack of electricity and space in current location.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

- Need to find a new location for Cougar Cupboard that has electricity and additional space.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Three that do not require institutional action (ie. curriculum development) in order of program priority.

Click here to enter text.

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Three that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in the Facilities Master Plan

Cougar Cupboard / Basic Needs Center

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
4	Cougar Cupboard / Basic Needs Center	2021-2022	N/A if existing space on campus is identified.	Better serve needs of food insecure students.

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.
 - Click here to enter text. For the evaluation portion, ask yourself “How is it working?” Good? Bad? N/A
2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.
 - Not yet assessed.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

- Click here to enter text. Ask yourself, “What are we going to change?” Go into detail here and provide a snap shot of the items in the table(s) below.
- Note yet assessed.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Four that do not require institutional action (ie. curriculum development) in order of program priority.

- N/A

Prioritized Recommendation for Inclusion in the Planning Process

List all recommendations made in Section Four that should be included in Lassen Community College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

- Not applicable

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	none			

Appendix A:

(insert information as needed)

Appendix B:

(insert information as needed)

Appendix C:

(insert information as needed)

Appendix D:

(insert information as needed)

Appendix E:

(insert information as needed)

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.