

**LASSEN COMMUNITY COLLEGE**

**STUDENT SERVICES MASTER PLAN**



**2021-2026**

Approved by Student Services Master Planning Committee – April 19, 2021

Approved by Consultation Council – April 26, 2021

## **Section IV – Five Master Plans**

### **1. Student Services Master Plan and Student Services Staffing Plan**

#### **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 professional development, capacity building, program development, outreach implementation and capital development have essential ties and implications for the Student Services Master Plan. The responsibility for the development of the Student Services Master Plan is reviewed by the Student Services Planning Committee. The plan is 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 towards academic and career success.

#### **Key Components for Student Support Services**

- Student Success and Support
  - Registration Support Services
  - Assessment and Academic Advising
  - Orientation
  - Education Plan
  - Early Warning and Retention Alert Systems
- Counseling and Guidance
- Work-Study, CalWORKs and Work Experience Referral
- Academic Support Services/Supplemental Instruction/Tutoring
- Articulation
- Transfer Readiness
  - Transcript Evaluations
  - Transfer Activities and Events
- Programs for Targeted Populations
  - Disabled Students Programs and Services
  - CalWORKs
  - Extended Opportunities Programs and Services/CARE
  - Child Development Center
  - Kinship Care
  - Independent Living Program (Foster Youth)
  - Veterans
  - Equity (Disproportionately Impacted Populations)
  - Incarcerated Students
- Admissions and Records
  - Admissions
  - Records and Attendance Accounting
- Financial Aid
  - Aid Processing and FAFSA processing
  - Loan Processing

- VA Benefits
- Federal Work Study Processing
- Scholarship Processing
- Financial Aid Outreach
- Student Affairs, Leadership and Governance
  - Associated Student Body
  - Club Leadership
  - Student Leadership Development
  - Student life and Activities
  - Student Ambassadors
- Residential Services
- Student Recognition Programming
  - 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
  - Discover Lassen College
- Probation and Academic Disqualification Advising Services
- Mental Health Services
  - Mental Health Coordinator
  - Behavioral Intervention Team

## **II. STUDENT SERVICES PLANNING COMMITTEE**

The Student Services Planning Committee is comprised of employees from a variety of different areas and disciplines on campus. The committee consists of two administrators, five faculty members, two classified, two confidential/management, and one student. The chief role of the committee is the discussion of the Student Services Master Plan and making recommendations to address the needs of LCC Student Services operations. This committee also oversees the creation of the Equity Plan.

The Student Services Planning Committee uses the mission statement, strategic goals of LCC, and the non-instructional program reviews to guide and direct the creation of the Student Services Master Plan each year. The recommendations are derived from the most recent approved non-instructional program reviews and annual updates done in 2017-2018 which include the following: Kinship Care; Admissions and Records; Financial Aid; EOP&S/CARE; DSP&S; Assessment, Counseling, Student Success and Transfer; Child Development Center; ILP; Student and Residential Life; CalWORKs/TANF; Outreach.

The Student Services Master Plan is composed of the five annual action plans that start in academic year 2021-2022 and ends in academic year 2025-2026. Each year the Student Services Master Plan is reevaluated and updated. The plan is then presented to Consultation Council for approval.

## **STUDENT SERVICES PLANNING COMMITTEE MEMBERSHIP:**

The following individuals served as members of the Student Services Master Planning Committee during academic year 2020-2021:

Hasib Azhand - Faculty  
Thomas Rogers - Faculty  
Carrie Camacho - Administration  
Heather DelCarlo - Classified  
Tara Harkema - Classified  
Janet Marinoni - Faculty  
Carol Montgomery - Classified  
Davis Murphy - Administration  
Brady Reed - Administration  
Jennifer Tupper - Management  
Celeste Wiser – Faculty  
Thomas Kareck-Faculty

### **III. 2021-2026 STUDENT SERVICES ENCOMPASSING ELEMENTS**

The Student Services Master Plan articulates a pathway to maximize the student experience through five all-encompassing elements: Professional Development, Capacity Building, Program Development, Outreach Implementation, and Vision: Institutional Development. This pathway is the driving force behind all college planning and implements the college mission statement, identifies recommendations made through instructional program reviews, and utilizes strategic goals approved by the Governing Board.

#### **Element I – Professional Development**

Providing adequate training for employees is essential to maintaining a high quality institution. Therefore, it is essential that staff and faculty in Student Services be provided with the opportunity to receive professional development both on campus and off campus. This professional development must cover a wide array of topics that are pertinent to Student Services staff and help to improve services to students. With the implementation of Guided Pathways there needs to be an emphasis on career development and training for all staff and faculty across campus. Lassen College has a diverse population of students. Multicultural, gender and equity training needs to be provided to help us better serve our students. Mental Health training is also critical to staff and faculty in helping to recognize the challenges and dangers that many of our students face. These trainings could be provided by those familiar with these issues on campus but also by outside groups like On Course, RP Group, EdOptics and others that specialize in professional development to staff and faculty. Funding could be provided by SSSP, Equity and other sources.

#### **Element II - Capacity Building**

While the instructional programs engineer the delivery of curriculum using innovative delivery systems, 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 that is both user friendly and current to meet the needs of students. Text messaging, student planning, document imaging, early alert, Starfish, Maxient and others systems that are being used on campus must be fully utilized. Training needs to be provided to more fully implement these

educational tools to serve students. Wi-Fi needs to be improved across campus and make the entire campus an access point for Wi-Fi. Other areas to focus on would be other components of Starfish including early alert, educational planning, Canvas, etc. Other services would include online financial aid services, phone applications for students, and fillable online forms for all student forms. Focus also should be put into improving the website to allow for greater access to resources and services available at LCC.

### **Element III - 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, orientation, career development, job placement, counseling, assessment, registration services and financial aid. Students taking courses in blended delivery programs will need different patterns of access to student services. These services are offered by providing counseling services at a distance using online advising, correspondence/incarcerated counseling, and designated counselors to local high schools. Impacted academic programs require different patterns of enrollment advising. Student Services will be integral in the successful implementation of goals for SSSP and Student Equity and utilizing the funding sources to best serve students. There is a need for Lassen College students to have greater access to four year institutions. Partnering with an institution(s) such as CSU Chico, UC Davis, UNR, or Southern Oregon University to provide bridge programs at LCC would be ideal. Expansion of our Allied Health offerings would prove beneficial to students as they are popular programs. Perhaps the most important area to focus on though would be math acceleration and improving student success in math. Accelerating math to only one level below transfer as well as providing embedded tutoring and other support services are essential to the success of LCC students and compliance with AB 705. The Chancellor's office requires students complete transfer level English and math in one year.

### **Element IV – Outreach Implementation**

The increase in on-line courses and continuation of correspondence instruction and the increase of face to face instruction and student support services of incarcerated students extends 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 and out-of-state 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. Local outreach will occur as well with more focus being placed on Cash for College at our local schools, outreach events (Discover Lassen College, 8<sup>th</sup> grade Week, etc..) and expansion of the Kinship workshops to meet the Resource Family Approval Guidelines. The Student Equity Plan calls for increased access to underrepresented groups on campus. These groups include: women, Native Americans, and Veterans. Student Services will work in conjunction with academics, student equity and other relevant groups to increase access to these underrepresented groups at LCC. LCC is in need of marketing director/specialist. This person would be in charge of rebranding/advertising LCC. It would also provide a point person for marketing of the website and upkeep of it. This position would provide a consistent message through our website, social media and print media.

### **Element V – Capital Development**

Capital development is the upkeep, expansion, and creation of facilities and also the utilization of capital already located on campus. Some of the visions for student services regarding capital development include: Infrastructure upgrade (air conditioning and infrastructure repair), relocation of student services from

the Vocational Tech building to a new facility that would allow all of student services to be in one building together. This relocation would meet the goals of Guided Pathways and be a more efficient and effective way to serve students in a manner that is conducive for their learning and goals. A plan should be created with facilities to determine a feasible location such as the Humanities building which is in the center of campus and would be better served as a Student Services location. A dedicated space for mental health services needs to be identified to accommodate the addition of the Mental Health Coordinator. The Saint Marie Residence Hall has been undergoing renovations to bring the building up to code and to create an environment that fosters student success and healthy living. Some rooms have been renovated and each year more will continue to be renovated. The common lounge is being renovated to make it safer and more student friendly. Following these projects, space needs to be evaluated to add an exercise facility, a small computer lab and other possible upgrades. A better security camera system is also going to be installed in the dorms. The discussion of the potential need for another residence hall has occurred and pertinent data needs to be gathered to determine its feasibility. Other campus needs include a lactation lounge dedicated for breastfeeding mothers, baby changing stations in restrooms, and better signage all across campus. As a whole the campus had been lacking in much needed student focused activities, and places for students to engage and congregate but with the addition of the Director of Orientation and Success as well as funds to facilitate these activities have greatly improved student engagement and involvement. Other dedicated student spaces need to be evaluated and determined.

**STUDENT SERVICES BUDGET PRIORITIZATION- Staffing Proposal 2021-2022**

*(Note: \*\*Estimated Cost is equal to the total annualized Cost of Ownership of the allocation request)*

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
Athletics	2, 3, 4		Funds for Paid Assistant Coaches	2021-2022	\$60,000		2	2		
Counseling	4		Student Success Support Admin Assistant	2021-2022	\$46,863.26 (salary and benefits)	Approved, in progress	1	1		Possibly Funding in Categorical
Counseling	4		Counselor (additional incarcerated counselor)	2021-2022	\$125,000 (salary and benefits)	Serve our growing incarcerated program	2	3		Possibly Funding in Categorical

**STUDENT SERVICES BUDGET PRIORITIZATION- Ongoing Expenditures 2021-2022**

*(Note: \*\*Estimated Cost is equal to the total annualized Cost of Ownership of the allocation request)*

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
A&R	4		Increase Travel Budget	2021-2022	\$5,000	Training and Outreach	2	4		Possibly Funding in Categorical
Athletics	4		Funds for Athletic Recruiting		\$10,000		1	1		
EOPS	3, 4		CARE Conference funds	2021-2022	\$5,000.00	Skill building for CARE students and close equity gap for many of our female students	1	3		Possibly Funding in Categorical
EOPS	2, 3, 4		Lending Library funds; including laptops	2021-2022	\$10,000.00	OER/textbooks for students	2	2		Possibly Funding in Categorical

**STUDENT SERVICES BUDGET PRIORITIZATION- One Time Expenditures 2021-2022**

*(Note: \*\*Estimated Cost is equal to the total annualized Cost of Ownership of the allocation request)*

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Notes
A&R	2		Additional Scanners	2021-2022	\$12,000 / yearly cost	Increase Efficiency	1	5	A&R	
CalWORKs	1		ADA compliant doors (bathrooms, office, etc.)	2021-2022	\$100,000.00	Access for all students	1	6		
CalWORKS	1		Lactation rooms on campus	2021-2022	Need space (cost 0) Small refrigerator (\$100) Minor repairs to space (\$200)	Meet current educational code and state laws Education Code Section 222 222. (a) A school operated by a school district or a county office of education, the California School for the Deaf, the California School for the Blind, and a charter school shall provide reasonable accommodations to a lactating pupil on a school campus to express breast milk, breast-feed an infant child, or address other needs related to breast-feeding. Reasonable accommodations under this section include, but are not limited to, all of the following: (1) Access to a private and secure room, other than a restroom, to express breast milk or breast-feed an infant child. (2) Permission to bring onto a school campus a breast pump and any other equipment used to express breast milk. (3) Access to a power source for a breast pump or any other equipment used to express breast milk. (4) Access to a place to store expressed breast milk safely.	2	7		



Outreach	3		Purchase Contact Management Program	2021-2022	\$5,000.00	Allow for contact gathered through recruiting to be effectively managed	1	4	Outreach	
Outreach	3		Budget to purchase Intersect other digital advertising platform	2021-2022	\$13,500.00	Increase presence among high school students while looking for colleges and open up additional communication avenues	2	3	Outreach	Possibly Funding in Categorical
Residence Hall	3		Backup Generator	2021-2022	\$150,000	Safety and security during power outages	1	1	Residence Hall	
Residence Hall	3		Completion of public restroom in dorm	2021-2022	\$20,000	Better living environment	2	2	Residence Hall	

#### STUDENT SERVICES BUDGET PRIORITIZATION- Non-Prioritized Expenditures 2021-2026

*(Note: \*\*Estimated Cost is equal to the total annualized Cost of Ownership of the allocation request)*

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source
Athletics	3		Led Lights in Gym + labor estimated	2021-2026	\$17,000				
Athletics	3		Industrial washer and dryer + labor estimated	2021-2026	\$22,000				
Athletics	3		Floor covering and roll rack for gym floor	2021-2026	\$8,864				
Athletics	3		Fencing (softball) fence slats (soccer)	2021-2026	\$8,056				
Athletics	3		HUDL Camera	2021-2026	\$3,000				
Athletics	3		Shoot –Around Machine	2021-2026	\$6,000				
Athletics	3		Uniforms and Warm-ups for Various Sports	2021-2026	\$35,700				
Athletics	3		Wrestling Protective Headgear	2021-2026	\$2,100				
Athletics	3		Additional Chairs/Rack for Gym Floor	2021-2026	\$5,300				
Athletics	3		Whirlpool Replacement -training room	2021-2026	\$5,000				

Athletics	3		Funds for Athletic Professional Development	2021-2026	\$25,000				
Athletics	3		Conex Box for additional athletic storage	2021-2026	\$4,000				
Athletics	3		Repaint Gym	2021-2026	\$5,000				
Athletics	3		Led Lights in Gym + labor estimated	2021-2026	\$17,000				
A&R	4		Printer in lobby for students	2021-2026	\$1,500	Better Serve Our Students			
A&R	4		Computer for Microfiche	2021-2026	\$3,000	Productivity			
CalWORKS			Diaper Changing Stations in each building	2021-2026	\$500.00	Create family friendly environment			
Counseling	4		Full time General Counselor (veteran/general)	2021-2026	\$125,000 (salary and benefits)	To increase the number of students we can serve and meet SB 694 requirements			
Counseling	4		TES/College Source	2021-2026	\$5,000 per year	Assist with transcript evaluations, consider as a mandated cost as our department needs this every year			
Counseling	4		Update and Include a section in orientation to complete initial educational plan	2021-2026	\$3,000.00	Increase the number of completed initial educational plans and capture those students who register solely online			Categorical
Counseling	4		Ed Plan and 15 to Finish Campaign	2021-2026	\$1,500 for advertising materials and \$1,000 for a scrolling screen for a total of \$2,500	Educate students in the importance of educational plans, increase educational plan completions and decrease the amount of time to complete certificate/degrees			Categorical
Counseling	4		Starfish Promotion Materials	2021-2026	\$1,500 for advertising materials	Market Starfish program to staff and students			Categorical
Counseling	4		Career Exploration Software	2021-2026	\$6,000.00	Educate and prepare students for the career goal they wish to attain			Categorical
Counseling	4		Increase Travel and Professional Development Funds	2021-2026	\$8,000 per year	Increase funds to provide additional professional development			

						opportunities (including veteran auditing process)			
Residence Hall	3		Fitness Room in dorm	2021-2026	\$40,000	Better Living Environment			
EMP	2, 3, 4		Dual Enrollment Coordinator	2021-2026	\$100,000.00	Increase enrollments out of K-12			General
EOPS	2, 3, 4		Staff Training (mental health & Diversity)	2021-2026	\$5,000.00	better services to students			Categorical
EOPS	2, 3, 4		CC Visits – best practices	2021-2026	\$2,000.00	Innovative programs and efficiencies			Find out more info, probably categorical
EOPS	3		Improved ADA parking	2021-2026	\$5,000	Access for all students no matter ability. ADA compliance.			
EOPS	3		Adequate air conditioning	2021-2026	\$150,000 to install condenser in CA	Safe and effective environment for students and staff for learning and work			
EOPS	3		Power Outlets & Data ports	2021-2026	In-kind – maintenance	Full use of office areas and student spaces – install equipment for information kiosks			
EOPS	3		Running Water/sink	2021-2026	\$5,000	Hand washing station for health and safety as well as access for safe food handling			
FA & Admissions	3		Office Furniture & Chairs	2021-2026	\$14,000.00				
Outreach	3, 4		Increase Supplies Budget	2021-2026	(+\$10,000) (\$5,000 for student success coordinator)	Ongoing updates of material			General
Outreach	3		Increase Travel Budget	2021-2026	(+\$10,000) (\$5,000 for student success coordinator)	Increase state, national and international awareness and enrollment			General
Outreach	3		Professional Development Events	<b>2021-2026</b>	(\$3,000 (\$1,500 for current Coordinator and \$1,500 for additional Outreach Coordinator)	Outreach Coordinators who are more aware of the ever changing incoming student populations and their challenges and who are better able to assist potential students			
Outreach	3		Game Room in dorm	2021-2026	\$30,000	Better Living Environment			

Outreach	3		Buzzer system for east entrance	2021-2026	\$300	Safety and security			
Residence Hall	3		Lights on north and south exterior walls	2021-2026	\$960	Improved safety and security			
Residence Hall	3		Video surveillance on North, South exterior walls & entrance to campus	2021-2026	\$900	Improved safety and security			
Residence Hall	3		Video Surveillance system	2021-2026	\$1800	Improved safety and security			
Residence Hall	3		Monitor and video feed from video surveillance in RA Office	2021-2026	\$500	Improved safety and security			
Residence Hall	3		Nighttime Security Officer	2021-2026	\$61,440.92	Increased safety and security			
Residence Hall	4		Mailroom in Residence Hall	2021-2026	\$20,000	Better Living Environment			
Residence Hall	3		Air Conditioning	2021-2026	\$7,140	Better living Accommodations			Find out more info
Residence Hall	4		New desks and chairs	2021-2026	\$47,628	Better working environment			
Residence Hall	3		New Dressers	2021-2026	\$33,000	Better living Accommodations			
Residence Hall	3		Proxy card key locks	2021-2026	\$7,800	Ensured safety and security			
Residence Hall	3		New Pool Table	2021-2026	\$1,999.99	Increased opportunity for activity			
Residence Hall	3		Completion of Laundry Room	2021-2026	\$1,000	Better Living Environment			
Residence Hall	4		Computer lab in dorm	2021-2026	\$40,000	Additional Study Area			
Residence Hall	3		Vending machines	2021-2026	\$1,500	Other opportunities to get something to eat or drink			
Residence Hall	3		Backboards on Basketball court behind dorm replaced	2021-2026	\$1,600	Increased opportunity for activity			
Residence Hall	3		Change machine in laundry area	2021-2026	\$782	Better living accommodations			
Residence Hall	3		Bigger BBQs	2021-2026	\$1,300	Great for moral, and popular among residents			
Residence Hall	3		Windows in RA Office	2021-2026	\$5,017	Improved security and safety			Get info

Residence Hall	3		Storage room for intramural and dorm equipment	2021-2026	\$10,000	Security of equipment			
Residence Hall, Counseling & OSS	4		Digital Signage/Wayfinding	2021-2026	\$100,000	Quick and easy way to disseminate information across campus			
Student Services	3		Restructure Student Services: Relocated Transfer/Career Center (\$56,000); Increase Counseling Dept Space (no cost to relocate); Restructure A&R (\$20,000); Restructure Financial Aid (\$20,000)	2021-2026	\$96,000.00	Move Assessment Technician and Transfer Center work space utilization to new location; Computer chairs for testers-assessment (requested in 2012 NIPR, but have increased from 6 testing seats to 10 to accommodate the transition to include career component); FA & Admissions: Safety, Confidentiality and better serve our students			

**STUDENT SERVICES ACTION PLAN**

**APPENDIX A**

The Student Services Master Plan Action Plan for 2021-2026 consists of five major emphases or foci:

**STUDENT SERVICES ACTION PLAN**

<b>Student Services Action Plan 2021-2022 – 7 Strategies</b>						
<b>Goal</b>	<b>Objective</b>	<b>Strategy Description</b>	<b>Desired Outcome</b>	<b>Timeline</b>	<b>Responsible Party(s)</b>	<b>Performance Measures</b>
4		<b>Outreach Implementation- Financial Aid</b> <ul style="list-style-type: none"> <li>Assess and implement steps to increase student access and the actual awarding of financial aid</li> </ul>	Increase the number of students who apply for financial aid. Goal: 90% of eligible LCC students completing a FAFSA	2021-2022	-Director of Financial Aid -V.P. of Administrative Services	Payment of partial Pell before school starts.- <b>Completed and ongoing</b>  More outreach activities for financial aid- <b>In progress and ongoing</b>
3		<b>Program Development-</b>	Increase the access, retention, completion, and transfer rates of all women, veterans, Native Americans	2021-2022	-Dean of Student Services -Assoc. Dean Student Services- V.P. of Academic Services	An increase of students in all areas of the Student Equity Report. <b>In progress. We have</b>

		<ul style="list-style-type: none"> <li>Implement goals of the Student Equity Plan to increase access and success of target populations.</li> </ul>	and foster youth.		-Director of Institutional Effectiveness and Research -Division Chairs -Student Services Management Group	<b>identified new DI groups.</b>
3		<b>Program Development- Program Review</b> <ul style="list-style-type: none"> <li>Review staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students</li> </ul>	Staffing and other resource request will be prioritized.	2021-2022	-Dean of Student Services -V.P. of Academic Services -Student Services Management Group	Timely completion of all student services NIPR's- <b>In progress and will be completed by the end of 2021.</b>  Filling of open positions- <b>In progress</b>
3/4		<b>Capacity Building- Technology Improvement</b> Improve technology services in Admissions and Records, Financial Aid, Categoricals and Counseling: <ul style="list-style-type: none"> <li>Scanning technology for student records</li> <li>Improved communication for FASFA information</li> <li>Document imaging</li> <li>Starfish</li> <li>E-communications in all Student Services departments</li> </ul>	To improve efficiency and effectiveness	2021-2022	-Dean of Student Services -Assoc Dean of Student Services -Admissions and Records -Financial Aid -Counseling Department	Prioritize important technology needs so that they may be potentially approved for funding. <b>- Prioritized and should be completed by the end of 2021.</b>
4		<b>Program Development- Student Life</b> Prepare for an increase in international recruitment and address the Student Life NIPR recommendation to more adequately staff for student affairs.  Utilize existing management in Student Services to improve our student affairs supervision to <ul style="list-style-type: none"> <li>coordinate clubs (i.e. new international club)</li> <li>develop an advisors manual for student organizations and clubs</li> <li>help manage and supervise the activities and events sponsored by ASB including statewide and regional conferences/assemblies</li> <li>assist in student leadership development, prepare and work with club advisors</li> </ul>	To improve the sense of community on campus for students, staff and faculty and to improve the diversity of student experiences on campus	2021-2022	-Dean of Student Services -V.P. of Academic Services -Outreach Coordinator -Director of Athletic Operations	Resource and equip club advisors.  Coordinate an annual calendar of activities, club events, ASB meetings and forums, etc.  Have ASB functioning and regularly providing events each year.  Utilize the Outreach Coordinator to recruit international students from a variety of countries around the world.  Increase intramural program that serves students with varying extracurricular interests.  <b>The infrastructure has been put in place and job descriptions now include these duties.</b>

		<ul style="list-style-type: none"> <li>Dirt walking trail</li> <li>Drug Prevention</li> </ul>				<b>Reset for 2021-2022</b>
1/4		<b>Program Development- Student Success</b> <ul style="list-style-type: none"> <li>The development of an early alert system to identify students who are struggling in their classes and help them to succeed.</li> <li>Data driven student messaging system pulled from Open CCC Apply and FAFSA-<b>N/A</b></li> </ul>	A system to identify earlier students who are struggling in their classes.	2021-2022	-Dean of Student Services -V.P. of Academic Services	Dean of Student Services, faculty, counseling staff and admissions & records staff will meet to discuss possibilities.  <b>Have implemented Starfish.</b>  <b>Modified bullet point two to implement automatic email responses to student inquiry on CCC apply.</b>
		<b>Capital Development- Student Life and Access</b> <ul style="list-style-type: none"> <li>Replace carpet in DSPS and remodel lab area for effective use – <b>completed</b></li> <li>Finish Recreation in Dorms- <b>completed</b></li> <li>Finish weight room, computer lab, and remodel of one end of dorms for student life.- not completed</li> <li>Continue remodel of rooms.- <b>not completed</b></li> <li>Refinish Playground for CDC.- <b>N/A</b></li> <li>Nursing Lounge for mothers.- <b>In NIPR</b></li> <li>Veterans Center.-<b>In progress</b></li> <li>Add changing tables in bathrooms.- <b>In NIPR</b></li> <li>Redo bathrooms to be ADA compliant.-<b>should be in facilities master plan.</b></li> </ul>	Increased student life, safety and access for students with disabilities.	2021-2022	Dean of Student Services Director of Facilities	Scheduled plan of all projects and timelines for completion. <b>In progress and ongoing</b>
<b>Completed Items</b>						
4		<b>Outreach Implementation- Financial Aid</b> <ul style="list-style-type: none"> <li>Assess and implement steps to increase student access and the actual awarding of financial aid</li> </ul>	Increase the number of students who apply for financial aid. Goal: 90% of eligible LCC students completing a FAFSA	2018-2019	-Director of Financial Aid -V.P. of Administrative Services	Payment of partial Pell before school starts.- <b>Completed and ongoing</b>  More outreach activities for financial aid- <b>In progress and ongoing</b>





## Student Services Plan 2022-2023 – 3 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3		<b>Program Development- Program Review</b> <ul style="list-style-type: none"> <li>Review staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students</li> </ul>	Review and utilize position openings as opportunities to improve student services over the next 24 months	2022-2023	-Dean of Student Services Management Group	<b>Positions in NIPR. NIPR's will be completed by the end of this year.</b>
2		<b>Professional Development- Online Services</b> <ul style="list-style-type: none"> <li><b>Training to implement online counseling and other online services.</b></li> </ul>	Integration of online counseling and student services for a growing online student population	2022-2023	-Dean of Student Services,	<b>We will have a goal of completing this professional development by the end of 2022. Ongoing.</b>
1		<b>Professional Development- All Staff Training</b> <ul style="list-style-type: none"> <li>Implementation of a Student Services Professional Development plan.</li> </ul>	Managers of the Student Services service areas will prepare a plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year	2022-2023	-Dean of Student Services	<b>We will create yearly goals for professional development for student services. We will concentrate on trainings with regard to equity and online proficiencies in the 2021-2022 school year.</b>

### Student Services Plan 2023-2024 - 3 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3		<b>Program Development- Program Review</b> <ul style="list-style-type: none"> <li>Annually review the staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students</li> </ul>	Review and utilize position openings as opportunities to improve student services over the next 24 months	2023-2024	-Dean of Student Services -Student Services Management Group	<b>Will be completed by end of 2021 and ongoing.</b>
2		<b>Professional Development- Online Services</b> <ul style="list-style-type: none"> <li><b>Training for online counseling and other online services.</b></li> </ul>	Integration of online counseling and student services for a growing online student population	2023-2024	-Dean of Student Services	<b>We will have a goal of completing this professional development by the end of 2022. Ongoing.</b>
1		<b>Professional Development- All Staff Training</b> <ul style="list-style-type: none"> <li>Implementation of a Student Services Professional Development plan</li> </ul>	Managers of the Student Services service areas will prepare a plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year	2023-2024	-Dean of Student Services	<b>We will create yearly goals for professional development for student services. We will concentrate on trainings with regard to equity and online proficiencies in the 2021-2022 school year.</b>

### Student Services Plan 2024-2025 - 3 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3		<b>Program Development- Program Review</b> <ul style="list-style-type: none"> <li>Annually review the staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students</li> </ul>	Review and utilize position openings as opportunities to improve student services over the next 24 months	2024-2025	-Dean of Student Services -Student Services Management Group	<b>Will be completed by end of 2021 and ongoing.</b>
2		<b>Professional Development- Online Services</b> <ul style="list-style-type: none"> <li><b>Training for online counseling and other online services.</b></li> </ul>	Integration of online counseling and student services for a growing online student population	2024-2025	-Dean of Student Services	<b>We will have a goal of completing this professional development by the end of 2022. Ongoing.</b>
1		<b>Professional Development- All Staff Training</b> <ul style="list-style-type: none"> <li>Implementation of a Student Services Professional Development plan</li> </ul>	Managers of the Student Services service areas will prepare a plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year	2024-2025	-Dean of Student Services	<b>We will create yearly goals for professional development for student services. We will concentrate on trainings with regard to equity and online proficiencies in the 2021-2022 school year.</b>

**Student Services Plan 2025-2026 - 3 Strategies**

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3		<b>Program Development- Program Review</b> <ul style="list-style-type: none"> <li>Annually review the staffing, facility and student service programs making recommendations for departmental changes to improve LCC's service to students</li> </ul>	Review and utilize position openings as opportunities to improve student services over the next 24 months	2025-2026	-Dean of Student Services -Student Services Management Group	<b>Will be completed by end of 2021 and ongoing.</b>
2		<b>Professional Development- Online Services</b> <ul style="list-style-type: none"> <li><b>Training for online counseling and other online services.</b></li> </ul>	Integration of online counseling and student services for a growing online student population	2025-2026	-Dean of Student Services	<b>We will have a goal of completing this professional development by the end of 2022. Ongoing.</b>
1		<b>Professional Development- All Staff Training</b> <ul style="list-style-type: none"> <li>Implementation of a Student Services Professional Development plan</li> </ul>	Managers of the Student Services service areas will prepare a plan for a coordinated professional development curriculum and schedule the training events prior to the end of the previous year	2025-2026	-Dean of Student Services	<b>We will create yearly goals for professional development for student services. We will concentrate on trainings with regard to equity and online proficiencies in the 2021-2022 school year.</b>