Community Services Programs 2021 NIPR

CONTENTS

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

The Community Services Program is a compilation of not for credit, fee-based classes and activities designed to serve individuals with educational goals that do not require college credit. Community Service classes are offered in addition to the College's instructional program and are not academic equivalents of regular credit classes or prerequisites for the traditional college program.

The Community Services Program has a three-fold objective:

1. To provide community service courses and programs that enhance the community culturally, civically, and socially.

2. To provide community service courses in outreach centers as well as on the main campus.

3. To offer courses responsive to the needs of the community that build on-going intellectual growth and human perspective for the participants individually and to the community as a whole.

Currently the only the community service courses that are offered at Lassen Community College are the driver's training courses.

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.

The Community Services Program aligns with the mission of the college by providing educational support for the needs of the local community and to promote lifelong learning.

LCC's Community Service program meets the goals and objectives of LCC's Strategic goals #2 and #4.

The number of community service courses offered has declined from the past NIPR, however moving forward, our goal is to offer a more robust array of

community service courses to entice the community into participating in courses that will enhance and enrich their personal growth.

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.

- Research other community service program models
- Review internal processes for handling community service courses, registrations, fee collections, and payments.
- Revise the name of the program to Community Education Services Program to create more interest in the program.

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.

ISLO	Strat Goal	AUO	ASSESSMENT MEASURE /TARGET
3	2, 4	Increase student awareness of and interest in pursuing lifelong learning through marketing and advertisements.	**Measure:** Count of Marketing actions **Target:** Develop baseline for advertisements and increase by 5%
3	2, 4	Increase the number of community service courses offered.	**Measure:** Count of Community Services courses offered: **Target:** Increase number of courses offered by 2% annually
3	2, 4	Increase enrollment in community service courses at Lassen Community College.	**Measure:** Count of Community Services courses enrollment: **Target:** Develop a baseline of enrollment data and increase by 2% annually

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.

- Hire a manager to oversee the Community Services Program.
- Evaluate the effectiveness of current marketing and create a strategic plan to grow community services offerings and participation.

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.

Driver Training Vehicles 2014 Ford Focus   061747KKP205 $9,211

Driver Training Vehicles 2009 Nissan Versa   3N1BC13E09L435438 $12,306

At the time of this review, there are no plans to replace the vehicles. This may change with further assessment of each vehicle's condition. Ongoing maintenance and service will be continued to extend the use of each vehicle. All funds used for maintenance will be from fees collected through community service courses.

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.

Additional equipment needs may be identified for new programs as they are developed during the academic year. All equipment or supplies will be purchased with funds obtained through community service course offerings.

IV. Outside Compliance Issues (if appropriate for program)

Description:

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

Education Code section 78300 defines Community Service classes and outlines the parameters in which a Community service class can be offered. No general fund monies may be expended to establish or maintain community services courses.

Evaluation:

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

> Create a budget for the Community Services Program to assure general funds are not being utilized to support the program.

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.

> None.

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.

> None.

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
Community Services Program, 2021

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

Prioritized Recommendation for Inclusion in Student Services Master Plan
Community Services Program, 2021

Community Services Programs   2021 NIPR

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

Prioritized Recommendations for Inclusion in Educational Master Plan
Community Services Program, 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
2, 4	Expand Community Services Course Offerings	Fall 2021	$10,000	Increased offerings will facilitate lifelong learning and new learning opportunities for the community. Fee based courses will cover estimated costs associated with increasing class offerings.

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.

   Drivers Training Instructors – conduct behind the wheel training for registered students.

   Administrative Assistant 3 assigned to Academic Services provides administrative support for the Community Services Program.

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.

   There is a need for a Director of Continuing Education to research, budget, advertise, and manage the community service courses and grow the program to provide more offerings to the community.

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.

> Revise the existing Special Grant Coordinator job to include duties for the Director of Continuing Education.

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.)

    N/A

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.

> Staff assigned to the Community Services Program should attend appropriate professional development opportunities.
>
> Assure all instructors maintain certifications and attend training as needed to provide current and on-trend courses.

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

    There are no current assessments at the time this program review was prepared.

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.

    N/A

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.

Recommend changing the name of the program from "Community Service" to "Community Education" to be more lifelong learning indicative and more appealing for community members to participate.

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
Community Services Program, 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
2, 4	Hire Director of Continuing Education	ASAP	$120,000 (Proportional funding through fee based courses and categorical funds.)	Expand community service offerings to promote lifelong learning.

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. Describe and evaluate the Lassen Community College facilities available to the program.

   There are no dedicated spaces for the Community Services Program courses. If classrooms are available for use and fit the need of the course, they will be used without impact to credit courses.

2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)

   None

3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes

4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.

None

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.

None

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.

None

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
Community Services Program, 2021

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

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.

None

2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.

None

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.

None

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.

None

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

Community Services Program, 2021

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

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.